

Dignity and Essential Care:

Hospital:

Ward/ Department:

Date of inspection:

Improvement Plan

Chirk Community Hospital

Ceiriog Ward

15/16 January 2015

Page	Recommendation	Health Board Action	Responsible Officer	Timescale
Delivery of the Fundamentals of Care				
8	<i>The health board must ensure that their website and written information for patients and visitors is regularly reviewed and updated</i>	<ul style="list-style-type: none"> The website has now been updated with the correct information. The Higher Clerical Officer in Chirk has removed any incorrect/ out of date information from all signage. 	Deputy Area Operational Manager responsible for Community Areas	To be reviewed on a monthly basis by Responsible Officer.
8	<i>The health board should consider introducing additional communication methods for people who have a cognitive, visual impairment or additional learning needs</i>	<ul style="list-style-type: none"> Additional symbols have now been purchased and are displayed on the orientation board in the ward areas. 	Ward Manager /Matron	To be monitored by Matron on a monthly basis.
10	<i>Explore the possibility of improving the radio and television facilities for patients.</i> <i>Further opportunities should be explored to provide recreational</i>	<ul style="list-style-type: none"> There has already been a large investment regarding this recommendation with the purchase of a TV for the Ward area. A new TV ariel has now been installed. 	Matron	This is to be reviewed on a monthly basis and if successful increased to 5

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	<i>stimulation for patients</i>	<ul style="list-style-type: none"> We are awaiting a new call bell system and we will investigate if a radio system can be included in this new system. Patient group sessions have commenced with the physiotherapist three times a week. Additional jigsaws have been purchased for the Ward Area purchased. Specialist dementia electronic dashboard is currently considered and pursued to further improve stimulation for patients. 	Ward Manager and Physiotherapy Lead	days.
12	<i>The health board is advised to provide up to date written information regarding specialist dietary requirements to the cooks/kitchen staff and to explore training opportunities for them</i>	<ul style="list-style-type: none"> This report and recommendation has been directly sent to the Catering Department Manager for action. An information file will be provided on Specialist Dietary needs. 	Catering Manager and Ward Manager	To be reviewed in four weeks
13	<p><i>The health board must improve the overall mealtime co-ordination to take into consideration</i></p> <ul style="list-style-type: none"> <i>Preparation of patients and</i> 	<ul style="list-style-type: none"> The dining room has now been rearranged to allow room for the staff at the serving trolley without crowding the patients at the tables. 	Ward Manager, Housekeeper and Matron	To be monitored and reviewed on a monthly basis by Ward Manager.

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	<p><i>tables prior to mealtimes</i></p> <ul style="list-style-type: none"> • <i>Transportation and serving of food; consider food covers for desert bowls</i> • <i>Collection of and emptying of food from plates</i> • <i>Co-ordination of service between patients in bays and patients sitting in the dining room</i> <p><i>Patients who require additional assistance at mealtimes</i></p>	<ul style="list-style-type: none"> • This practice and process has now been reviewed by the Ward Manager and all patients in the dining room are served first and then the patients who require feeding are served. This not only allows them sufficient time to be fed, it then only leaves two members of staff at the serving trolley. • The trolley for collection of plates is now kept outside of the bay areas. 		
Quality of Staffing Management and Leadership				
16.	<p><i>We would advise the health board to closely monitor the staffing levels on Ceiriog ward and to review the staffing levels required to care for the complexity of patients needs, the time needed to deliver rehabilitation and palliative care, to support student placements and to complete patient records and documentation</i></p>	<ul style="list-style-type: none"> • In addition to the seven members of staff on duty on the early shift there is also a ward clerk and a housekeeper. • We also have a discharge facilitator on duty daily who deals with all the discharge planning therefore releasing the ward staff from this very time consuming task. • Additional staff are brought in if patient acuity is high, for example, patients requiring 1-1 care or if outpatient patient escorts are required. 	Ward Manager	

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<i>Delivery of a Safe and Effective Service</i>				
21	<i>Ward staff should ensure that store rooms, including medication storage rooms are closed and locked when unattended</i>	<ul style="list-style-type: none"> • These issues have been discussed at ward safety briefing and staff have been reminded of the importance of ensuring the doors are kept closed at all times. 	Ward Manager	
23	<i>The health board is advised to improve their care planning process to incorporate person centred care. Training in person centred care planning would be advisable</i>	<ul style="list-style-type: none"> • BCUHB has recently introduced new nursing documentation and the East Site Lead and Governance Team are currently developing a training plan for person centred care planning and the use of the new documentation. • This issue has been raised in the meantime on the Ward Safety Briefings and will be highlighted at the next Chirk staff meeting. 	Site Lead Nurse/ Ward Manager	To be implemented within two months of the date of this improvement plan.
23	<i>The health board is advised to consider additional specialist assessment and care planning tools for patients who have dementia or a cognitive impairment</i>	<ul style="list-style-type: none"> • The Lead Nurse has been assured that the BCUHB wide dementia pathway is in use at the site. 	Ward Manager	This will be monitored during the monthly quality and safety audit undertaken by peer review colleagues

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23	<i>Review patients medical and nursing records to ensure that information can be easily located and that duplications, wherever possible are prevented</i>	<ul style="list-style-type: none"> • A working group is to be established to review current care plans and filing on Ceiriog ward. • Targeted training sessions on accountability and record keeping are currently being delivered to all staff within the East area. 	Ward Manager	To be reviewed on a monthly basis.
24	<i>The confidentiality of patient information should be considered to ensure that information and records cannot be viewed by other patients and visitors</i>	<ul style="list-style-type: none"> • A working group is to be established to review current care plans and filing on Ceiriog ward. • Targeted training sessions on accountability and record keeping are currently being delivered to all staff within the East area. 	Ward Manager	To be reviewed on a monthly basis.



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Betsi Cadwaladr
University Health Board

Health Board Representative:

Name (print): Marie Bowler, Lead Nurse – Primary Care & Specialist Medicine- East

Julie Smith – ACOS- Nursing- Medicines Management / Site Lead Nurse- East

Title:

Signature:

Date: 26th February 2015