

Appendix A

Dignity and Essential Care: Improvement Plan

Hospital: Prince Charles Hospital-Merthyr

Ward/ Department: Ward 1(cardiology) and Ward 2 (CCU)

Date of Inspection: 11 and 12 March 2015

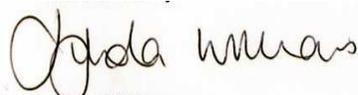
| Page Number | Recommendation | Health Board Action | Responsible Officer | Timescale |
|-------------|--|---|-------------------------------|------------|
| | Quality of the Patient Experience | | | |
| | There were no areas for improvement identified with regard to this aspect of care. | | | |
| | Delivery of the Fundamentals of Care | | | |
| Page 13 | The health board is advised of the need to ensure that patients' level of discomfort, pain or distress is recorded by all staff. This is in order to provide effective and appropriate treatment/medication. | Health Board will monitor compliance with pain relief documentation .The information will be collected via the nursing matrix | Ward Manger | June 2015 |
| Page 15 | The health board is required to describe how it will ensure that it meets the All-Wales | Health Board has made provision of fresh water three times a day | Catering Manger /Senior Nurse | March 2015 |

| Page Number | Recommendation | Health Board Action | Responsible Officer | Timescale |
|--|--|--|--|----------------|
| | Catering and Nutrition Standards with regard to the provision of drinking water for patients. | | | |
| Page 15 | The health board is advised of the need to ensure that patients are offered the opportunity to wash their hands prior to eating their meals in accordance with their wishes and in-keeping with the Fundamentals of Care. | Health Board has made provision for patients to be given hand wipes prior to meals | Ward Manger | March 2015 |
| Quality of Staffing Management and Leadership | | | | |
| Page 21 | The health board is advised of the need to demonstrate how it will ensure that staff are competent and confident in the future application of current legislation associated with the Mental Capacity Act and Deprivation of Liberty Safeguards. This is to ensure that patients are not unlawfully deprived of their liberty. | Health Board has a detailed training programme of update sessions /further training which include legislative changes in regards to Mental Capacity Act and Deprivation of Liberty. This is organisation wide but specific sessions set for PCH site. | Nurse Director | December 2015 |
| Delivery of a Safe and Effective Service | | | | |
| Page 23 | The health board is required to demonstrate how it will ensure that all staff are competent and confident in the use of the process for recording decisions associated with | The updated All Wales DNAR order is being delivered across the Heath Board. There is a detailed implementation plan and a group overseeing its delivery. | Clinical Lead for Resuscitation/ Chair of Resuscitation | September 2015 |

| Page Number | Recommendation | Health Board Action | Responsible Officer | Timescale |
|-------------|---|---|---------------------------------------|-----------|
| | DNACPR. | There is a training programme across disciplines and across all sites. | Committee | |
| Page 24 | The health board is advised of the need to ensure that all prescribed medication is recorded on the All Wales Drugs chart. This includes the administration of prescribed oxygen therapy. | The Health Board will ensure the All Wales guidelines for prescribed oxygen therapy are reissued to all medical staff | Chief Pharmacist Clinical Director | June 2015 |

Health Board Representative:

Name (print):



Title:

Director of Nursing.....

Date:

29th May 2015.....