

REQUIREMENT	ACTION	BY WHOM	DUE DATE	STATUS
The registered provider is required to ensure that the 'Intensive care suites' are redesigned to ensure the safety of patients and staff. This must include improving access to the designated toilet facilities via the main intensive care room.	The intensive care suites on Iddon, Howell and Awen wards have been refurbished to include ligature free en-suite facilities with optimal levels of external observation.	Philip Maliphant	01/04/2012	Refurbishment complete
	Both Osbern and Teilo intensive care suites need attention to bring up to the level of those above and this capital work will be undertaken in 2013		01/04/2013	Necessary work built into the 2013 capex budget
The registered person must address all of the environmental issues listed within the report, specifically to: <ul style="list-style-type: none"> • Refurbishment of the relaxation room on Awen ward • Additional seating and the heating is consistent on Awen • Refurbishment and a clean of Teilo ward • The provision of pictures and soft furnishings in the main lounge of Teilo ward • The nurse call system must be fully operational in all bedrooms 	Awen ward has undergone a complete refurbishment to the ground floor to include the ICS and de-escalation area, bedrooms, therapy rooms, relaxation room, day areas, dining room, corridors and ward office.		31/05/2012	Refurbishment completed
	The refurbishment of Teilo ward has been built into the 2013 capex budget Remedial work undertaken		30/06/2013	Work to be completed with the first half of 2013
	Toilet seat installed		31/08/2011	Completed

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<ul style="list-style-type: none"> • A toilet seat was required in bedroom 10 on Treowen ward. • The provision of sheets and duvets on all patients beds • The provision of telephone facilities that promote privacy for patients 	A full set of bedding is available across the hospital		31/08/2011	Completed
	The remaining wards requiring attention are Awen and Treowen and remedial work will be undertaken in 2013		31/08/2011	Completed
			30/04/2012	To be included in 2013 capex
The registered person is required to ensure that the arrangements in relation to infection control are adequate. This should include the system for disposing of dirty water from mop buckets.	The hospital has now appointed Charge Nurse as infection control champion who ensures that infection control issues receive appropriate attention. The water from mop buckets is disposed of correctly.	//	31/08/2011	
The registered person is required to ensure the layout of the establishment is suitable for the purposes that they are used for. This requirement is made specifically in relation to Awen ward.	The ICS area on Awen has been refurbished to include an en-suite facility and a de-escalation area. The relaxation room has also been appropriately refurbished.		31/05/2012	Completed
The registered person is required to ensure that at all times suitably qualified, skilled and experienced persons in such numbers as are appropriate for the health and welfare of patients are working in the establishment. Staff numbers need to be sufficient to facilitate Section 17 leave, patient participation in activities and provision of sports therapies.	A review of staffing levels was undertaken and a robust reinforcement of staffing numbers implemented to include four at night on the smaller wards and the introduction of a second activity co-ordinator on all wards.		01/01/2012	Completed

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<p>The registered person is required to ensure debriefing and learning following complaints, incidents and restraints takes place.</p>	<p>Each restraint is now evaluated and debriefed. Restraints, complaints and serious untoward incidents are evaluated and discussed at the monthly hospital clinical governance review.</p>	<p>/</p>	<p>31/05/2012</p>	
<p>The registered person must ensure that all attempts to engage the patient in the care planning process and attempts to involve the patient's family in care planning are fully documented. In addition, all risk assessments must be regularly reviewed and updated.</p>	<p>Patient and Family involvement in the care planning process is documented. All risk assessments are reviewed and updated.</p>		<p>Immediate</p>	<p>Ongoing</p>
<p>The registered person is required to ensure that all meals are served at the correct temperature and are of a suitable quality and offer patients choice.</p>	<p>All meals are temperature scoped at the point of service and records kept for three months. The patient menus are under constant review.</p>		<p>31/08/2011</p>	<p>Ongoing</p>