

Healthcare Inspectorate Wales ABMU Health Board Action Plan Following a visit to Princess of Wales Hospital on 3rd and 4th July 2012

The team visited two wards : Ward 4.

HIW Recommendations	Action(s)	Lead Manager(s)	Date/ Timescale	Progress/ Date Completed
Ward Environment				
Ensure that patient records and information is protected at all times.	<ul style="list-style-type: none"> - Ensure that all staff close down screens containing patient information after use. -Ensure notes are placed back in trolleys after use. -Ensure ward clerk returns notes to medical records in a timely manner. <p>Ensure all staff are aware of Health Board Policies relating to patient records and information.</p>	<p>Ward Manager Allison Rees/Ward Sisters.</p> <p>Spot checks by Senior Clinical Nurse Alison Cobley</p> <p>Audit monthly through Nursing Metrics and Fundamentals of care action plan.</p>	Immediate effect with a monthly review.	Actioned and Ongoing
Staff attitude, behaviour and ability to carry out dignified care				
Ensure that all staff on wards are wearing identification badges whilst on duty.	<ul style="list-style-type: none"> - Ensure that all staff have up to date ID badges and display them at all times. -For Ward sisters to monitor that staff are 	<p>Ward Manager and Ward Sisters.</p> <p>Spot checks by HON/Senior Nurse when conducting</p>	Immediate Effect	November 2012 Actioned

	complying.	Pyramid walkabouts Spot checks also undertaken by HIW & CHC		
Management of patients with confusion or dementia				
Ensure that all staff attends the relevant mandatory Training	-Dementia champions to cascade knowledge and skills to the team. -For staff to attend relevant study days. To ensure all training needs analysis/records are accurate and up to date.	Dementia Champions Ward Manager/sisters Audit through Nursing Metrics. Regional Services Education Facilitator/Lead.	April 2013	Actioned
Ensure that staff are provided with the opportunity to develop their knowledge around patients with confusion/ dementia.	-Ward has identified two Dementia Champions. -Attend regular meetings for Butterfly scheme which has been successfully rolled out on ward. Transforming Care & Patient at a Glance PSAG boards. -Staff nurse attending Dementia Champion Programme.	Ward Manager and Dementia Champions. Education Facilitators/Lead	Ongoing/Audit Monthly Feedback through Team Briefs.	April 2013
Care planning and provision				
Ensure that all staff are aware that patients are fully informed	-Ensure that all staff are discussing	Ward Manager/Ward Sisters.	Monthly Audits	Actioned and Ongoing

<p>and involved in discussions about their condition and treatment.</p>	<p>condition and treatment with patient and ensure that these discussions are documented in patients notes. Patient bedside handovers are conducted on ward 4 where patients are encouraged to take part. Relatives and Carers are also encouraged to take part</p>	<p>Spot check by Senior clinical nurses</p>	<p>Fundamentals of Care action plans. Transforming care. POINT reviews. HIW Inspections. CHC visits. Patient surveys.</p> <p>Nursing Metrics</p>	<p>monitoring.</p>
<p>Ensure that all in-patients have care plans which are adapted to specific patient needs, regularly reviewed and updated.</p>	<p>-Ward now using new Unified assessment which is more specific to individual needs. Ensure that both patients & carers are involved with the prescription of care -Ensure staff are regularly updating individualised patients plan of care. -Ward Manger and ward Sisters to monitor/ Audit through Nursing Metrics and Fundamentals of</p>	<p>Ward Manager/Ward Sisters.</p> <p>Nursing Metrics Fundamentals of Care</p>	<p>June 2013</p>	<p>June 2013</p>

	Care.			
	Record Management			
Ensure that patient's notes are completed immediately by staff following care, treatment or meal times etc.	-All staff encouraged to update notes & patient individualised plans of care throughout shift as treatments occur.	Ward Manager/Sisters Nursing Staff Senior Clinical Nurse Monthly Checks.	Immediate and Ongoing Monthly Audits Nursing Metrics Fundamentals of Care HIW Inspections	June 2013
Ensure that abbreviations are not used in patient records to prevent any confusion or information being misinterpreted.	-To ensure that all staff documenting clearly in patient records avoiding the use of abbreviations. -Ward Manager and Ward Sisters to audit.	Ward Manager/Sisters Lead Nurse checks Nursing Metrics	Ongoing monthly Audits	Actioned and ongoing
	Fluid and nutrition			
Ensure that all staff are aware that patients are not to be interrupted during the protected meal times on wards.	-To ensure that all staff approach medical team to ensure that ward rounds and routine interventions cease during mealtimes. -Posters are displayed in ward area and on notice board outside of ward. Ensure visitors/ Relatives are well informed. Encourage Family/friends to support those patients	Ward Manager/All staff Medical Teams Other departments	ongoing	Actioned and ongoing

	to assist with meal times where patients are unable to provide their own nutritional needs.			
Ensure that patient menus provide an appropriate choice of meals.	-New menus have recently been introduced across the Health Board. -Ensure that staff have good communication links with the catering department for specific patients requests.	Ward Manager/All staff Catering Staff. Dietician Nutritional link nurse. Ward managers and senior nurses are part of the nutritional steering group Ward managers are attending Menu Meeting in November.	Daily Review Patient satisfaction surveys	May 2013
Ensure that all patients are supervised at meal times even if they are able to eat their meals independently.	-A member of staff is in bay at mealtimes to assist patients as required.	Ward Manager/All staff Encourage Family/relatives/friends input	Daily in accordance with careplan.	Actioned and ongoing
		Pressure sores		
Ensure that all Waterlow assessments fully	Ensure Patients are fully assessed on admission Ensure that staff are reassessing Waterlow every 48 hours or if condition changes. Ensure that all staff are aware of skin bundle.	Ward Manager/Ward Sisters/staff Tissue Viability	Ongoing Nursing Metrics & safety crosses	Actioned and ongoing

	-Ward Sisters to audit regularly.			
	Personal care and hygiene			
Ensure that all staff are aware of all aspects of the provision of patient personal care	All patients are assessed on an individual basis and personal care provided accordingly	Ward Manager	Immediate	Completed and Ongoing reminders to staff.
Ensure that patients are provided with the opportunity to wash their hands prior to meal times on wards.	-All patients to be given choice to wash their hands prior to meal times. -Where possible encourage patients to wash hands at sink. -If patient unable to go to sink, provide soapy wet wipes.	Ward Manager/All staff	Daily	Actioned and ongoing
Ensure that staff provide patients with the provision of personal care in relation to Nail Hygiene.	Ensure staff check patients' nails on both hands and feet on admission. Ensure patients nails are cleaned and cut where appropriate. Ensure staff refer to podiatry when necessary.	Ward Manager/All staff	Daily in accordance with care plan.	Actioned and ongoing
Ensure that all personal care and hygiene provided to patients is clearly documented in the patient's notes.	-Ensure that staff document all aspects of personal care in patients notes, to include nails, hair,	Ward Manager/all staff	Monthly audits Nursing Metrics Fundamentals of care	Actioned and ongoing

	<p>clothes changes etc.</p> <p>-Oral care bundle has recently been implemented on ward.</p> <p>-Ward Manager/ward sisters to audit.</p>			
		Toilet needs		
<p>Ensure that any patient assessed as having continence issues receives a more detailed assessment and an appropriate care plan is put in place.</p>	<p>-Ward Sisters to liaise with Continence Advisor Nurses to discuss assessments.</p> <p>-Ward has identified a Continence Champion who attends training updates and cascades information to staff.</p>	<p>Ward Manager/Ward Sisters and Continence Champion</p>	<p>Monthly Audits</p>	<p>Actioned and ongoing</p>
		Buzzers		
<p>Ensure that all patients have access to a fully functional buzzer which is within their reach.</p>	<p>-Safe rounding implemented on ward – which includes assurance that buzzers are within reach.</p> <p>- Any faulty buzzers are reported urgently to estates.</p>	<p>Ward Manager/all staff</p>	<p>ongoing</p>	<p>Actioned and ongoing</p>
<p>Ensure that emergency buzzers are available in all patient toilet and bathroom/shower room</p>	<p>-Buzzers are now functioning in all bathrooms/toilets.</p>	<p>Ward Manger/all staff Estates</p>	<p>Daily Checks</p>	<p>Actioned and ongoing</p>

facilities.	-If faulty they are urgently reported to estates department.			
	Communication			
Ensure that systems are in place on wards to assist patients with sensory impairments to communicate.	-Staff actively liaise with relatives/carers regarding communication needs. -Liaise with Occupational Therapy and Speech and Language therapy for visual aids i.e charts/prompts. -Contact numbers are available via Switchboard should a patient require sign language or brail etc.	Ward Manager/All staff	ongoing	Actioned and ongoing
Ensure that patients are involved in discussions with staff regarding their care and treatment.	-All staff discuss care and treatment with patients. Patients are also encouraged to discuss with medical team during ward rounds. -Patients are encouraged to discuss any concerns they may have. -Staff reiterate information given to	Ward Manager/All staff	ongoing	Actioned and ongoing

	them in a manner that they understand.			
	Medicine and pain management			
Ensure that after identifying a patient is in pain, an assessment is carried out.	<ul style="list-style-type: none"> - Patients are actively encouraged to inform staff if they experience any pain. - Patients are asked if they have pain and this is recorded on NEWS charts & safe rounding. - Episodes of pain are documented and evaluated in nursing documentation. 	Ward Manager/All staff	Daily	Actioned and ongoing
Ensure that systems are put in place to mitigate the risk of patients and unauthorised personal accessing medication.	<p>Ensure all staff are aware of CD/Medication policies and safe storage of.</p> <p>Safety crosses are displayed in treatment room, nurse in charge of each shift undertakes regular checks to ensure that all cupboards are locked and signs safety cross to evidence this.</p> <p>-Risk assessments</p>	<p>Ward Manager/All staff</p> <p>Monthly Audit checks- nursing metrics</p> <p>Lead Pharmacist</p> <p>Senior clinical /pharmacist 3 monthly checks</p>		Actioned

	have been carried out ensuring the suitability of the area and that the medications cupboard is fit for use.			
	Discharge planning			
Ensure that patients and where appropriate their relatives are informed and involved in the discharge planning process.	<ul style="list-style-type: none"> -All staff are actively encouraged to involve patients and relatives with discharge planning. - Patients and relatives are involved where appropriate in MDT meetings. - Nursing and Medical team have been informed that they must be documenting EDD in medical notes and informing patient of this (reiterating that it as estimated date). EDD's are documented on PSAG board and patient handover sheets. -Occupational Therapists assess patients and will often 	Ward Manager/All staff	ongoing	Actioned and ongoing

	telephone relative/carers to discuss discharge needs.			
		Activities		
Consider ways to provide patients with activities.	<ul style="list-style-type: none"> -Television and radio is available to all patients. -Jigsaws, playing cards, magazines and newspapers also available. - Shop trolley visits ward daily. 	Ward Manager	Actioned	Actioned
Ensure ear phones are available for all individual televisions sets in the large bay on Ward 4.	<ul style="list-style-type: none"> -Earphones are now available at all bed areas on ward, including bays with individual televisions. -Spare earphones are kept on ward and staff are aware that we can obtain extras via hospital radio. 	Ward Manager/All staff.	Actioned	Actioned