

NEW HALL ACTION PLAN in response to Report following inspection 21 / 22 February 2013

	Area identified	Actions	Action By	Time frame work
	Concerning Issue			
1	An urgent review of the staffing levels on Glaslyn ward is required. The staffing on this ward is not adequate as a patient was on 3:1 observation.	Whilst we accept that staffing levels fell short on the morning of the inspection due to unforeseen circumstances, staffing levels were addressed by the afternoon. In addition, recent staff leavers have been replaced and will take up post in April. Staffing Matrix attached	John Bromfield, Head of Nursing Linda Hull, Ward Manager	Complete
2	Arbitrary decision making was still in place, despite reassurances following our previous visit that this had been addressed. On Clwyd ward patients were restricted to having no more than 10 CDs/DVDs in their bedroom and on Glaslyn ward the number of discs allowed was 20. Decisions should be based on individual risk assessment and not a blanket approach.	The Policy on this had been amended and circulated in response the previous inspection. A copy was pinned up on the staff notice boards. However it is evident that some staff did not read this. The Policy, which is based on individual risk, is being re-launched on both wards. Copies of the policy are available to all staff who are now required to sign to show that they are aware of the policy.	Sean Holcroft Sean Holcroft, Hospital Manager Linda Hull, Ward Manager Laura Rogers, Ward Manager	April 2013 and on-going. Staffing levels are under constant review
3	Staff training is required in a number of key areas, including Protection of Vulnerable Adults (PoVA), health and safety, crisis prevention and physical restraint. All staff must receive up to date training in the areas identified.	PoVA Training - Further training sessions scheduled Health & Safety - At present 70% of staff are compliant. Further training sessions scheduled Crisis Prevention & Physical Restraint - currently 80% compliant. We can provide dates of achievement if required.	Alan Jones, Hospital Social Worker/Training Manager Mark Dewsbury - Trainer Dave Williams, Nurse Trainer / Training Manager	April / May 2013

4	The security levels on Clwyd and Adferiad wards seemed inappropriate given that they were rehabilitation wards. A review of the security levels is required to ensure they are not overly intrusive.	We are happy to review on further clarification of the exact concerns identified. Clwyd ward is a locked rehabilitation ward as it is as a step down from the LSU and accepts referrals for patients who cannot be treated in an open environment. Adferiad is an open rehabilitation ward.	Devan Moodley, Medical Director Sean Holcroft, Hospital Manager, John Bromfield, Head of Nursing Ward Managers	
5	There were a number of environmental issues noted during our visit. Clwyd and Adferiad wards were in need of redecoration, specifically, the walls required painting, flooring needed replacing, grouting in the bathrooms was mouldy, some light fixtures needed to be repaired. A complete programme of redecoration, refurbishment and general repairs must be put in place that addresses the issues on both wards in a timely manner.	All the matters mentioned in your report are being addressed. New Hall now has a program for complete external and internal refurbishment. All of the work will be completed within the next six months. The decorative issues raised will be addressed within one month.	MHC Senior Management / Estates Department	Redecoration - May 2013 Refurbishment October 2013
6	There is no Occupational Therapist (OT) employed on Glaslyn ward. It is important that an OT is appointed as a matter of priority to ensure that patients receive sufficient levels of occupational therapy.	The locum OT has been offered the permanent post on Glaslyn ward. The Senior OT has now returned from maternity leave to ensure both areas have dedicated OT provision.		Complete
7	Some agency staff had worked a significant amount of hours in a week; one agency worker recorded 73 hours and 50 minutes. Staff must not work excessive hours.	Jane Lewis agency and BS Services have been contacted regarding this and reminded of their responsibility to ensure their staff do not work excessive hours. Ward managers have also been informed that they need to monitor this.	Sean Holcroft, Hospital Manager Ward Managers	Complete
		MHC Overtime Policy is currently under review. Once agreed this will be communicated to agencies for their cooperation.	Sean Holcroft, Hospital Manager	by June 2013