

**Heatherwood Court Action Plan following the HIW inspection on 8, 9 & 10 July 2014.**

Issue of Concern	Action	Person (s) Responsible for implementation	Timescale	Status
1. Care planning	<p>All concerns as raised in the Management letter have been addressed</p> <p>Unit leaders to ascertain review dates and devise audit schedule of a minimum of a quarter of the total patient files per week.</p> <p>Clinical Lead and Registered manager to additionally determine a schedule of review of care files</p> <p>Levels of observation and details of process to be included in care plans</p> <p>Where a risk assessment states a need for a care plan to be developed as part of the management plan, this must be actioned and maintained up to date.</p>	<p>Unit Managers</p> <p>Registered Manager and Clinical Lead</p> <p>Primary Nurse</p> <p>Primary Nurse/Unit Manager</p>	<p>Immediate</p> <p>Immediate</p> <p>End August 2014</p> <p>Immediate.</p>	<p>Complete.</p> <p>Ongoing</p> <p>Complete</p> <p>Ongoing</p> <p>Ongoing</p>
2. Medicines Management.	All nurses to attend training in respect of the Management of Controlled Drugs	Unit Managers	End September 2014	In progress

2. (Continued)	<p>All 'as required' (PRN) medicines must have a maximum dose level included in prescription.</p> <p>Nurse in charge must check stock for all new prescribed medicines and order from pharmacy when necessary.</p> <p>Unit Managers to ensure all actions required as noted in Ashton's audit have been signed off by relevant person(s). Completion to be notified to Registered Manager</p>	<p>All prescribers</p> <p>All nurses</p> <p>Unit Managers</p>	<p>End August 2014</p> <p>Immediate</p> <p>Immediate</p>	<p>Complete</p> <p>Complete</p> <p>Complete and Ongoing</p>
3. Activities.	Review of ward based activity.	Unit Managers/ Registered Manager	End August 2014	Complete and Ongoing
4. Psychological Sessions	<p>Employment of PSR and psychologist was explained to the HIW, This needs to be communicated to the patients through the ward morning meeting. Going forward. Key information such as this to be fed through at earlier stages and through 4 wards meetings.</p>	Local Governance Group and Unit Managers	August 2014	Complete and Ongoing
5. Educational Opportunities	<p>Review educational opportunities available in community facilities.</p> <p>Explore options for development of</p>	OT	End Of September 2014.	In progress

	educational opportunities and accreditation particularly for those who cannot access the community.	OT/Registered manager/ Director of Education	End Of September 2014	In progress
6. Preceptorship	Canvas anonymous views of newly qualified nurses.  Review system of preceptorship and support for newly qualified nurses.	Registered Manager/ Responsible Individual	End Of August 2014  End Of August 2014	In progress  In progress
7. Environment	Review living space for Cardigan and Caerphilly ward.	Board of Directors via S Bartley	End Of September 2014	In progress
8. Complaints	Review complaints system. Explore options for complaints handling processes. Develop central system for complaints logging and tracking.	Registered Manager/ Responsible Individual	End Of September 2014	In progress
9. Medical supervision	Supervisions had been recorded within the Medical Appraisal and Revalidation System (MARS) for Wales, however this was not available to HIW. A system has been developed by the Medical Director which will evidence appraisal of doctors and be available to HIW.	Dr S Burton	August 2014	Complete and Ongoing
10. Ward Management	This was a temporary arrangement due to sickness. However this was resolved through an acting up arrangement in the	Registered Manager	19 September 2014	In progress

	short term following your visit. The post is being interview with a view to being substantively filled.			
11. Mental Health Act – Medical Scrutiny	Doctors to ensure that medical scrutiny of MHA meets requirements.	Doctors	End of July 2014	Complete and ongoing
12. Access to IMHA	Patients right to access IMHA to be added and included in monthly S132 reading of rights	Primary Nurse	Immediate	Complete and Ongoing
13. Capacity Assessments (RC)	Doctors to ensure that assessments of capacity and consent are up to date and timely.	Doctors	End Of July 2014	Complete
14. Contact Numbers for IMHA	All Advocacy/IMHA posters to be updated to ensure contact details are clear.	Unit Managers	Immediate	Complete