

**Powys teaching Health Board
HIW - Unannounced Dignity and Essential Care Inspection**

Action plan – June 2012

The plan will be monitored via the Nursing Delivery Group linking with the Improving Patient Involvement and Experience Group – reporting to Board of Directors. Action Plan to be read in conjunction with, HIW - Unannounced Cleanliness Spot Check action plan, The Ombudsman's Review action plan and the Community Health Council review action plan

Ref.	Recommendation	Action	Lead	Timescale	Progress
	Ward environment:				
3.2	The Health Board should ensure that measures are in place across the Health Board to inform others of care and treatment taking place behind closed curtains/doors.	Care in Progress signs will be implemented for single occupancy rooms. Peg notification will be introduced to multiple occupancy areas with curtains The changes in practice will be shared at Sisters Meeting for implementation across Powys.	Locality Lead Nurse/Senior Nurse Ward Sister supported by Asst ND	June 2012 August 2012	Signs are in use for single occupancy rooms. Pegs with sign are in place and in use in multiple occupancy areas with curtains.
3.3	The Health Board should ensure that patients on Epynt Ward are able to utilise the dining room facilities at all meal times.	The Multidisciplinary Team meeting will be relocated to a different (meeting room). The dining room will be made available for all meal times.	Locality Lead Nurse/Senior Nurse	June 2012	The MDT now meets in a designated meeting room which has resulted in the dining room being available at all times.
3.4	The Health Board must ensure that all staff on the wards are wearing identification badges whilst on duty.	All staff will be reminded that it is core Health Board policy for identity badges to be worn. Any staff without badges will be assisted in getting a badge.	Locality Lead Nurse/Senior Nurse	June 2012	All staff including domestic and ward clerks and hospital clergy have and wear photo ID badge.

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		The type of name badges for clinical staff (that mean that patients can clearly read their names) will be reviewed and appropriate badges secured.		August 2012	The Ward Sister Group have discussed and agreed a way forward.
3.5	The Health Board should review storage arrangements on wards to ensure that patient belongings and ward supplies are stored appropriately.	Brecon Ward storage will be reviewed. All Patients will have bed side lockers and additional shelving will be installed where appropriate.	Locality Lead Nurse/Senior Nurse	June 2012	Bed side lockers have been ordered and each bed now has one.
3.6	The Health Board should review the location of the dining area on Y Bannau Ward in an effort to provide greater privacy for patients during meal times.	The physical layout of the ward will be reviewed to determine whether there is an alternative place for a dining room/area. If the area cannot be relocated additional measure to promote the use and experience of the dining area will be explored.	Locality Lead Nurse/Senior Nurse	August 2012	The physical areas have been reviewed and there are no other suitable ward areas. The ward dining area is functional and has been well received by patients. The Ward has protected meal times in operation and will continue to ensure that mealtimes are uninterrupted. A patient survey of the use of this area will take place
	Care planning and provision:				
3.7	The Health Board must ensure that patient needs identified in patient assessments are linked into the patients care plan.	The programme of work on Care Planning currently taking place with Ward Sisters will continue through to implementation. Each registered nurses care plans on the ward will be reviewed as part	Asst ND Ward Sister with support	Oct 2012	Care plan trial commenced – feedback of the trial due early Sept

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		of their Personal Development Review process in order to offer more targeted support to meet the standard required.	of Senior Nurse		
3.8	The Health Board must ensure that all patient care plans are regularly reviewed and updated by staff.	As part of the Ward Sisters work on care planning a standard will be set in relation to minimum frequency of care plan review. A clear note will be made on care plans as to when they were formally reviewed by the Registered Nurse.	Asst ND Ward Sister with support of Senior Nurse	August 2012	
3.9	The Health Board should ensure that clear nursing documentation systems are in place on wards to enable ready access to assessment, care planning and evaluation aspects of records.	The specific pieces of work regarding documentation will be brought together into a Recordkeeping Policy for Nursing. The component parts of this include <ul style="list-style-type: none"> - nursing assessment documentation (national work) - care planning documentation (Powys work) 	Asst ND	October 2012	
	Records Management				
3.10	The Health Board should ensure that all DNAR forms are fully completed and up to date.	Ward Sisters to review all DNAR forms in use on the ward to ensure completeness.	Locality Lead Nurse/Senior Nurse	June 2012	DNAR anomalies are being identified and discussed with appropriate staff daily by using the Patient status at a glance boards to target review of end of life patients.
	Personal care and hygiene				

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3.11	The Health Board should ensure that patients are provided with the opportunity to wash their hands before meal times.	A Review of protected mealtimes practice will take place to ensure the opportunity of hand washing prior to meals is offered to every patient as part of this process	Locality Lead Nurse/Senior Nurse	August 2012	
	Toilet needs				
3.12	The Health Board should ensure that any patient assessed as having continence issues receives a more detailed assessment and an appropriate care plan is put in place.	<p>The programme of work on Care Planning currently taking place with Ward Sisters will continue through to implementation.</p> <p>Each registered nurses care plans on the ward will be reviewed as part of their Personal Development Review process in order to offer more targeted support to meet the standard required.</p> <p>The rollout of the Continence Bundle across Powys will continue</p>	<p>Asst ND</p> <p>Ward Sister with support of Senior Nurse</p> <p>Asst ND</p>	<p>August 2012</p> <p>August 2012</p>	
3.13	The Health Board should ensure that systems are put in place to evidence every time that a commode is cleaned by staff on wards.	A visible system indicating cleaning has taken place will be implemented, e.g. 'I am clean' labels to be used every time when cleaned.	Locality Lead Nurse/Senior Nurse	August 2012	'I am clean' labels in use in Brecon.
	Medicines and pain management				
3.14	The Health Board should ensure that after identifying that a patient is in pain, a pain assessment is undertaken immediately and a plan of action is put into place which is regularly reviewed and evaluated.	<p>The programme of work on Care Planning currently taking place with Ward Sisters will continue through to implementation.</p> <p>Each registered nurses care plans</p>	<p>Asst ND</p> <p>Ward Sister</p>	August 2012	

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		<p>on the ward will be reviewed as part of their Personal Development Review process in order to offer more targeted support to meet the standard required.</p> <p>An audit of pain management will be undertaken by the Palliative Care Team and the results acted upon.</p>	<p>with support of Senior Nurse</p> <p>Senior Nurse</p>		
	Communication				
3.15	The Health Board should ensure that systems are in place on the wards to assist patients with sensory impairments to communicate.	The installation of a loop system will be explored to support other communication aids already in place.	Locality Lead Nurse/Senior Nurse	July 2012	
	Activities				
3.16	The Health Board should consider ways to provide patients with activities and stimulation throughout the hospital stay.	<p>This action will be linked to that within the Older People's Commissioner action plan 'Dignified care' where an overarching approach to the use of volunteers is being developed.</p> <p>The Patient Support role currently in place in Bronllys will be explored for Brecon. – to work with the Brecon Volunteer Bureau who provide some support.</p> <p>Liaison will take place with the OPMH ward to learn and share meaningful activities.</p>	<p>Asst ND</p> <p>Locality Lead Nurse/Senior Nurse</p>	<p>September 2012</p> <p>July 2012</p> <p>July 2012</p>	Patient Support Therapist is in post for South East Powys working in conjunction with volunteer Bureau and with the OPMH team to provide activities on site.
Wider Learning					

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		The teaching Health Board will enable all Ward Sisters to learn from the review at Brecon War Memorial Hospital in relation to improving standards in their areas. The reports will be agenda'd for discussion and agreement of action at the Ward Sisters Group meeting.	Asst Nurse Director	August 2012	