

Appendix A

Dignity and Essential Care: Improvement Plan
Hospital: Gorseinon Hospital
Ward/ Department: West Ward
Date of inspection: 17 and 18 September 2014

Finding	Health Board Action	Responsible Officer	Timescale
Quality of the Patient Experience			
The health board should implement suitable arrangements to ensure patients' information is not inadvertently shared with others	Patients names to no longer be written in full. Initials to be used.	Head of Nursing, Swansea Locality	Completed
The health board should consider the use of improved signage and a different colour on doors of lavatories and wash areas to assist patients to find these areas more easily.	All signage to be improved throughout Swansea Locality for all wards. Coloured cards ordered for unit with dementia friendly signs.	Head of Operations & Head of Nursing, Swansea Locality	31 st January 2015
Quality of Staffing Management and Leadership			
The health board should implement and maintain suitable arrangements to ensure patients receive prompt assistance with their care needs when required.	<ul style="list-style-type: none"> Person and Family / care centred plans identifying rehabilitation needs to be commenced by the Multi Disciplinary Team and will include patient and relatives in the care planning process pre and post 	Head of Nursing / Integrated Community	Completed

Finding	Health Board Action	Responsible Officer	Timescale
	<p>discharge</p> <ul style="list-style-type: none"> Swansea Locality to ensure that on each shift there are sufficient staff on duty to ensure that patients care needs are met promptly – when there are unforeseen circumstances that result in insufficient staff to meet patients care needs an incident form is to be completed Swansea Locality to ensure that the Health Board sickness & absence policy is fully implemented 	<p>Manager, Swansea Locality</p> <p>Head of Nursing / Lead Nurse, Swansea Locality</p>	<p>With Immediate Effect</p>
<p>The health board should make suitable arrangements to ensure specific training on the care of older persons is made available to staff.</p>	<ul style="list-style-type: none"> All staff within Gorseinon Hospital to receive dementia training Ward Sister through Appraisal process to identify individual staff training needs in relation to care for the older person and ensure these are met 	<p>Lead Nurse</p> <p>Lead Nurse</p>	<p>28th February 2015</p> <p>Commence immediately – end November 2015</p>
Delivery of a Safe and Effective Service			
<p>The health board should ensure that where potential safeguarding issues are identified staff promptly seek the advice of the local safeguarding team.</p>	<ul style="list-style-type: none"> Ward Sister to be advised to notify staff to seek advice Governance Manager will identify and report to Local Management Team and Governance Board exceptions 	<p>Ward Sister</p> <p>Head of Nursing, Swansea Locality</p>	<p>Immediately</p> <p>Completed</p>

Finding	Health Board Action	Responsible Officer	Timescale
The health board should make suitable arrangements to ensure the current care needs of patients are clear within written care plans and the effectiveness of care regularly documented	Care plans to identify care needs in line with a rehabilitation plan.	Head of Nursing, Swansea Locality	Completed

Health Board Representative:

Name (print): Nicola Williams

Title: Assistant Director of Nursing and Patient Experience

Signature: [Submitted electronically]

Date: 16 / 12 / 14