

## HIW Report: Visits 19 and 20 March 2012

### Requirements

| National Minimum Standard | Regulation         | Findings (paragraph number) | Requirement  | Timescale | Actions  |
|---------------------------|--------------------|-----------------------------|--|-----------|--|
| 12                        | 26 (2) (a) and (b) | 2.3                         | The registered person must address all of the environmental issues listed within the report, specifically to:  |           |  |
|                           |                    |                             | <ul style="list-style-type: none"> <li>curtain/window blind cord to be securely fixed to the wall or removed</li> </ul>  | Immediate | The activity room curtain cord matter was addressed on the day of inspection. However, there are no blinds in the activity room. |
|                           |                    |                             | <ul style="list-style-type: none"> <li>secure all trailing leads from electrical equipment to minimise the risk of trips and falls</li> </ul>  | Immediate | The leads to which this comment is believed to refer were immediately removed.   |
|                           |                    |                             | <ul style="list-style-type: none"> <li>secure loose project lead to the wall</li> </ul>  | Immediate | The projector lead was boxed in with trunking at the time of the inspection.   |
|                           |                    |                             | <ul style="list-style-type: none"> <li>lower the wall fixings for the tracking hoist because some staff find it difficult to reach in its present position causing moving and handling difficulties</li> <li></li> </ul> | Immediate | Fixings have been lowered.   |

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|---------------------------|------------|-----------------------------|--|-----------|---|
|                           |            |                             | <ul style="list-style-type: none"> <li>the correct protective material and securing mechanism must be fitted to hoist handles</li> </ul>     | Immediate | <p>Lagging protector material was immediately removed and replaced with a suitable alternative. However, the requirement to use the correct protective material was not made clear on the day of the inspection. Investigations are in hand to establish whether there is such a product.</p> |
|                           |            |                             | <ul style="list-style-type: none"> <li>all cupboards containing cleaning material, lotions, etc, must be kept locked at all times</li> </ul> | Immediate | <p>Instructions have been given to staff and contractors to ensure that cupboards are locked when not in use.</p>   |

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|---------------------------|------------|-----------------------------|---|-----------|---|
|                           |            |                             | <ul style="list-style-type: none"> <li>sinks to have plugs and replacement of the door protector on bathroom 2</li> </ul>           | Immediate | <p>One plug was missing in the bathroom sink; this was addressed at the time of the inspection.</p> <p>The door protector was on order at the time of the visit and was replaced when received shortly the visit.</p> |
|                           |            |                             | <ul style="list-style-type: none"> <li>the treatment room requires tidying and an improvement in the general cleanliness</li> </ul> | Immediate | Treatment room was tidied at the time of the inspection.  |

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### Recommendations

| Standard | Recommendation   | Timescale                                 | Actions  |
|----------|--|---|--|
| 13       | All signage should contain authors' names, references where appropriate, review dates and be laminated or specially coated to comply with infection control regulations. | Six months                                | Signage will be reviewed to take these recommendations into account.   |
| 14       | A refrigerator designated for the storage of breast milk should be considered.   | Immediate                                 | A refrigerator has been purchase for this purpose it already having been identified as a requirement for mothers. It was in place but not inspected at the time of the inspection. |
| 1        | Consideration should be given to the play leader developing formal links with the acute hospital play staff.   | On going                                  | It is already common practice for our play practitioners to work alongside hospital play staff.  |
| 15       | Consideration should be given to staff within the hospice becoming nurse prescribers.  | Six months                                | Consideration will be given to training nurse prescribers.   |
| 8        | Review of the large volume of care documentation to avoid duplication and to simplify the process.   | Underway, to be complete by December 2012 | This was already underway and it is anticipated that the new documentation will be launched in January 2013.   |
| 5 and 23 | The registered provider is requested to submit information regarding the advocacy service available for the hospice.   |   | To be provided in hard copy.   |

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| Standard | Recommendation   | Timescale | Actions  |
|----------|--|-----------|--|
| 21       | Consideration to be given to providing additional support for fathers. | On going  | Innovative methods of engaging with fathers are continually being developed to meet specific need. |