

### Action plan in response to June 2013 HIW Report (Report Received April 2014)

Recommendation	By Whom	CPG Response/ Action proposed	Timescale (with dates)	RAG STATUS [Red/Amber/Green]
<b>Unit Environment</b>				
The Health Board should review the layout, design and size of rooms in the A&E and MAU departments.	<b>CPG Operational Team ED and MAU Matrons</b>	We are aware of the limitations of the layout, design and size of the areas.  The ED was recently modified in 2008 around the existing template. The opportunity to further expand these areas is limited due to physical space and capital cost.	<b>Completed</b>	<b>Green</b>
The Health Board should undertake a review of the availability of hand sanitisers and hand washing facilities across both departments.	<b>Jayne Gregory/Lesley Cooil and Infection Control Team</b>	In response to this initial review extra hand sanitizers have implemented in conjunction with infection control. Hand gel is now available at each bedside.	<b>Completed</b>	<b>Green</b>
The Health Board should review storage arrangements in both the A&E and MAU departments to ensure that equipment is not being stored in patient areas and cannot at any time obstruct Fire Exits	<b>CPG Operational Team Jayne Gregory/Lesley Cooil</b>	The lack of storage facilities has been discussed at the estates team meeting. They are now reviewing these arrangements in line with the hospital site development plan.  Action: <ul style="list-style-type: none"> <li>Lack of storage to be placed on local risk registers.</li> <li>An assessment has been undertaken by the fire officer who has agreed that equipment can be stored in front of fire exits as long as easily moveable all staff are now aware of this.</li> </ul>	<b>Completed</b>  <b>Completed</b>	<b>Amber</b>  <b>Green</b>  <b>Green</b>
The Health Board should that there are a sufficient number of toilets and	<b>CPG Operational</b>	A review has been undertaken by the matrons of the relevant areas and they are assured that	<b>Completed</b>	<b>Green</b>

bathrooms available in both departments and are clearly signposted.	<b>Team and Estates</b>	there is adequate signposting for toilets. They have also reviewed the availability of toilet facilities and these are adequate. There has been no patient feedback stating that there aren't enough toilets.		
The Health Board should review the seating arrangements for patients in waiting areas, ensuring the seats are comfortable and suitable for elderly and infirm patients.	<b>CPG Operational Team Jayne Gregory</b>	The seating has recently been replaced as the previous seating was not fit for purpose. These seats comply with infection control guidance and manufacturer's guidance.	<b>Completed</b>	<b>Green</b>
The Health Board should review the reception area in the A&E department and ensure that the reception staff are able to hear the patients, without compromising patient confidentiality.	<b>CPG Operational Team Jayne Gregory/Nia Harrison</b>	There is an ongoing design fault issue with the ED reception glass screen. A number of alterations have been made to rectify this. Action: <ul style="list-style-type: none"> <li>A further review will be undertaken with building managers.</li> </ul>	<b>May 2014</b>	<b>Amber</b>
The Health Board should ensure that staff in the triage area of the A&E department have an adequate system installed to allow staff to summon patients to the triage area without having to leave it.	<b>CPG Operational Team Jayne Gregory</b>	From a clinical perspective the Matron has advised that the nursing staff should leave triage to call patients.  This is to ensure that they visualise the patients and assist them as needed and make appropriate contact with the waiting room.  This was also recommended in a recent CHC 'casualty watch' visit and report.	<b>Completed</b>	<b>Green</b>
The Health Board should ensure that any toys in the paediatric area of the A&E department can be cleaned appropriately.	<b>Jayne Gregory</b>	In response to the visit there are no toys which cannot be cleaned in the ED.	<b>Completed</b>	<b>Green</b>
<b>Staff Attitude, Behaviour and Ability to Carry out Dignified Care</b>				

The Health Board should review the provision of a relatives room current staffing levels and skill mix in both departments	<b>CPG Operational Team Jayne Gregory/Lesley Cooil</b>	There are now relative's rooms available in both areas. ED already had two relatives' rooms at the time of the visit.  Staffing and skill mix is regularly reviewed on daily basis.  The overall staffing establishment has been reviewed and recruitment has taken place in response to this.	<b>Completed</b>  <b>Completed</b>  <b>Completed</b>	<b>Green</b>  <b>Green</b>  <b>Green</b>
The Health Board should ensure the A&E departments paediatric area is fully resourced to ensure 24/7 working.	<b>CPG Operational Team Jayne Gregory</b>	The paediatric area is currently staffed on a 10am until 8pm basis however recruitment is currently taking place to support 24 hours opening.	<b>May 2014</b>	<b>Green</b>
The Health Board should ensure that all staff are wearing identification badges as a means to identify themselves whilst on duty.	<b>Jayne Gregory/Lesley Cooil</b>	All staff in both areas routinely wear identity badge cards with their names clearly displayed on these. These cards are required to enter areas of both departments and allow access to the automated medication cabinets.  If the Matrons or Ward Sisters observe a staff member not wearing their identity badge this is highlighted and resolved immediately.	<b>Completed</b>	<b>Green</b>
The Health Board should ensure the provision of a relatives room within the MAU department.	<b>CPG Operational Team Lesley Cooil</b>	There is now a designated relative's room within the Assessment Unit area.	<b>Completed</b>	<b>Green</b>
<b>Management of Patients with Confusion or Dementia &amp; Patients with Mental Health/psychiatric condition.</b>				
The Health Board should consider implementing in the A&E department an initiative to assist staff in caring for patients with confusion and dementia.	<b>CPG Operational Team Jayne</b>	The ED team are taking part fully with the BCUHB wide scheme for the care of patients with confusion and dementia.		

	<b>Gregory</b>	Action: <ul style="list-style-type: none"> <li>All ED staff to undergo formal training on the use and implementation of the butterfly scheme.</li> </ul>	<b>May 2014</b>	<b>Amber</b>
The Health Board should ensure that there are pictorial signs in place on all toilets and bathrooms in both the A&E and MAU departments.	<b>CPG Operational Team Estates Jayne Gregory/Lesley Cooil</b>	The ED already has pictorial signs in place on all toilets and bathroom facilities.  Action – <ul style="list-style-type: none"> <li>Matron has ordered pictorial signs for use on all toilets and bathroom facilities in MAU.</li> </ul>	<b>Completed</b>  <b>May 2014</b>	<b>Green</b>  <b>Amber</b>
<b>Fluid and Nutrition</b>				
The Health Board should ensure that patients in the A&E have access to fresh drinking water, and that the vending machine is stocked with appropriate food for patients with special dietary requirements e.g. diabetic patients.	<b>CPG Operational Team/ Jayne Gregory</b>	There is fresh drinking water available for all patients in the ED.  The vending machine is regularly restocked by Stocks Healthier snack options.  Special dietary requirements are always catered for by the staff in ED and the catering staff.  Since the visit improved catering services are available for patients in the department with the provision of hot meals on a hot trolley for patients.	<b>Completed</b>	<b>Green</b>
The Health Board should ensure that the patients bedside tables are cleaned/cleared prior to meals being served in both departments.	<b>Jayne Gregory/Lesley Cooil</b>	This is performed in both departments and the Matrons of both areas regularly remind staff of the need to clean bedside tables regularly and prior to meals.  Intentional rounding is also in place in both	<b>Completed</b>	<b>Green</b>

		<p>areas and this further ensures that bed space areas are clean and tidy.</p> <p>The ED has recently ordered a number of extra bedside tables to ensure there is adequate provision of tables for patients.</p>		
The Health Board should ensure that patients are offered 'hand wipes' prior to eating their meals.	<b>Jayne Gregory/Lesley Cooil</b>	<p>This is a routine duty for the registered nurses and Health Care Assistants in both areas.</p> <p>Action-</p> <ul style="list-style-type: none"> <li>This is to be added as an item reminder to both ward areas staff meetings.</li> </ul>	<b>Completed</b>	<b>Green</b>
The Health Board should ensure that staff in the MAU department are reminded of the importance of assisting patients to eat and to ensure that jugs and cups are within easy reach to the patients at all times.	<b>Lesley Cooil</b>	<p>Intentional rounding is in place on MAU and this prompts staff to ensure patients are offered drinks and ensuring they have fluids within reach.</p> <p>All staff are aware of this and it is highlighted in safety brief when patients require assistance to eat. We now have visual boards which identify patients who require feeding.</p> <p>As part of the dignity and respect agenda we now have HCSW's who are champions on MAU to ensure this happens.</p>	<b>Completed</b>	<b>Green</b>
<b>Pressure Sores</b>				
The Health Board should ensure that patients at risk of pressure sores should have access to the appropriate equipment at all times.	<b>CPG Operational Team Jayne Gregory/Lesley Cooil</b>	There are clear guidelines in place in both areas for the treatment of patients at risk of developing pressure ulcers. Appropriate equipment such as mattresses are available however there are times when equipment is not readily available.		

		Action – <ul style="list-style-type: none"><li>• This risk is to be added to both areas local risk registers.</li></ul>	<b>Completed</b>	<b>Green</b>
<b>Personal Care and Hygiene</b>				

The Health Board should ensure that the A&E department has its own supply of personal packs for patients at all times	<b>CPG Operational Team Jayne Gregory</b>	Since the visit personal packs have been ordered and are now available as stock within the ED.	<b>Completed</b>	<b>Green</b>
<b>Toilet Needs</b>				
The Health Board should that there are a sufficient number of toilets available to patients in both departments.	<b>CPG Operational Team Estates Jayne Gregory/Lesley Cooil</b>	A review has been undertaken by the matrons of the relevant areas and they are assured that there is adequate signposting for toilets. They have also reviewed the availability of toilet facilities and these are adequate. There has been no patient feedback stating that there aren't enough toilets.	<b>Completed</b>	<b>Green</b>
The Health Board should ensure that a consistent approach to the effective cleaning of commodes is put in place in the A&E department.	<b>Jayne Gregory</b>	A cleaning bundle for the cleaning of commodes is now in place in the ED. Staff are all aware of this and vernacare tape is placed	<b>Completed</b>	<b>Green</b>
<b>Buzzers</b>				
The Health Board should ensure that all buzzers in both departments are in good working order at all times	<b>Jayne Gregory/Lesley Cooil</b>	When call bells are not working for any reason they are reported to estates promptly to remedy the situation.  Action :  <ul style="list-style-type: none"> <li>• Matrons to remind staff of importance of promptly reporting faulty call bells.</li> </ul>	<b>Completed</b>	<b>Green</b>
<b>Communication</b>				
The Health Board should ensure that staff in the A&E department are trained on the use of the loop system.	<b>Jayne Gregory/Lesley Cooil/Nia Harrison</b>	<b>Training programme to developed and implemented for all staff.</b>	<b>June 2014</b>	<b>Amber</b>

The Health Board should ensure that communication aides are available in both departments to assist patients with sensory impairment and that staff should be aware of them.	<b>Jayne Gregory/Lesley Cooil/Nia Harrison</b>	Risk assessments are undertaken as routine on patients to identify patients who require assistance. All staff are aware of this.	<b>Completed</b>	<b>Green</b>
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