

Dignity and Essential Care: Improvement Plan
Hospital: Ysbyty Cwm Rhondda
Ward/ Department: B2
Date of inspection: 23 & 24 July 2014

Para Ref	Finding	Requirement	Health Board Action	Responsible Officer	Timescale
Fundamentals of Care					
1.	Patients did not have individual earphones to enable them to listen to the radio or television. This resulted in disturbing patients who wished to rest.	<i>The Health Board is advised to give consideration to providing individual patients with earphones to enable them to listen to the radio or television without disturbing others who wish to rest.</i>	<p>Infection prevention and Control, recommend single use earphones. Patients will be asked to use their own earphones while in hospital and a small supply will be purchased.</p> <p>Unfortunately the Televisions in individual bay would not be compatible with the earphones.</p> <p>Patients who wish to watch television and can be moved will be encouraged to use the day room or to sit in bays where other patients are watching the televisions, to enable some bays to be identified as quiet areas.</p>	Ward Sister / Senior Nurse	30/09/2014

2.	<p>Examination of a sample of patient records at this inspection demonstrated that the ward team do not use pain assessment tools to record levels of pain before, or after, prescribed pain relief medication has been given. We were therefore unable to find written records to confirm that such medication had been effective, or that it remained necessary.</p>	<p><i>The Health Board is advised of the need to ensure that patients' level of discomfort, pain or distress is assessed using a recognised assessment tool. This is in order to provide effective and appropriate treatment/medication. Results of decisions can then be recorded for the continuity of patient care.</i></p>	<p>To ensure that a recognised pain tool is used in assessing individual pain.</p> <p>Liaise with Pain Nurse regarding pain tool.</p> <p>Pilot Abbey pain tool for 1 month, specialist tool for patients with Cognitive functions. – if pilot successful will roll out to all wards in community hospitals.</p>	<p>Ward Sister / Senior Nurse</p>	<p>20/09/2014</p> <p>6/10/14</p>
3.	<p>Discussion with ward staff indicated that the ward's open plan day room/dining room is rarely used by patients. We also found that the area was cluttered with a spare bed and other items of equipment which rendered the area unwelcoming. Conversations with patients further revealed that they are not routinely offered the opportunity to eat their meals in the dining room; instead being</p>	<p><i>The health board is advised of the need to consider the current arrangements concerning the use of the open plan day/dining room as patients are not being provided with the opportunity to socialise with other patients, or</i></p>	<p>Ensure patients are given the opportunity to eat their meals in the dining room/dayroom.</p> <p>Explore alternative options to enable patients to socialise with other patients at meals times. Currently trialling offering patients to eat at the table in the bay to enable them to socialise.</p>	<p>Ward Sister / Senior Nurse</p>	<p>Ongoing</p>

4.	<p>served their food at the bedside at all times.</p> <p>Patients told us that they are not offered a bowl of water or moist hand wipes prior to eating their meals. Some people were able to access the sink in their ward area without assistance, but others were unable to do this.</p>	<p><i>encouraged to mobilise at mealtimes. Moving away from the bedside would also assist with pressure relief and to maintain or increase patient independence ahead of discharge from the hospital environment.</i></p> <p><i>The health board is advised to ensure that patients are offered the opportunity to wash their hands prior to eating their meals in accordance with their wishes and in-keeping with the Fundamentals of Care.</i></p>	<p>Patients are frequently encouraged to change their position and to mobilise when able. Pressure areas are monitored on a regular basis.</p> <p>Currently working with volunteers on the ward.</p> <p>Staff on the ward continue to arrange different events to encourage and enable patients to socialise, for example the recent street party to commemorate world war I.</p> <p>Ensure that every patient is given the opportunity to wash their hands before meals. The nurse assisting the food trolley to offer wet wipes/ bowl of water to every patient.</p>	<p>Ward Sister / Senior Nurse</p>	<p>Achieved</p>
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5.	We found that patients' water jugs were not replenished or refreshed more than once per day. On the day of inspection, the ward environment was very warm due to existing weather conditions which meant that patients found the water in the jugs to be unpleasant.	<i>The Health Board is advised to ensure that they provide care and support in accordance with the All-Wales Catering and Nutrition Standards.¹</i>	Liaise with catering team to ensure that patient's water jug's are replenished regularly. Nursing staff will also ensure Fresh water is available for patients	housekeeping	30/09/2014
Management and Leadership					
6.	Discussion with two members of the ward team highlighted their uncertainty and lack of understanding about symbols placed on noticeboards in the ward area which depicted key aspects of patient care (i.e. a specific symbol would be placed alongside the initials of a patient if they presented with a nutritional risk or had been losing weight).	The Health Board are advised of the need to ensure that staff are offered and provided with relevant training to ensure that they are confident and competent to meet the health, safety and welfare needs of all patients at all times. This	Liaise with Transforming care nurse regarding further training. Staff to familiarise themselves with the symbols. Key available for all staff to access with every symbol. Staff Nurse has been given responsibility to Audit Patient status at glance board.	Ward Sister / Senior Nurse	30/09/2014

¹ Link to All Wales nutritional standards. <http://wales.gov.uk/topics/health/publications/health/guidance/nutrition/?lang=en>

7.		<p>is specifically in relation to safeguarding, dementia care, delirium and nutritional risks due to the nature of the needs associated with frail, older persons accommodated in the ward on an on-going basis.</p>			
8.	<p>The purpose of the ward was stated as providing patients with active rehabilitation, to assist patients prepare for their discharge home. However, we found that there were no clear criteria for admission. As a result, the needs of patients varied from requiring care and support with some rehabilitation, to caring for people with dementia and end of life health conditions.</p> <p>Conversations with the ward team and senior nurse highlighted the challenges they face in formulating a ward training programme to meet the complex, changing needs of the patients in receipt of care.</p>		<p>Currently looking at different pathways for patients with different needs. Plan to finalise pathways with phased implementation of cohort beds.</p> <p>Ensure staff are nominated to attend training on the respective topics. Plan – explore option of multidisciplinary training to include the respective topics, utilising specialists within the team.</p>	<p>Ward Sister / Senior Nurse</p> <p>Ward Sister / Senior Nurse</p>	<p>31/10/2014</p> <p>31/10/2014</p>

	Conversation with nursing staff demonstrated that they had not been provided with any formal training on the respective topics of nutrition, health and safety, safeguarding, dementia care or delirium.				
Quality and Safety					
9.	Some staff were seen to be wearing identity badges, however most were not. Conversation with the person in charge provided us with information about the discussions underway within the health board to embroider staff tunics with names and role - to assist patients to easily identify staff in the ward area. In the meantime however, the absence of this safety measure may create difficulties for some patients.	<i>The health board should ensure that all staff wear visible identification for safety purposes. Staff should be actively challenged where identification is not visible.</i>	All staff have ID badges and monitor adherence to requirement to wear badges. Health board are currently exploring alternative forms of identification.	Ward Manager Health Board	31/10/14
10.	Patients do not routinely undergo an assessment of their mental health needs alongside their general health needs from the point of admission to hospital.	<i>The Health Board is advised to ensure that patients' mental health and general health needs are assessed from the</i>	Ensure nursing action plan	Ward Sister /	31/10/2014

		<i>point of admission. This is to ensure that staff are able to plan, monitor and evaluate patient care in a more effective manner; consistent with The Fundamentals of Care.</i>	included in care plan, to consider patients mental health and wellbeing from admission. Every care plan to be evaluated on a weekly basis. Trial Prescribed Nursing Action Plan, specifically designed to monitor mental health and well being.	Senior Nurse	
Patient Experience					
	We did not find any issues for improvement in relation to this aspect of care-at this inspection.				