

Appendix A

Dignity and Essential Care: Improvement Plan
Hospital: Rookwood Hospital
Ward/ Department: Ward 7 and 8 Neurological Rehabilitation
Date of inspection: 17th and 18th June 2014

Para Ref	Finding	Requirement	Health Board Action	Responsible Officer	Timescale
Delivery of Fundamentals of Care					
5.7	During treatment, we noted an instance where curtains were not fully closed when treating a patient and another where a patient's notes were left open on a table next to their bed and it was possible for these to be seen by others.	The Health Board must ensure patient dignity is maintained at all times and curtains are fully closed during care or treatment and notes are not left on display.	Dignity clips to be in use on all curtains, with a plan to move over to disposable curtains when the ward is refurbished. Charge nurse will raise awareness with staff in newsletter to highlight privacy and dignity as a priority	James Bigg	Immediate September 2014
5.9	We noted that there was no fully private and comfortable room for providing sensitive information to patients and/or relatives and for breaking bad news. Staff noted that currently they may have to use the patients' day room with a risk of interruption or to ask staff to vacate	The Health Board should ensure that appropriate facilities are available for staff to hold sensitive and private conversations with patients and relatives.	Facilities for families and a quiet room will be addressed as part of the ward refurbishment	James Bigg	Commence Sept 2014

	their offices.				
5.12	Patients reported that they would like to be provided with more mental stimulation in the form of group game activities such as Bingo. Some staff reported patients would benefit from the provision of more mental stimulation such as structured group activities to encourage routines they would be accustomed to outside of hospital.	The Health Board should consider how it could provide a stronger focus on more rounded rehabilitation which would include availability of more structured mental activities as well as physical activities.	The lead nurse will investigate the use of volunteers to work with patients to alleviate boredom and provide mental stimulation. During the refurbishment the day room facilities will be improved	Rachel Barry Ian Fitsall	September 2014 To commence
5.17	Staff reported that clean linen was delivered once a week, however at times the amount of linen delivered was not adequate in order to provide a consistent stock for the week and staff would have to try and obtain additional supplies of linen from other wards which was difficult.	The Health Board must ensure that the ward has an adequate stock of linen available at all times.	Discussion with Linen Services and incident forms to be encouraged to establish the extent of the problem. Senior Staff will link in with the linen services to ensure a sufficient service is provided	James Bigg	Immediate
5.25	We found one of the shower rooms on ward 7 contained appropriate equipment however was small and staff reported the room was inadequate to accommodate the number of staff	The Health Board should consider the space requirements within the shower room and ensure it meets the needs of the	During the refurbishment an additional wet room is to be provided, the small shower room will be removed	Ian Fitsall	Commence end September 2014

	required to undertake manual handling.	patient group.			
5.28	We observed meal time was not guided by a specific member of nursing staff; patients were not prepared for mealtimes before the meal trolley arrived and were not offered hand wipes/ washing prior to their meals.	The Health Board must ensure patients are offered hand wipes or washing prior to mealtimes and prepared to avoid unnecessary delays in providing patients with their meals.	Protected Mealtimes will be re-introduced with a band 6 to take the lead. Investigate the purchase of disposable hand wipes for patients to use prior to meal times	Erica Davies James Bigg	August 2014 (Underway) Completed
5.39	We found the pull cord for the emergency call buzzer in one toilet to be too far away from the toilet if a patient needed to use it.	The Health Board must ensure emergency buzzers within toilet facilities are within easy reach of patients.	Pull cord to be moved during ward refurbishment Ward staff to direct patients to the most appropriate toilet facility until this work is complete	Ian Fitsall James Bigg	Commence End Sept 2014 Immediate
Quality of Staffing, Management and Leadership					
5.44	The guiding principles for nurse staffing issued by the Chief Nursing Officer for Wales state that on a medical ward during the day there should be no more than seven patients allocated to each registered nurse. Although staffing on the day of our inspection appeared to be adequate,	The Health Board should undertake a review of the current staffing levels to ensure adequacy given the complex nature of the patient group	The charge nurse will investigate a dependency and acuity score specifically designed for rehabilitation areas. The criteria for admission will be reviewed to take account of	James Bigg Angela Chaulk	End of September 2014 for work to begin

	we observed potential for patient dependency to change due to their complex needs and staff reported they would wish to see an increased number of nurses to account for the changing acuity of patients within this specialist neurological rehabilitation ward.		patient dependency and the MDT capacity		
Delivery of a Safe and Effective Service					
5.51	We noted that there is a limited availability of physiotherapist time due to staff shortages in this area and staff reported they could not provide all things to all patients due to the current availability.	The Health Board should review the physiotherapy requirements of the patient group and establish if additional provision is required.	Review establishment and benchmark with other Brain Injury units to identify whether staffing levels are appropriate for the case mix. Wider review of therapies establishment has also been undertaken. Recognising that a large part of rehabilitation involves practice within the ward environment there is a need to explore role of support workers through an integrated workforce plan.	Alun Morgan	August 2014 – review of establishment completed and now in process of benchmarking. 31 st October 2014

5.54	The ward contained a large amount of clutter and equipment which we observed domestic and nursing staff bumping into and moving around in order to navigate their way through the ward.	The Health Board should ensure when equipment is not in use it is stored appropriately so it does not clutter the ward	<p>Due to large deliveries storage space has been indentified as an issue. As part of the refurbishment additional storage will be available on ward 8.</p> <p>Boxes will be put away at night time until the refurbishment is complete</p>	<p>Ian Fitsall</p> <p>James Bigg</p>	<p>End September 2014</p> <p>Complete</p>
5.55	We found the sluices to be untidy and the ward had a number of items which had been condemned and required disposal. Some of the items had been reported to estates three months previously however had still not been removed from the ward and disposed of.	The Health Board must ensure condemned items are disposed of promptly in accordance with the All Wales Infections Prevention and Control Policy.	<p>Charge nurse wil identify any items for disposal and contact waste management to remove them</p> <p>The process for waste removal will be reminded to all staff</p>	James Bigg	Complete
5.56	We noted patient information boards were located in an area which was a main through fare for the ward and contained useful information for relatives such as the named nurse. However, the boards also contained patient sensitive information such as patient mobility which should not be visible to all relatives entering the	The Health Board must ensure the appropriate placement of patient sensitive information.	The Patient status at a glance board will be moved into the nurses office	James Bigg	Complete

	ward.				
5.57	There was an enclosed garden available which patients could use and staff felt this was an asset to the ward. However, we noted the garden was cluttered with trip hazards for patients with reduced mobility.	The Health Board should undertake an assessment of the suitability of the garden for patient use and ensure it is cleared of any trip hazards.	Estates will review the garden and look at options to make it more usable	Ian Fitsall	September 2014
5.58 5.59	We found the practice of cleaning and hand hygiene did not consistently meet the All Wales Infection Prevention and Control Standards. We observed not all areas were thoroughly cleaned, full bins containing soiled linen were moved from one ward area to another, and a used syringe was left unattended at a patient's bedside.	The Health Board must adhere to the All Wales Infection Prevention and Control Standards	Senior Nurse and charge nurse will discuss concerns with housekeeping, the member of staff identified has already undergone additional training Infection control will be asked to do some bespoke training in the area	Sharron Price Vince Saunders	Complete September 2014
5.61	We found a number of patients did not have access to buzzers in order to call for assistance.	The Health Board must ensure all patients have access to a buzzer	Senior Nurse has requested quotes to replace the buzzer system as it is out dated and difficult to repair	Ian Fitsall	Quotes requested
5.62	We noted that not all staff present on the ward were wearing name badges	The Health Board should ensure that all staff wear	Charge Nurse to complete an audit of ID badges	James Bigg	Completed

	or other forms of official identification.	visible identification for safety purposes and are actively challenged where this is not visible.	Reminders to be put in the newsletter for all staff		
Quality of Patient Experience					