


Health Watch Action Plan: Laurel Ward
Visit held: Feb'17

Date: 20/04/17

	Issue	Action	Responsibility	Status & Expected Completion Date (RAG)	Assurance & Evidence
Action					
1.	For Laurel ward to review ways patients and their carers can be made better aware of the Named Nurse for their stay	<p>The name of each patients Named nurse is on a poster in each patient's bed room.</p> <p>The Ward Manager to complete a monthly check to ensure each of the 18 bedrooms has a poster indicating who the Named Nurse is</p>	Ward Manager/ Modern Matron	<p>April '17</p> <p>May '17</p>	<p>See below</p> <p>Audit: Ward Manager</p>
	For Laurel Ward to review ways patients and their carers can be made aware of the daily allocation of nursing staff for 1:1 contacts	The ward has a board that clearly identifies the daily allocations of nursing staff	Ward Manager	April '17	Board in place on the ward

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	For Laurel Ward to clearly identify to patients and carers the benefits to be had from making use of 1:1 time.	A poster is now in place on the allocation board and in each patients bedroom All staff to discuss in with service users. Staff to ensure 1:1 is offered each shift. Record this engagement on RIO. Discuss effectiveness with service users in community meetings.	Ward Manager/Modern Matron	April '17	 Individual time with your allocated Nurse
2.	For Laurel ward to review ways of giving greater prominence to patient feedback systems, including Real Time Feedback, and the benefits of making use of them	This is a standard agenda item in the Ward's weekly Community meeting. The Ward Manager attends the Patient Acute Care Forum monthly meeting with Carers. For discussion in 1:1 Discussion in business meetings		April '17	Minutes Minutes
3.	For Laurel ward to consider with Sodexo facilities management possible ways of identifying and meeting some patients' specific concerns about the choice and availability of food;	A representative from Sodexo attends the weekly patient community meetings on request to provide an opportunity to feedback about the food choice. The recent inpatient survey demonstrated an improved score for satisfaction with the food provided, across the trust's acute wards.		May '17	Community meeting minutes
4.	For Laurel ward to consider the possibility in certain cases of trying,	This is now a standard agenda item within the patient community meetings	Ward Manager	May '17	Minutes

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	preferably by agreement, to limit the number of takeaway meals ordered where this would be in the best interest of the individual's health and wellbeing;				
5.	For Laurel ward to consider the possible need to advertise the carers support group more prominently.	This is displayed in the ward reception area and also placed throughout the main area of the ward	Ward Manager	April '17	Posters displayed within the ward and reception area