

Action Plan following Barking & Dagenham Healthwatch Enter & View Visit to Sunrise A&B Wards on 20 August 2013

	Recommendation	Action	Progress to date	Date	Rag Rating
1.	Availability of condiments	<ul style="list-style-type: none"> Staff to ensure that condiments are offered to patients at mealtimes 	<ul style="list-style-type: none"> Condiments available on ward Staff offering to patients 	1.10.13	Green
2.	Availability of wide straws to aid soup drinking	<ul style="list-style-type: none"> To source large bore straws 	<ul style="list-style-type: none"> Currently being sourced by Sodexo Alternative beakers available and being used 	1.12.13	Amber
3.	Appropriate food choice available to patients	<ul style="list-style-type: none"> Choice is offered via daily menu systems Availability to be monitored by ward manager 	<ul style="list-style-type: none"> Menu system in place Ward manager monitoring via patient feedback 	1.10.13	Green
4.	Staff should ensure all patients are asked if the need help to clean their teeth	<ul style="list-style-type: none"> All patients to have a mouth care assessment within 12 hours of admission Mouth care pathway commenced for appropriate patients 	<ul style="list-style-type: none"> Mouth care pathway in place Ward manager monitoring 	1.10.13	Green

	Recommendation	Action	Progress to date	Date	Rag Rating
5.	Patients should be offered the choice with regards to the member of staff who supports their hygiene needs	<ul style="list-style-type: none"> Consent will be gained from patients regarding who undertakes their intimate aspects of care 	<ul style="list-style-type: none"> Staff are gaining consent from patients prior to undertaking any hygiene needs 	30.11.13	Amber
6.	Patients are asked if the help they get with washing is meeting their personal care needs	<ul style="list-style-type: none"> All nurses to offer patients a choice of a shower or bed bath as appropriate 	<ul style="list-style-type: none"> Patients are being offered a choice of a shower or a bed bath as appropriate Ward manager to audit at regular intervals 	1.11.3	Green
7.	Staff will respond to call bells in a timely manner and ensure call bells are positioned within patient's reach	<ul style="list-style-type: none"> To monitor availability of call bell weekly via the Quality of Care audit. Staff encouraged to explain if need cannot be met immediately with a timeframe excluding emergency toilet needs 	<ul style="list-style-type: none"> Quality of Care audits – weekly (part of ongoing assurance process) 	30.10.13	Amber
8.	Time should be taken by medical staff to explain about changes to health and treatment	<ul style="list-style-type: none"> Consultants are now based on the wards on a weekly rota, so that there is senior medical presence at all times 	<ul style="list-style-type: none"> Completed. Need more consultants to cover any gaps that may arise 	1.11.13	Amber
9.	Where a patient receives a personal budget for care support consideration should be given to enabling that support to be available whilst in hospital	<ul style="list-style-type: none"> Ward staff as part of admission process to liaise with social services if access to home is required for personal items 	<ul style="list-style-type: none"> Being introduced as part of admission process 	30.11.13	Amber