

Appendix 4

Enter & View Recommendations

Rydon Ward. 26 November 2015

No	It is recommended that;	Comments from the Service Provider
1	Healthwatch Somerset leaflets to be displayed both in reception and also on the patient engagement noticeboard.	Leaflets are now displayed in both Rydon ward 1 and 2 receptions and patient engagement notice boards
2	The Trust to consider if the lighting in the 'female only' corridor could be changed to make it less 'gloomy'.	The lights are on a dimmer facility, however when fully turned up have the equivalent of a 100 watt output. Additionally both wards have light boxes (including the female corridors) which allows natural light to flourish within the corridors.
3	Create and promote opportunities for patients or volunteers to be involved in planning and maintaining the smaller outside area.	We do hold an OT led gardening group when there is interest and we will re-promote this through our patient 'have your say' meeting. We currently have a patient on Rydon ward 1 who is enjoying being actively involved in overseeing the tidiness of the garden area.
4	The Trust consider introducing any items from the good practice examples for meetings list that it thinks will help to improve these meetings. (See appendix 2) <i>(Amended from appendix 1)</i>	Both Rydon wards have been exploring a number of ways to increase patient involvement in the 'have your say' meetings. These include the good practice examples. We are looking at further developments and ideas through the occupational therapy best practice group and discussing with patients what they feel would make the meeting relevant for them.
5	Information about making a complaint, raising a concern, Advocacy support and Healthwatch Somerset should be provided to each patient in a patient information pack.	This information is included in our updated patient information packs. Also Swan Advocacy is providing a regular service on the ward with a dedicated advocate/IMHA available to each ward one day a week. PALs are now able to attend our 'have your say' meeting so patients have very direct access to raising concerns and compliments. Information is also available on dedicated notice boards.

6	The ward and the Somerset Partnership create a volunteering recruitment plan to encourage the recruitment of volunteers onto the ward.	The Trust's Mental Health Acute Care Forum is currently focussed on re-establishing the Peer Service Volunteer strategy. As acknowledged in the report we are actively seeking interest from recent service users, and to support this locally on Rydon ward the occupational therapy and management team have designed a poster that is being utilised within the community for recruitment purposes. We are also discussing further strategies within our team meetings.
7	The good practice examples activities list (See appendix 3) (<i>Amended from appendix 2</i>) is discussed with staff and at 'Have Your Say Meetings'.	Both Rydon wards have dedicated occupational therapists and activity organisers who offer a wide range of therapies and activities. Individual patients complete an interest's checklist from which individualised activity plans are developed. We will add the good practice examples to our activity suggestions list to be discussed in our patient meetings.
8	The ward consult a nutrition specialist for advice on improving healthy options for meals.	A Trust wide working group has recently reviewed all inpatient ward menus across the Trust. This group included a Dietitian, and the views of patients on all our wards were canvassed. The newly reviewed menus are currently being scrutinised by the Trust Dietitian for nutritional analysis.
9	The Trust consult with staff to draw up a plan detailing clearly how bureaucracy and red tape can be reduced or streamlined to enable staff on wards to spend more time with patients.	The Trust is looking at maximising the clinical time that staff are able to spend with patients through the 'Releasing Time to Care' programme. This includes a detailed review of bureaucracy and also ward staffing capacity levels through the safer staffing process. Locally on Rydon ward all patients are individually allocated to staff and we are auditing our standard of one-to-one individual time being spent each shift with each patient.
10	The Trust meet with Taunton Association for the Homeless to clarify working relationships and processes including time scales for referrals and processes where appropriate.	The Rydon wards have invited Taunton Association for the Homeless to meet with staff and discuss their service and ways in which we can further support each other. We await confirmation not a date.

Any other comments...

Factual Inaccuracies:

Ward Rounds – page 6

The report states that Ward rounds are held every Thursday. This is not the case, clinical reviews take place throughout the week and while patients are not routinely seen multiple times a week where there is a clinical need patients are seen as often as required.

Food – page 6

The report states that there is often not a healthy option at meal times. The ward has a facility for patients to order from a selection of salads and jacket potatoes as an alternative to the main meal choices if they wish

136 – page 8

The statistic of no patients needing to go to the custody suite when detained under a 136 was specifically related to the months of Oct 2015