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Wessex Ward 28 April 2016

	Recommendation	Comments from the service provider
1	It is recommended that the issue of SWAN advocacy information not being 'young person friendly' is raised at a senior level by the Trust to SWAN advocacy.' It is important that young people have information that is accessible to them.	We have forwarded this information and recommended to Swan Advocacy and will discuss it with them in a review meeting that is planned in the near future.
2	It is recommended that young people are consulted on the design of PALS information posters and leaflets.	We will ask our patients to help us design new information posters and leaflets.
3	It is recommended that information leaflets about Healthwatch Somerset are made available	The reception area within Wessex House has a leaflet holder on the wall containing copies of the Healthwatch leaflet.
4	It is recommended that the ward look at the activities list and good practice examples detailed on appendix 6.3 and 6.3.1 and share these with activities staff and at have your say meetings.	Activity timetables are amended, changed and reviewed every 8-12 weeks with input from the young people on the ward during the 'have your say' meeting – held weekly. We will share your suggested list of activities with this group. Individual activities plans are also designed with the young person and are tailored to their needs and abilities.
5	It is recommended that the Trust prioritize plans to recruit into the vacant social worker post at Wessex ward.	We have advertised this post without success on numerous occasions. We have reviewed the advert and are now in a position to re-advertise.

<p>6</p>	<p>It is recommended that the Trust seeks advice on improving the nutritional content of menus.</p>	<p>Debra Butts, Service Assistant Coordinator, has advised that meals provided are changed regularly with input from the young people on the ward. The food provider has have assured us that the meals are balanced and nutritious.</p>
<p>7</p>	<p>It is recommended that the ward and Trust share any further information relating to the difficulties caused by young person's inpatient wards being commissioned differently than adult services.</p>	<p>We would of course be very happy to discuss this with Healthwatch Somerset if this would be helpful.</p>
<p>8</p>	<p>It is recommend that the Trust consult with IT specialist to look at upgrading internet security to enable less restrictive, safe access to the internet and consider risk assessing access to social media on an individual basis.</p>	<p>Staff are in discussions with our IT specialist regarding the use of and access to social media whilst young people are on the ward. Young people access social media sites during leave periods and have requested that they continue to do so whilst on the ward. Consideration is being given to this; the potential implications and risks associated with the use of these types of sites during an inpatient admission and are being discussed further with the young people on the ward during our 'have your say ' meetings</p>
<p>9</p>	<p>DBT is available on the ward for referred patients but may not be available after discharge as patients are returning to different local authority areas. It is recommended that the Trust consider how this can best be managed.</p>	<p>Thank you for raising this point. Young people who are discharged to out of area counties will have their individual needs discussed with their home team/trust and any recommendations or referrals relating to this need will be made prior to discharge. Unfortunately we cannot dictate what therapies individual Trusts in other areas provide, but we do always try to make informed recommendations about what would be most helpful for a young person.</p>

10	It is recommended that discussion about the best educational support options are started between the trust and the local authority.	These discussions and service level agreements have already been negotiated, established and agreed between Somerset Partnership NHS Foundation Trust and the local educational authority. A service level agreement has been signed off for the past several years and is reviewed and signed off each year. Healthwatch's report will be shared with the local authority to inform future discussions.
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Any other comments...