

Appendix 4

**Enter and view recommendations**

**Willow Ward, 27 January 2016**

No	It is recommended that;	Comments from the service provider
1	Healthwatch Somerset leaflets are displayed both in reception and also on the patient engagement noticeboard.	Healthwatch leaflets and posters are displayed on the ward and in the reception area as recommended.
2	The trust consider introducing items from the good practice examples for 'have yours say' meetings good practice examples that it thinks will help to improve these meetings. (See appendix 1)	The ward has reviewed the good practice examples and agrees that introducing some of these may improve the experience for patients. We are currently reviewing how we deliver the 'Have Your Say' meeting on the ward with a view to including some of these examples.
3	The good practice examples activities list (See appendix 2 and 3) is discussed with staff and at 'have your say' meeting'.	The suggested activities from the good practice examples will be discussed with staff and patients at the next 'Have Your Say' meeting.
4	The trust continue with plans to consult a nutrition specialist for advice on improving healthy options for meals and in particular gain advice on how nutrition affects mental health.	A Trust wide working group has recently reviewed all inpatient ward menus with the input of a dietician and nutritionist. The new menus should be approved for implementation within the next month.
5	That the ward introduce a colour code depicting uniforms with an explanation of the meaning of the different coloured uniforms to the notice board and displays staff pictures with names as Rydon ward does.	The ward has added a key to the staff photo/name board which explains uniform colours as recommended.
6	That the trust consult with patients and staff about the wearing of uniforms by staff supporting patients while out in the community.	A Trust wide review of uniforms and the uniform policy is currently underway. A member of the Willow team is involved in this project group.

**Any other comments...**

**Thank you for you visit and helpful recommendations.**