

Enter & View Visit by Healthwatch Barking & Dagenham

Action Plan

Healthwatch Barking & Dagenham carried out an Enter & View Visit on Fern Ward at King George Hospital on the 8th October 2014. The action plan below includes the recommendations that were made following the visit.

Recommendation	Lead	Timescale	Actions Taken
Catering staff distributing tea and coffee need to go to each individual patient and ask if they would like a drink. This is essential on an elderly ward, where patients could be confused and for those with hearing impairments.	Mary Etchells, Senior Sister	With immediate effect	<p>Recommendation discussed with Karen Burroughs from Sodexo.</p> <p>Ward Sisters to oversee that this is carried out for each patient in each bay daily.</p> <p>Sodexo Supervisors to monitor that the housekeeper is going into the bays and offering drinks to every patient, using the correct cup, beaker.</p> <p>Escalation to Matron Hughes in the event this is not being maintained.</p>
Before leaving the ward, catering staff should ask those who may have been having a wash/gone to the toilet if they would like a drink.	Mary Etchells, Senior Sister	With immediate effect	<p>Recommendation discussed with Karen Burroughs from Sodexo.</p> <p>Ward staff to ensure all patients receive appropriate drinks daily and escalation to Matron Hughes if housekeepers fail to deliver this action.</p>
All patients should be asked if they need help filling in the menus.	Mary Etchells, Senior Sister	With immediate effect	Volunteers currently assist patients when on the wards with the support and guidance from the nursing and care staff on the ward.

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			Health Care Workers need to ensure patients are supported to complete their menus daily and to ensure they are collected and given to the kitchen staff daily. To be monitored by Registered Nurses.
Staff need to double check that patient information boards display the correct information at the beginning of their shift.	Mary Etchells, Senior Sister	With immediate effect	Daily checks of patient boards to be undertaken by the Nurse in Charge. Matron to check compliance daily.
Where patients are using a bedpan, staff need to wait for the individual to finish using the bedpan so they are not left waiting in a uncomfortable position longer then they need to.	Mary Etchells, Senior Sister	With immediate effect	All staff are aware of the issues and have been instructed to remain by the patients when they are using bedpans, but far enough to ensure privacy. Call buzzers to be in easy reach of all patients.
All call buttons on the ward need to be checked to ensure they are in working order. If a call button is not working an alternative method needs to be provided to ensure the patient has a way of calling staff when they need to.	Mary Etchells, Senior sister	With immediate effect	The patient's Named Nurse to ensure that they have call buzzers in easy reach. Matron to check on ward rounds Faulty equipment to be reported to the works department on 5702 and checked daily for completion. Concerns of continued faulty equipment to be escalated to Matron Hughes.

Action Plan developed by: Matron Connie Hughes, January 2015

Action Plan to be reviewed monthly