

Healthwatch Blackburn with Darwen Enter and View Update on Recommendations

Action Statement - Darwen Ward, Royal Blackburn Hospital, Darwen May 2018

No.	Issues raised by patients/staff	Response or action from Beverley Fielding, Manager on Enter and View report in June 2017	Update on response or action	To be addressed by	Name of manager responsible	RAG
1.	Feedback indicated that from the minutes of community meetings actions needed to be implemented to ensure resident's voices are heard, acted upon and their experiences of the ward are improved.		To schedule community meetings every 2 weeks	Manager	Beverley Fielding	
2.	Residents said they would like the garden area to be renovated in a patient's project to help patients relax, reduce stress and improve well-being	Nurture have been booked to landscape the communal courtyard, which is opened as and when requested, rather than at prescribed times. The nurses' station is to be removed as part of the on-going anti-ligature works.	Nurture have cut the grass and tidied up the garden area	Manager	Beverley Fielding	
3.	Findings indicated that there is a need for a planned programme of a wide variety of activities to engage individual's interests, the activity plan is displayed and the notice board is completed with today's activities.	Open Doors and the gym are activities based off the ward, and in their absence Darwen staff will facilitate leave to Open Doors and the gym. Staff also provide escorted leave, both in the grounds and local community.	The activity team now have a monthly planner of activities available. Ward staff escort service users to Open Doors and the gym in the absence of activity team staff, but this depends on the ward business and acuity on the day.	Manager	Beverley Fielding	

			There are board games, crafts, books and a basketball available for service users to use.			
4.	Residents would like trips/days out to venues of patients choosing to encourage people to access community services.	I do not think day trips are appropriate activities for service users on an acute treatment ward. The restart team facilitate leave to the bank, hairdresser, home visits, dentist appointments, optician appointments, shopping trips, as well as conducting occupational therapy assessments. This work is an important aspect as it is fed back into the MDT reviews. The restart staff are heavily involved in supporting service users to apply for appropriate benefits and assist with the process of sourcing and referring for accommodation. The service users have care coordinators who are also involved in maintaining links with their community and family.	My thoughts on this have not changed on this topic.	Manager	Beverley Fielding	

5.	A Ward Manager or Deputy Ward manager needs to be on duty at all times.	At the time of your visit my deputy was on sickness absence and I was on day off as I was the on-call manager at the weekend. This is a new aspect to the ward managers' role as it has been recognised that senior support should be available 7 days a week.	There is now 1 ward manager and 3 band 6 practitioners enabling senior cover 7 days a week, apart from unexpected sickness.	Manager	Beverley Fielding	
6.	Residents said they would like to personalise their rooms to make it look more homely.		Several service users have photographs and pictures on their walls.	Manager	Beverley Fielding	
7.	Findings indicate that toiletries/washing powder need to be supplied to people who are unable to purchase their own or family/friends are able to purchase to enable patients to maintain personal hygiene.	Toiletries and wash powder are still provided for the service users in the absence of being able to provide their own.	Toiletries provided for those who have nothing and no family. The majority of the service users are in receipt of benefits and should be encouraged to buy their own toiletries.	Manager	Beverley Fielding	