

**Healthwatch Merton Action Plan: Jupiter Ward**  
**Visit held: January 17**

**Date: 18/05/17, revised 26/06/17**

	Issue	Action	Responsibility	Status & Expected Completion Date (RAG)	Assurance & Evidence
<b>Action</b>					
1.	All service users should have a welcome pack and the welcome pack should be up to date	A welcome pack will be distributed to all new admissions to the ward. There is a welcome pack currently in use, the new ward manager is amending this to make it more personalised for Jupiter ward.	Ward Manager	31/8/17	It is included on the admission checklist for assurance.
2.	Every patient should have access to and be involved in creating their own care plan with support from carers when required	Named nurses will record 1:1 care planning sessions with service users weekly. Care plans are being distributed to service users on yellow paper. Service user views regarding family involvement will be captured on and throughout admission and included in the care plan	Ward Manager	Completed and ongoing	Care plan Audit by ward manager

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	Jupiter ward to consider acquiring the print magazines of mental health advocacy charities such as Mind and NSUN to put in common rooms.	The ward manager and occupational therapist have contacted the relevant agencies to access their magazines and they will be displayed in the common areas.	Ward Manager and Ward OT	30/7/17	Copies will be available in the common rooms.
	Jupiter ward to review working with voluntary sector providers from each of the Boroughs to equip patients with a befriender on discharge if they wish to accept one. eg the Association for Pastoral Care in Mental Health in Merton	This will be discussed with patients routinely as part of care planning and documented on RIO progress notes. Relevant agencies will be contacted if the service user wishes to avail of this service	Named nurses Ward OT Activity coordinator	30/07/17	Rio progress notes and care plans
	Jupiter ward to review access to activities at weekends. Eg recruiting volunteers	The ward has recruited a full time activity coordinator who is contracted to work over 7 days which will include weekends. The ward manager is also actively recruiting volunteers to provide activities at weekend. All staff encouraged to provide activities at the weekends.	Ward Manager Ward OT	30/07/17	Activity programme. Community meeting minutes Acute Care Forum minutes
	Explore the opportunities of working with local cafes to review the needs of people with mental health needs for toilet access for patients whose medication makes them need the toilet more frequently, to make it easier for them to visit the high street without anxiety. eg carrying a recognizable card similar to IBS network's Can't wait card.	This would need a wider discussion with GP and pharmacy input. For discussion at Safe Medicines Practice committee	Gina Mogan Matron Acute Care Service Line	30/09/17	Await outcome of discussion.

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	Consider having a quick feedback option on the home screen of the RTF machine for comments in a free text box rather than the current lengthy set up	This will be raised for discussion within the wider organization.	Ward Manager	30/11/17	Await feedback.  Outcome of discussion will be available.
	Make sure that detailed information on community services in each of the 5 boroughs is available to patients and carers, displayed in the family room and that they get a specific information pack to their own borough at discharge,	Occupational Therapists in the ward are leading on this to ensure that we have information available for the 5 Boroughs.	Ward Occupational Therapists	31/8/17	15 Step visits
3.	Jupiter ward staff to ensure that every patient knows who their named nurse is and that white boards in the bedrooms are kept up to date with this information	White boards are in place in each bedroom, updated with named nurse for the service user. Checked and updated for each admission.	All Jupiter staff	Completed	Weekly checks by ward staff.
4.	Jupiter ward staff to review ways in which technical issues can be resolved in a timely manner, including internet problems,	All technical issues reported promptly to the service desk or IT as appropriate. Ward clerk to monitor responses and flag with ward manager if not resolved in a timely manner.	All Jupiter staff	Completed	Evidence of issues reported and signed off as completed kept by ward clerk for assurance.
	Reference to Page 4, paragraph 2 for clarification, The services on this ward at the time of the first Enter and View in 2015 were for clients who fell under the catchment	Jupiter is and always has been a Merton aligned ward which enables good working links with community services in Merton to support admission and discharge planning. The Trust's change from locality based directorates to service line directorates does not change Jupiter's core function nor it's			

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	area of Merton. As of the 1st of April 2017 this has officially changed, as the new 'Service Line Management' operational model means that the ward now accepts patients from anywhere in the five boroughs served by the Trust; though in practice this has been how admissions have been working for some time .	client mix. It merely means that it is managed organisationally within the Acute and Urgent Care Pathway Service Line along with the other acute wards, home treatment teams and liaison psychiatry teams rather than the Sutton and Merton Directorate. The Acute and Urgent Care Service line and Adult Community Service line works closely together to ensure patient care transfers smoothly between them as required.			
	Jupiter ward to review and purchase see through leaflet racks to make leaflets more visible .	The type of leaflet rack used on the ward is identified with consideration to safety and risk assessment. The see through racks while making the leaflets more visible are not the safest type. They are easily broken and could be used to self harm.	Matron	Completed	
	Have copies of Healthwatch Enter and View reports available in the common areas on the ward for service users and carers to read.	Copies of the report have been placed in common areas. For discussion in community meetings.	Ward Manager Ward OT.	Completed	Copies present in common areas.
	patients who have expressed a sense of faith to be given the opportunity to discuss their needs with a member of the chaplaincy team.	A member of the chaplaincy team visits the ward weekly or more frequently if requested. This has been long standing practice. He is available to speak to all service users. There is a poster with his picture and chaplaincy details on the ward. Other faith needs are met on request.	Ward Manager	Completed and ongoing	
	Introduce new patients to the IMHA when they visit. Encourage patients to speak to the IMHA and become familiar with them and their service so that all patients are confident to access support to challenge decisions around their medication or other care if they	The ward advocate visits the ward regularly every week. This is common practice across all the wards. There are pictured posters with times and dates and contact numbers of the advocate and visits to the wards. The advocate is informed of all new admissions and approaches them during her visit. The Independent Mental Health Advocate, IMHA, is accessible to all patients detained under the Mental Health Act. This is discussed with each service user on admission.	Ward Manager	Completed and Ongoing	04/04/17

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	feel they want to.	Information explaining the role of the IMHA is also available on the ward.			
	Monitor the impact that the change from borough based wards has on the experience of being an inpatient in the Trust, look for adverse effects and find strategies to mitigate them.	The Acute Care Coordination Centre manages all admissions to the trust. Service users are always admitted to their Borough wards where possible. There is also a daily discharge planning meeting where requested transfers between wards are considered in greater detail.	Acute Care Coordination Centre	Completed and Ongoing	4/4/17