

Healthwatch Merton Authorised Representative Visit on 10<sup>th</sup> and 11<sup>th</sup> December 2015  
Outcome Action Plan

No.	Suggested areas to monitor	Current state	Further Action	Date Completed
1	<i>Activities continue to be regularly reviewed, and Activities Coordinator to find out from patients what they would like to see more of and take part in.</i>	<ul style="list-style-type: none"> <li>• Patients are asked for feedback concerning groups at each weekly Community Meeting</li> <li>• Evidence of this is in the minutes of the Community Meeting.</li> <li>• Patients are encouraged to suggest improvement to current groups and to put forward ideas for new groups.</li> </ul>	<ul style="list-style-type: none"> <li>• Jupiter Ward Occupational Therapist is developing a survey on Activity for Inpatients at Jupiter.</li> <li>• This will be circulated to all inpatients during the six-monthly Activities Audit.</li> <li>• There is a current Activity Programme displayed prominently in the Dining Room.</li> </ul>	<p>28/2/16</p> <p>Ongoing</p>
2	<p><i>Ward consider asking Voluntary and Community Sector Groups to come and run a monthly activity, or attend ward community meetings to promote their service (e.g. Focus 4 1, Rethink Mental Illness or Avanti Club).</i></p> <p>/</p> <p><i>Strengthen links with Voluntary Sector Mental Health Forum and with Merton Voluntary Services Council (MVSC) who work with a number of groups with a focus on mental health, and health and wellbeing.</i></p>	<ul style="list-style-type: none"> <li>• Volunteer from Raynes Park Library, at ward once per month to lead a Creative Writing group.</li> <li>• Volunteer, a psychology graduate (Clifford), who has helped out with the walking group, or played board games with patients, has recently ceased his voluntary work</li> <li>• Peer Support being arranged at Jupiter ward with Focus 4 1</li> <li>• Focus 4 1 attend Jupiter Ward</li> <li>• Carers Centre MH worker based at ward once a week for Carers Support</li> </ul>	<ul style="list-style-type: none"> <li>• Request that Jupiter ward Occupational Therapist or Activity Coordinator contact the groups suggested by Healthwatch.</li> <li>• Increase the number of volunteer-led activities on the ward</li> <li>• Invite all volunteers periodically to Community Meetings on the ward.</li> </ul> <p>The Ward will contact Focus 4 1 (07870 898811), Rethink Mental Illness Merton (020 8542 3657) and Avanti Club (020 8685 2272, marcella@mvsc.co.uk) to increase volunteers.</p>	<p>Commenced and actions progressed.</p> <p>Complete 1.3.16</p>

			Voluntary Sector Mental Health Forum and Merton Voluntary Services Council (020 8685 1771) will also be contacted.	
3	<i>Consider magazines, newspapers and books in quiet area.</i>	<ul style="list-style-type: none"> <li>• A copy of <i>The Times</i> is put in the Main Lounge each day</li> <li>• A range of books is available in the lounge</li> <li>• Staff members bring in copies of <i>Metro</i> or <i>The Evening Standard</i>.</li> </ul>	<ul style="list-style-type: none"> <li>• Ward Clerk to arrange additional newspaper delivered daily.</li> <li>• It appears that the books on the ward are rarely read, so it is probably not necessary to procure more.</li> <li>• Ward will seek user friendly newspaper 'i' (abbreviated newspaper from <i>The Independent</i>) and add to daily distribution.</li> <li>• Increase availability of suitable magazines and books to maintain the library by donation.</li> </ul>	Completed 1.2.16

4	<i>Ensure that every patient knows who their named nurse is, and that white boards in patients rooms are kept up-to-date with this information.</i>	<ul style="list-style-type: none"> <li>• Each patient has a Named Nurse sign in their bedroom. This is updated upon admission and is verified as part of the weekend checks.</li> </ul>	<ul style="list-style-type: none"> <li>• Nurses to maintain information as part of the weekend checks</li> <li>• Room transfer process and admission process, to ensure that everyone knows who is their named nurse.</li> <li>• Ward manager to monitor.</li> </ul>	Ongoing
5	<i>Ensure every patient has access to and is involved in creating their own care plan, with support from carers when required.</i>	<ul style="list-style-type: none"> <li>• Care Plans are distributed to all patients at least once weekly and also at the point that they are changed.</li> <li>• Patients are consistently involved in creating their own care plan</li> <li>• This was evidenced for 100% of patients during the Care Plan Audit for December 2015).</li> <li>• Carers are principally involved in creating Care Plans through Care Plan Review Meetings.</li> </ul>	<ul style="list-style-type: none"> <li>• Care Plan distribution will be implemented on a weekly basis.</li> <li>• Nursing staff will continue to collaborate with and distribute care plans</li> <li>• Monitor through the monthly Care Plan Audits.</li> <li>• Carer involvement is promoted as part of the 'Triangle of Care', best practice in mental health.</li> <li>• Staff will, in the process of Care Plan formulation ask the service user if they consent to having their carer involved in their Care Plan.</li> <li>• If they agree, staff will share the Care Plan and collaborate with the carers.</li> <li>• If consent not granted this will be recorded in the progress notes.</li> </ul>	Completed 1.2.16
6	<i>Ensure patients are well informed about their treatment and medication, and that patients have access to clear information on this.</i>	<ul style="list-style-type: none"> <li>• Patients are seen regularly in Care Plan Review Meetings and treatment plans and medication reviews are</li> </ul>	<ul style="list-style-type: none"> <li>• Medications information is on display board.</li> <li>• The home page on the service users PC is the 'Choice and Information' website.</li> </ul>	8.2.16

		<p>formulated and discussed.</p> <ul style="list-style-type: none"> <li>• Nurses make themselves available for one-to-one discussions with patients.</li> <li>• There is a Medication display board on the Main Corridor for patients with information and resources concerning their medication.</li> </ul>	<ul style="list-style-type: none"> <li>• Pharmacy staff visit the ward Monday to Friday and discuss medications with service users.</li> <li>• Staff talk to service users at medication dispensing and ask about any side effects experienced.</li> <li>• Medication information is now included in the Care Plan, which is a collaborative document.</li> <li>• 'Medication Information' cards will be sourced from Pharmacy and be made available to service users.</li> </ul>	
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7	<i>Ensure that all patients have a welcome pack and that welcome pack is up-to-date.</i>	The first item on the Nursing Admission Checklist is for the patients to be given a Patient Welcome Pack. The Patient Welcome Pack and the Carer's Welcome Pack (also noted on the Nursing Admission Checklist) were last updated in November 2015.	The Welcome Pack was reviewed, by the ward, in November 2015. A laminated Welcome Pack will be placed in every bedspace.  The pack will be reviewed in May 2016. Laminated Welcome packs to be in each bedroom by 8.2.16 (subject to new laminator arriving)	8.2.16
8	<i>Consider ways in which technical issues can be rectified quicker, including internet problems, so that the most can be made of these resources.</i>	Following the recent delays in fixing the internet on the Patient PC, it appears that IM&T have made some changes, for instance reducing the number of time to complete service requests to 1 week, and also to keep the ward updated with any delays.	IM&T resolved the outstanding issue in December 15. Following the recent changes made, these issues are now resolved more quickly. To monitor to ensure this remains this way, Ward Manager escalates issues to the CEO and the Head of IM&T.	18.12.15