

Callington Road Hospital

Aspen ward, Laurel ward and Elizabeth Casson House

19 October 2015, 2.30 - 5.30pm

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No	Recommendation	Comments from the Service Provider
1	Aspen – examine if it is possible for staff to write up patient notes at the end of the shift after each supper club.	The Protocol instructs staff to write up their own notes for their allocated patients on the shift that day. The Nurse allocated to the supper club does not write up the service users who attended the supper club as this is already captured in the allocated nurses write up.
2	Aspen – explore using volunteers to talk to and carry out activities with patients.	Aspen continues to pursue the idea of the having volunteers on the ward. Plans are being drawn up regarding how this will work and what is needed for this to be put into place on all wards in Bristol.
3	Laurel – repaint the walls in the ladies’ lounge.	Some painting has taken place, the Ward Manager to liaise with the Estates Team regarding the timescales for completing the rest, this is underway.
4	Laurel – introduce a clear system for patients to identify their own bedroom doors.	Patients names are clearly displayed on their bedroom doors
5	Laurel – ensure online training is done outside of supervision time.	Monitoring of online training being carried out by the Manager to ensure compliance and appropriate use of time.
6	Elizabeth Casson House – consult patients about which additional activities they would like to have available.	Ward meetings take place regularly where ideas and suggestions are shared. All ward activities set up by the staff on the unit are service user led. A consensus verdict is reached on the unit. During 1:1 time and Care

		Plan reviews discussions take place regarding what services users want and what is helpful. OT staff are assigned to the units and an individual OT programme is developed according to their needs and wishes. Aswell as individual OT sessions, group sessions are run on the ward and away from the ward.
7	Elizabeth Casson House – ensure that a range of healthy food options are available to patients.	Healthy options are available at all meal times. A dietician is available for Service Users to consult with or get advice. Staff encourage healthy eating at all times and can also refer a service user to a dietician if they have concerns.
8	Elizabeth Casson House – consult with patients about portion size preferences at each meal.	Service users can choose what they would like to eat and how much. At mealtimes a staff member is always available and where possible will sit with service users during mealtimes, should the service users wish to discuss anything regarding the food options.
9	Use the assessment tool, ‘Is your care home dementia friendly?’ and the ‘Dementia Care Matters: Inspiring Action’, the 50-point action checklist, to check that the ward is as dementia friendly as possible.	Laurel ward (Dementia Ward) has completed the 50 point action checklist and is acting on the findings where improvements are needed to ensure the unit is as dementia friendly as possible

Any Other Comments