

**STAFFING**

1998

- Supervision
- Ensuring appropriate quality
- Induction
- Use of agency/bank staff
- Acct GPs
- Who ultimately responsible for care? / where does duty of care lie?
- Out of hours

Now

- Skill mix
- Psychological Support Analyst appointed
  
- Indicators
- Vacancy
- Agency
- Sickness

## GUIDELINES AND PRACTICES

### Policies

- Nursing
- DNR
- Consent
- Psychiatric Assessment
- Nutrition
- Rehab etc

Audit of Policy Implementation Action

P.M Report - Trust Board Minutes

**DRUGS**

- Prescribing Arrangements (Nurse/GP/Consultant)
- Drug Rounds
- Security Measures
- Administration Arrangements
- Drug Policies for Palliative care
  - ? Link to Induction
  - ? Death Certificates

## COMMUNICATIONS

- Available leaflets 1998 till now
- Patient satisfaction surveys / User groups - were there any? No
- Next of kin arrangements
- Complaints procedure
- "Customer" care training
- Availability of bereavement counselling
- Quiet rooms
- Admission / Discharge policies
- Information shared across organisations (medical records, referral/discharge letters and any joint appointments (not really)

**DYING WITH DIGNITY**

## Policies

- Infection control
- Nutrition
- General nursing
- Pressure sores etc
- Fluid
- Weighing the patient
- Results

## MD arrangements

- Including outside agencies
- Nursing plans

**TRAINING**

- Medical
- Training of GPs in Care of Elderly / Palliative Care / Psychology
- Support Consultants - GPs
- CPD ? 1998
- Nursing
- Appropriate ENB
- Study level
- Bursaries
- Who supervises who
- ? whistle blowing