

# Fareham and Gosport

Primary Care Trust

## SULTAN WARD

**ACTION PLAN FOR THE COMPLAINT OF** Code A **RE THE CARE OF LATE FATHER** Code A

OBJECTIVE	ACTION	TIME SCALE	WHO IS RESPONSIBLE	EVALUATION 13.11.02
1. Clear and accurate documentation at all times, regarding patient care and progress	<ul style="list-style-type: none"> <li>• Raise staff awareness to the need for clear concise documentation.</li> <li>• All entries dated, timed and signed.</li> <li>• All conversations/contacts with Relatives/Carer/MDT to be documented.</li> <li>• If concerns raised by Patient/Relatives this should be acted upon immediately and outcome obtained.</li> </ul>	<p>Nov 2002</p> <p style="text-align: center;">“</p> <p style="text-align: center;">“</p> <p style="text-align: center;">“</p>	<p>AH</p> <p style="text-align: center;">“</p> <p style="text-align: center;">“</p> <p style="text-align: center;">“</p>	<ul style="list-style-type: none"> <li>• Forms part of ongoing agenda at monthly team meetings which are minuted.</li> <li>• Audit planned for Nov. TS</li> <li>• MDT planning meetings now involve relatives/carers</li> </ul>
2. Improve communication with Staff/Patients/Relatives/Carers/MDT providing up to date information and progress	<ul style="list-style-type: none"> <li>• Ward Information Booklet to be sited by each Patients bed, accessible to all.</li> <li>• Care Plans to be written with Patients/Relatives as a joint problem solving approach, involving nurse working as Care Planning Project.</li> <li>• Photograph board visible informing relatives/carers of nurses as Duty for each shift.</li> <li>• Nil By Mouth signs to be removed as patient leaves ward for investigations</li> </ul>	<p>Nov 2002</p> <p>Ongoing</p> <p>Dec 2002</p> <p>Nov 2002</p>	<p>AH and KM</p> <p>AH and TS</p> <p>AH</p> <p>AH</p>	<ul style="list-style-type: none"> <li>• Completed awaiting laminating</li> <li>• 2 meetings held ongoing work with Ann Dalby</li> <li>• Signs now removed</li> </ul>
3. Food and Fluid Charts to be maintained	<ul style="list-style-type: none"> <li>• Reinforce to staff the importance of completing Food and Fluid Charts each shift.</li> <li>• Spot check weekly</li> </ul>	<p>Nov 2002</p> <p style="text-align: center;">“</p>	<p>AH and KM</p> <p style="text-align: center;">“</p>	<ul style="list-style-type: none"> <li>• Completed</li> <li>• Spot check 8./11/02. verbal feedback improvement noted. Results to be written up by 20/11/02 AH</li> </ul>

<p>4. Maintaining a safe environment</p>	<ul style="list-style-type: none"> <li>• Patients beds to be lowered after cleaning.</li> <li>• Reinforce to staff the protocol for using cot sides</li> <li>• Ensure patients are not sat directly next to radiators that are switched on</li> </ul>	<p>Nov 2002</p> <p>"</p> <p>"</p>	<p>AH and KM</p> <p>"</p> <p>"</p>	<ul style="list-style-type: none"> <li>• Domestics now lowering beds following cleaning</li> <li>• Completed</li> <li>• Patients whose beds are near radiators are given the choice. If they choose to move their chair is moved to the other side of the bed.</li> <li>• Monitoring of the heat is done on ad hoc basis and St James are requested to regulate the heating.</li> </ul>
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