

Action plan:

		RAG	Key
Action Plan Title	Healthwatch Rathbone Rehabilitation Visit	Blue	Complete
Service Lead	Tonia Smith	Green	On track
Associate Director	Zoe Prince	Amber	On track; risks identified
Lead Director		Red	Off Track

Source of Action	Ref and date entered	Issue	Action	Accountable Person	Time Scale - Due Date	RAG Status	Update	Actual Completion date
Healthwatch visit	Action 1	Feedback made specific comparisons with other Merseycare adult inpatient mental health wards.	Review feedback from inpatient wards to review any positive feedback	Ward Manager	March 2024		Good practice stories are always shared during ward manager meetings, so that other areas can learn from positive practice experiences. Compliments are always shared within the team and Matron.	March 2024
Healthwatch visit	Action 2	Ward not as active after 8pm and weekends.	Explore options for more activities with patients during weekends and after 8pm.	Ward Manager	March 2024		Rathbone Rehabilitation offers a 7-day OT service and is fully recruited into the OT team. There activity room is open during the evening should service user wish to engage. There is also film evening that is set for service users to engage should they wish. Community meeting will also provide service users the chance to give ideas on any activities they wish to participate in.	March 2024
Healthwatch visit	Action 3	Feedback on food options	Food options to be regularly discussed with patients and explore ways to improve and adapt it.	Ward Manager	March 2024		Since the visit, the trust has recently changed food suppliers and the quality of the food has improved which has been clarified by our weekly community meetings that we hold. This is also a sitting agenda on the weekly community meeting that is discussed with service users.	March 2024
Healthwatch visit	Action 4	Staff not aware when visitors are at the unit main door to allow entry	Implement a system to ensure that staff are aware when there is someone at the main door to the unit waiting to come in.	Ward Manager	March 2024		Rathbone Rehabilitation has now employed a full-time receptionist/ward clerk who works Monday - Friday 9-5. Rathbone has also a new bell in place and is heard throughout the first floor.	March 2024
Healthwatch visit	Action 5	Methods of communication/reasonable adjustments for those service users who suffer from hearing loss	Check with individual service users what their preferred method of communication is and ensure staff are aware and consistent in implementing this (e.g. the example mentioned of typing text on a phone when there are no BSL interpreters available).	Ward Manager	March 2024		At the time of this visit Rathbone Rehabilitation had a deaf service user and ensured that a BSL interpreter was utilised at every MDT/ Meeting. This service is also utilised with any language barriers that we come across.	March 2024

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Healthwatch visit	Action 6	Autism awareness	Ensure all staff have been trained to have a good understanding of autism/a good level of autism awareness.	Ward Manager	March 2024	Green	The trust has devised a new mandatory eLearning module called Oliver McGowen which is training of learning disability and autism aiming to ensuring that the health and social care workforce have the right skills and knowledge to provide safe and effective care.	March 2024
Healthwatch visit	Action 7	Lack of appropriate 'move-on' accommodation and difficulties finding housing via property pool.	Ward to provide easily accessible information about housing options and where to find support for those service users who need it.	Ward Manager	April 2024	Yellow	Ward manager to obtain information leaflets on what support is available and this information to be easily assessable in the reception area of the ward.	