

Liverpool Local Division

Adult Inpatients

Broadoak Unit

Thomas Drive

Liverpool

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15/12/2014

Inez Bootsgezel
Development Officer
Healthwatch Liverpool Scrutiny
151 Dale Street
Liverpool
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Dear Ms Bootsgezel,

Thanks you for making you Enter and View visit to the Broadoak Unit on 30th Sept 2014 with your colleague Ms Morgan.

I would like to also like to thank you for the many positive aspects of care and environment that you identified.

In regard to your recommendations:

That Mersey Care provides food menus with information about the types of food available (e.g. vegetarian, suitable for people with Coeliac disease) for service users, to enable them to make an informed choice about what they eat. We will produce a ward menu so that all patients know what will be served that day including any special options. Individual requirements and preferences will be discussed with patients and arrangements made where necessary with catering services to meet their needs.

As the service users on the wards change continuously, that Mersey Care regularly consults with service users about which additional books and magazines can be provided on the wards. Staff will use community meetings as an opportunity to ask if any particular books or magazines can be provided. Each ward has a limited fund which could be used for this purpose.

Additionally, that service users are asked regularly what kind of activities they would like to see on the wards. Community meeting will be used to regularly ascertain what activities patients would like. The senior OT assistant will also be liaised with to facilitate.

And, on a very practical level, that Mersey Care contacts the More Independent team to obtain bath plugs that will enable the service users to have a bath without

the risk of overflowing on the wards. Harrington Ward where this was identified does now have sufficient bath plugs for each ward. More will be ordered should these go missing.

□ Finally, in order to improve privacy for service users, that Mersey Care looks for a long-term solution to either improve and upgrade, or fully replace the physical environment provided at Broadoak Unit. *This is a much wider scale issue. The Clock View replacement for Stoddart House is due to open in late February 2015. The planned replacement for acute services in Broadoak has not yet started construction. Mersey Care has been working to identify the site and start construction as soon as feasible.*

Please contact me if you need to raise or clarify anything else.

Yours sincerely,

Modern Matron, Broadoak Unit, Windsor House & Rathbone Rehabilitation Centre