

15 Steps Challenge

Quarter 1 2019/20

Overview of visits this quarter

Campion

- The team found the unit to be well run with dedicated, patient focused staff delivering high quality patient care. The staff showed great pride in their unit. There was discernible respect for dignity and good interaction between staff and patients.

Snowdrop

- This was a good visit to the ward which although needed a bit of TLC appeared well run and organised. All the staff encountered on the visit were engaged, professional and welcoming.

Sorrell Ward

- The team found Sorrell Ward well-run with good interaction demonstrated between patients and staff. Through observations and discussions with staff the team felt that patients were very much at the centre of care on the ward, with staff making the care appropriately therapeutic but safe with the least restrictions in place.

Willow house

- All staff were very welcoming and engaged throughout the visit and very committed to their service. Lots of clear evidence of engagement with the young people on the unit and their families which gave the team confidence in the care young people receive on the unit including the inspirational school.

Rose ward

- A lot of work through QMIS in place and staff discussed a lot of the changes and their planned work. No information boards throughout the ward and while new ones had been ordered the ward felt and looked bare with no information on display for patients or visitors. The team felt positive about seeing this on further visits.

Windsor ward

- Patients spoke well about the staff and the care they received although there were a number of issues identified, some of which had been on-going for some time. These affected the atmosphere and feel of the ward throughout the visit. New team in place with clear plans to address these issues.

Podiatry

- Professional service observed with staff focused on safe care. Challenges with shared area with other services limited signage and information available for patients.

Dental

- The team found the clinic well run with dedicated staff focused on their patients and the smooth running of their clinic. Staff were proud of their service and the patient experience they were able to provide, very willing to receive feedback and use this to improve their service further. Excellent team work was evident.

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