

Action Plan Title		<b>Dignified Care (August - 2011)</b>					
Report/Audit Delivers Against:		<b>Older Persons Commissioner Report</b>					
Monitoring Group/Committee		<b>Dignity Group and Trust Quality &amp; Safety Committee</b>					
	Management Action	Responsible Manager/ Dept.	Accountable Officer	Implementation Date	Progress	Comments	Cross Reference (HC Stds & Other)
<b>1. Stronger ward leadership is needed to foster a culture of dignity and respect</b>	<p>Ward leaders to continue to prioritise the work of dignity group and release staff to attend/work on dignity projects. In particular the Ward leaders will support the official launch of the Dignity Code in September 2011</p> <p>Inform staff to record breaches of patient dignity on the new dignity section on incident database</p> <p>Ensure staff attend dignity training. All staff to support the implementation of Velindre Cancer Centre dignity code.</p> <p>Head of Nursing meets weekly with ward sisters to support/supervise their needs/performance.</p> <p>Ward sisters will complete skills to manage course run by C&amp;V (UHB) and Nurses and Therapy staff will continue to undertake the Clinical Leadership Programme.</p>	Head of Nursing	Director of Nursing	Apr-11		The Dignity Code will be launched in September 2011. Dignity in Care Group, which was set in up 2009, will monitor and report to the Senior Management Team and Trust Quality and Safety Committee	Fundamentals of Care: standard 1 communication and information, standard 2 Respecting people SHS: Std 2 Equality, diversity and Human Rights Std 10 Dignity and Respect
<b>2. Better knowledge of the needs of older people with dementia is needed, together with improved communication, training, support and standards of care</b>	<p>Implementation of the 1000 Lives Plus dementia intelligent target (which will include training/awareness) will be championed by the Trust Clinical lead for Dementia, she will provide leadership for the adoption of the Dementia &amp; Delirium Pathway which has been developed in collaboration with C&amp;V UHB.</p> <p>Training department to explore further training options eg. Dementia UK courses.</p> <p>Pharmacy department arranging update on dementia medications management for staff from Mental Health Team (C&amp;V UHB)</p>	Head of Nursing	Director of Nursing	During 2011		Clinical Lead for dementia is a member of the Dignity Group.	Fundamentals of Care: std 2 Respecting people, std 1 communication and information, std 3 Ensuring safety SHS: Std 8 Care Planning and Provision Std 9 Patient Information and Consent Std 10 Dignity and Respect

Red = not achieved by target date  
Orange = not on target.  
Yellow = action on target.  
Green = action completed.

	Management Action	Responsible Manager/ Dept.	Accountable Officer	Implementation Date	Progress	Comments	Cross Reference (HC Stds & Other)
<b>3. Lack of timely response to continence needs was widely reported and is unacceptable</b>	<p>A member of Dignity Group to lead a project to determine how staff care for soiled personal clothing of patients, focusing on dignity and respect. Leads identified to examine the use of hospital gowns Staff assessing how we meet the continence needs of outpatients on trolleys in x ray and radiotherapy departments.</p> <p>Specialist Nurse available for advice and support including management of all Wales Bowel &amp; Bladder Pathway which is being rolled out to ward staff.</p>	Head of Nursing	Director of Nursing	01/05/2011			Fundamentals of Care: std2 Respecting People, std 11 toilet needs, std 8 personal hygiene, std 12 preventing pressure sores, std 4 promoting independence. SHS: Std 8 Care Planning and Provision
<b>4. The sharing of patients' personal information in the hearing of others should cease wherever possible</b>	<p>All staff support the implementation of Velindre Cancer Centre Dignity Code. Programme has been developed to ensure all clinical staff attend customer care training which includes importance of dignity, respect, communication and compassion. Staff record any breaches of dignity/information relating to this recommendation on incident database. These are analysed and feedback provided to staff and lessons learnt.</p> <p>Dignity group which is multi-professional will continue to work on varying dignity and respect projects to continually improve care.</p> <ul style="list-style-type: none"> <li>- Development of Patient Information Manager.</li> <li>- Inpatient based patient packs to all inpatients</li> <li>- Stop, Look &amp; Listen Project</li> </ul>	Head of Nursing	Director of Nursing	01/05/2011		Dignity group to monitor and review bi-annually	Fundamentals of Care: std 2 Respecting People SHS: Std 18 Communicating effectively

Red = not achieved by target date  
Orange = not on target.  
Yellow = action on target.  
Green = action completed.

	Management Action	Responsible Manager/ Dept.	Accountable Officer	Implementation Date	Progress	Comments	Cross Reference (HC Stds & Other)
<b>5. Too many older people are still not being discharged in an effective and timely manner and this needs urgent attention</b>	<p>To explore the work of Age Cymru particularly in relation to advocacy in discharge planning particularly where nursing home placement is implicated (factsheets, support provided) Staff record any breaches of dignity relating to this recommendation on the incident database.</p> <p>Discharge Liaison Nurse is also the lead for dementia and is a member of the Local Continuing Health Care Forums. She has also established strong links with key staff across South East Wales.</p>	Head of Nursing	Director of Nursing	31/05/2011		The Discharge Liaison nurse pro-actively manages each discharge using Unified assessment and case conference discharge planning as the model. Excellent links have been developed with community teams, nursing home managers and discharge liaison nurses in South Wales LHBs. Continue proactive discharge planning and monitor delays including submission of delayed transfer data. Dignity group to monitor and review bi-annually	Fundamentals of Care: std 2 Respecting people, std 4 promoting independence, std 3 ensure safety, std 5 relationships SHS: Std 8 Care Planning and Provision
<b>6. The appropriate use of volunteers in hospitals needs further development, learning from successful initiatives</b>	<p>Member of the Dignity Group to lead on enhancing the role of volunteers non-patient role, to increase numbers at the Cancer Centre and to seek accreditation against WCVA standards. The Trust is to consider the use of volunteers when vulnerable patients are being transferred between departments for treatment.</p> <p>The Trust has developed a training programme for volunteers to enable them to provide rehabilitation advice to patients in collaboration with Macmillan.</p> <p>- WVLA - Investing in Volunteers Award. - Assessing benefits of other programmes e.g. round robins.</p>	Head of Nursing	Director of Nursing	01/05/2011			Fundamentals of Care std 2: Respecting People SHS: Std 8 Care Planning and Provision

Red = not achieved by target date  
Orange = not on target.  
Yellow = action on target.  
Green = action completed.

	Management Action	Responsible Manager/ Dept.	Accountable Officer	Implementation Date	Progress	Comments	Cross Reference (HC Stds & Other)
<b>7. Staffing levels have to reflect the needs of older people both now and in the future</b>	<p>Record any breaches of dignity relating to this recommendation on incident database.</p> <p>Work with Ward Sisters to review staffing levels and mix on a regular basis as service demands fluctuate/change.</p> <p>Head of Nursing supports ward sisters to respond to the demands or changes in activity of patients, changes in treatment E-rostering will be implemented to support the efficient deployment of staff.</p> <p>Roll out Transforming Care to all wards.</p>	Head of Nursing	Director of Nursing	01/05/2011		Dignity group to monitor and investigate bi-annually	Fundamentals of Care: std 2 Respecting People, std 3 Ensuring safety SHS: Std 1 Governance and Accountability Framework Std 11 Safeguarding Children and Safeguarding Vulnerable Adults
<b>8. Simple and responsive changes to the ward environment can make a big difference</b>	<p>Continue to use and learn from patient stories both from Storyworks and RCN Clinical Leadership Programme (eg prayer room, children's room - grandchildren to visit)</p> <p>All staff to support the implementation of Velindre Cancer Centre Dignity Code which promotes more privacy in the environment.</p> <p>Record any breaches of dignity relating to this recommendation on incident database</p> <p>Consider options when inpatients may have to be transferred through outpatient/public area to receive treatment.</p> <p>Executive and Board Walkabouts to highlight and address any improvements required to support the needs of patients.</p> <p>Community Health Council recommendation on environment are actioned to provide improved environment for patient.</p>	Head of Nursing	Director of Nursing	01/05/2011		Dignity group to monitor and review bi-annually	Fundamentals of Care: std 2 Respecting People, std 5 Relationships SHS: Std 5 Citizen Engagement and Feedback

Red = not achieved by target date  
Orange = not on target.  
Yellow = action on target.  
Green = action completed.

	Management Action	Responsible Manager/ Dept.	Accountable Officer	Implementation Date	Progress	Comments	Cross Reference (HC Stds & Other)
<b>9. Effective communication can raise patient expectation and involvement and can improve their hospital experience</b>	<p>Continue to use and learn from patient stories both from Storyworks and the work developed by staff from the RCN Clinical Leadership Programme</p> <p>All clinical staff to attend communication training (essential for all staff, advanced level for clinical staff)</p> <p>All staff to support the implementation of Velindre Cancer Centre Dignity Code</p> <p>Record any breaches of dignity relating to this recommendation on incident database and implement change where and as required.</p> <p>Bilingual information for patients will be increased again in 2011 to cover the remaining patient information leaflets. The information Manager will review the information provided in patient information area on a regular basis.</p> <p>Head of Nursing and ward sisters have dignity and fundamentals of care as part of their objectives and implementing change as and when required.</p> <p>Staff have access to interpreter services internal and external to the Trust.</p>	Head of Nursing	Director of Nursing	01/05/2011		Dignity group to monitor and review bi-annually	Fundamentals of Care: std 2 Respecting People, std 1 Communication and information SHS: Std 5 Citizen Engagement and Feedback
<b>10. The experience of older patients, their families and carers should be captured more effectively and used to drive improvements in care</b>	<p>Continue to use and learn from patient stories both from Storyworks and RCN Clinical Leadership Programme</p> <p>Explore the potential for Age Cymru to help capture feedback from older patients</p> <p>Complaints monitoring group to examine complaints and determine if the data captures any recurring themes from older patients</p> <p>Record any breaches of dignity relating to this recommendation on incident database.</p> <p>Maintain attendance at Patient Liaison Group and CHCs. Improve services through information provided from Fundamentals of Care Audits satisfaction surveys, suggestions etc.</p>	Head of Nursing	Director of Nursing	01/05/2011		Dignity group to monitor and review bi-annually	Fundamentals of Care standard 2: Respecting People SHS: Std 5 Citizen Engagement and Feedback

Red = not achieved by target date

Orange = not on target.

Yellow = action on target.

Green = action completed.

	Management Action	Responsible Manager/ Dept.	Accountable Officer	Implementation Date	Progress	Comments	Cross Reference (HC Stds & Other)
<b>11. Good practice should be better identified, evaluated and learnt from to bring about improvements in care</b>	<p>Continue to use and learn from patient support stories both from Storyworks and RCN Clinical Leadership Programme</p> <p>Explore the potential for Age Cymru to help capture feedback from older patients</p> <p>Dignity group to explore ways of sharing good practice - poster and conference presentations, VCC website</p> <p>Head of Nursing and Senior Management Team to explore ways to share good practice, internally and learning from other partners/stakeholders. Develop the new Trust Learning Committee to facilitate improvements in care. Implement recommendations from regulators, SHS, 1000 lives Fundamentals in Care plus to continually improve services for patients.</p> <p>Continue to use Serious Clinical Incident Group and patient story workshop to learn lessons.</p>	Head of Nursing	Director of Nursing	01/05/2011			FoC: Respecting People SHS: Std 5 Citizen Engagement and Feedback

Red = not achieved by target date  
Orange = not on target.  
Yellow = action on target.  
Green = action completed.

	Management Action	Responsible Manager/ Dept.	Accountable Officer	Implementation Date	Progress	Comments	Cross Reference (HC Stds & Other)
<b>12. All those working with older people in hospitals in Wales should have appropriate levels of knowledge and skill</b>	<p>Dignity Group to develop 2 hour awareness training on dignity issues to be cascaded to all departments from October 2011.</p> <p>Dignity Group to explore specific training opportunities in relation to the care of older people (eg Age Cymru to be invited to a Dignity Group meeting)</p> <p>All staff to attend appropriate communications skills course and equality/diversity sessions.</p> <p>All staff to have appropriate levels of knowledge and skills through discussion with line manager, supported by training and appraisal.</p> <p>Development of Advanced Nursing Practitioner Roles.</p>	Head of Nursing	Director of Nursing	During 2011			<p>FoC: Respecting People</p> <p>SHS: Std 24 Workforce Planning</p> <p>Std 25 Workforce Recruitment and Employment Practices</p> <p>Std 26 Workforce Training and Organisational Development</p>

Red = not achieved by target date  
Orange = not on target.  
Yellow = action on target.  
Green = action completed.