

## PLACE ACTION PLAN – Hayworth Ward

Date	Unit Assessed	Hotel Services Lead	S.U.Assessors + Others
23 <sup>rd</sup> May, 2013	Hayworth Ward	Karen Carpenter	Laura, Sherron and Sarah

<p>1. Cleanliness</p> <ul style="list-style-type: none"> <li>• Cobwebs.</li> <li>• Dust on chairs.</li> <li>• Good standard of cleanliness elsewhere.</li> <li>• External glazing failed.</li> </ul>	<p>(ARAMARK to be informed of the issues and they will be addressed. This will be monitored by the Hotel Services Managers and Team Leaders.</p> <p>Any cleaning issues should be emailed to <a href="mailto:slamhelpdesk@aramark.co.uk">slamhelpdesk@aramark.co.uk</a> or call Ext: 84548)</p> <ul style="list-style-type: none"> <li>• Ward manager has been regularly reviewing the cleaning standards with Arramark</li> <li>• External glazing reported through planet fm for repair. – <b>Spoken to Barry Leaf – He has informed us that the external cleaning of the windows is now Aramarks responsibility – We will contact Aramark to confirm this and to find out if there is a planned date for the windows to be cleaned.</b></li> </ul>
<p>2. Condition &amp; Appearance</p> <p>(Please ensure all failures on the audit are actioned and if need be that Estates &amp; Facilities are notified via PLANET FM)</p> <ul style="list-style-type: none"> <li>• No curtains in Female lounge.</li> <li>• No Dementia friendly signs.</li> </ul>	<ul style="list-style-type: none"> <li>• We will arrange for curtains to be put up in female lounge through speaking with Gemini – <b>All windows now have curtains</b></li> <li>• This unit is not purely a unit for patient with dementia, but alos for patients with functional illness we are required to take into account the needs of all the patients and we will review the unit signage to consider both patient groups –<b>Signage is now up and visible for all patients</b></li> </ul>
3. Hand Hygiene; Safety and Staff Appearance.	
4. Privacy & Dignity; Wellbeing and Confidentiality	
<p>5. Food Service, Food Presentation and Food Tasting</p> <ul style="list-style-type: none"> <li>• Spicy Chicken.</li> <li>• Mince and Onion noodles.</li> </ul>	<p>(ARAMARK to be informed of the issues and they will be addressed. This will be monitored by the Hotel Services Managers and Team Leaders.</p> <p>Any catering issues should be emailed to <a href="mailto:slamhelpdesk@aramark.co.uk">slamhelpdesk@aramark.co.uk</a> or call Ext: 84548)</p> <ul style="list-style-type: none"> <li>• Problems with food was reported to Aramark - <b>Ongoing</b></li> <li>• Ordering system has been revised to ensure there is enough food –<b>Adequate food</b></li> </ul>

<ul style="list-style-type: none"> <li>• Rice and Peas.</li> <li>• Food was cold and the portion size was small.</li> <li>• No pudding offered.</li> </ul>	<b>being provided</b>
<b>6. Nursing Issues and Others</b> <ul style="list-style-type: none"> <li>• Friendly staff.</li> <li>• Tidy ward.</li> </ul> All patient daily activities were displayed in each bedroom.	
Other Comments from Assessors: <b>7.</b>	