



LINK Visit to Warrington Hospital

Date of visit 27-05-2010

Wards visited A6

LINK Members involved

Anne Turner

Eileen MacDonald

Pat Taylor

Hospital Staff involved

Michelle Lord – Matron for Quality

Janet Rouse – Ward Manager A6

Ward A6 Productive Ward

This ward is supported by the NHS Department of the Institute of Improvement and Innovation, this support is for a period of 18 months, the idea being that the methods will be rolled out across other wards.

There are display boards throughout the ward showing certain incidences or occurrences which are to be monitored. Any day in the month when an incident has occurred is marked red. It can be seen where certain incidences are reducing, including staff sickness and absence.

In the treatment room all the equipment was in trays which were labelled and colour coded, it was reported that this made it much quicker to locate items.

Meal Times

The protected meal time was being observed.

All the bays were colour coded, as were the menus. The kitchen had coloured trays to match the bays. A red tray indicated that the patient needed help with feeding.

Special diets had to be notified to the kitchen via the Dietician, this could take 2-3 days. The ward had a small kitchen, with cereals and cutlery where breakfast could be served

There was a 'Your Ideas' board for feed back and ideas from the staff.

Recommendation

It appears that patients requiring special diets do not get them for 2/3 days due to delay in the Dietetics Department. We recommend that this process is speeded up.

We were accompanied throughout our visit by Michelle Lord - Matron for Quality, and we would like to thank her once again not only for her time, but also for her information and the useful discussions we were able to have.

Pat Taylor



Anne Turner
Eileen MacDonald
28-06-2010