

Meeting record

Member of staff	Jono Yelland
Name of meeting	Enter and View Visit to Holford Psychiatric Intensive Care Ward, Taunton
Project/Area representing	Healthwatch Somerset
Date	14 June 2016
People attending	Janet Bond, Jonathon Yelland, Elaine Hodgson Amanda Fear, Christine Pickton, Kayley Forsdike

Summary	Strategic implications	Actions
<p>Healthwatch Somerset Enter and View team have been visiting all nine of the wards catering for mental health inpatients in Somerset. The Purpose of the visits are ...</p> <ul style="list-style-type: none"> To seek the views of patients, visitors and staff about the services they receive or work in. To seek the views of patients and visitors about other NHS or social care services they receive. To identify good practice examples and share these with Commissioners, Somerset Partnership and other inpatient wards. <p>Due to the nature of psychiatric illness of patients being treated at the ward at the time of the visit it was agreed that it would be difficult to manage the risks associated with volunteers from Healthwatch going onto the ward. Instead the enter and view team met with the manager, an OT (Occupational Therapist) who</p>		

works on the ward and a member of the nursing staff.

Findings

Good Practice identified

Bedrooms have a notice board so that patients can display posters or photos to personalise their room.

1. Nursing station located to give good view of corridors and outside space.
2. Weekly community meetings for patients to give feedback and find out information.
3. Patient survey given to all patients when they are discharged
4. Friends and families test.
5. New staff shadow experienced staff for first three shifts then buddy an experienced staff for a few weeks.
6. The ward encourage and support work experience for students.
7. Community meetings are supported by a peer support worker from 'Somerset You Can Do'.
8. Good Links with Health and social care students at local college.
9. Patients chose redecoration of communal areas and patient rooms
10. Manager visits colleges to recruit volunteers from Health and social care courses.

Recruiting staff

The manager said that they have difficulty recruiting qualified staff. This is a national problem and appears to be linked to the recent

This issue has been raised at all of the wards visited and needs to be shared with HWE
IT also can feed into the JSNA (Contact Jo Purvis at SCC) as it relates in part to

