

Provider's Response to Recommendations 2017	
Recommendation	Comments from Mason ward and Oakwood Ward, AWP
1. Advocacy: service users and staff on both wards are to be reminded about service users right to access free independent IMHAs and IMCAs by managers, named nurses and the occupational therapist.	Both ward managers have discussed in their team meetings to raise awareness to all staff. In addition advocacy services are attending handovers to inform staff about their service in the coming months
2. Easy-read: photosymbols and pictures are used to create accessible documents, like meal options, activity timetables and care plans, on both wards.	Hotel services are in the process of adding pictures to menus which will be held on the unit. No activities held at Mason due to type of unit therefore not applicable. Oakwood have activities board in main area which is updated regularly by therapy teams Care plans are personalized and where clinically indicated pictures would be utilized but not for all.
3. Alarms: AWP to investigate and cost whether alarms can be adapted to make a less disruptive sound and whether a different system, like walky-talkies, can be used to call for assistance from other wards in emergencies.	Discussed in recent site meeting and all felt alarm system is appropriate for safety of service users and staff. Alarm system is only utilized in emergency situations and all units and staff need to be made aware of urgent need for support.
4. Oakwood re-decorate: purchase paint and pictures to add colour and interest to the ward as per Healthwatch Bristol's 2015 recommendation.	Occupational therapy team have already added colour and pictures to the ward and will continue to develop environment.
5. Oakwood activities: purchase outside seating for garden and give back mobile phones to service users (or explain again why they cannot have them if deemed risky.)	Beanbags have been bought for outside use, request has been placed into charitable funds for further garden furniture however all items must be risk assessed which restricts options.

<p>6. Oakwood snacks: purchase snacks for service users to eat between meals, or promote the availability of snacks to service users if they are already available because at least one service user is not aware.</p>	<p>Fruit and biscuits are provided, ward manager has discussed within team meeting to promote use and availability.</p>
<p>7. Mason staff development: look into whether Mason staff can also shadow AMPH's during mental health assessments as "ride-alongs" with the police were said to be so helpful for ward staff.</p>	<p>Mason staffs are able to shadow AMHPs during MHA's when deemed appropriate; staff often attends assessments with team to maintain safety.</p>
<p>8. Mason leaflet racks: lower leaflets so they are accessible for young service users and service users who use wheelchairs, as per Healthwatch Bristol's 2015 recommendation.</p>	<p>Request has been placed into estates to lower leaflet on unit.</p>

Any other comments about how you found Healthwatch Bristol's enter and view visit:

Both units found Health watch visitors approachable and friendly and interested in the work that is carried out by staff.