

SAFETY QUALITY VISITS NON EXECUTIVE DIRECTOR FEEDBACK

Department/Area: Day Therapeutic Services, Moyola, Muckamore Abbey Hospital	Date – 21 October 2021
In attendance - Owen Lambert, Service Manager MAH and Iveagh, Carol Hunter Speech & Language Therapist, Mark Kimmins Unit/Ward Manager in the Day Care, Rhonda Scott, Sarah Hewitt, Mark Hamilton.	
Context:	
What matters to patients/service users?	
<p>Doing different things- variety in weeks activities Getting out – trips to beach, walks ,drives ,cinema Knowing staff -unfamiliar staff can cause anxiety Making my own decisions Good staff know what to do Having my artwork on display Like my own space in my bedroom</p>	
What matters to staff?	
<p>Safe working environment Safe staffing levels. Good communications with managers and MDT Making a difference to Patients lives -involvement in decision making for patients and their future care. Clarity on CCTV safeguarding or spying Being listened to Openness and transparency between grades Timely completion of rosters More time to complete assessment reports and training records Resolving those on protected duties- length of time Providing greater variety of activities eg bringing the farm to the patients Extern take patients on work experience and teach life skills Passing on experience to new resettlement providers eg Bradley Court , Cherry Hall</p>	
Areas of good practice	
<p>Development of new activities like immersive room Planning for Covid -smaller groups More successful resettlements – proper preparation -buddy system Letting staff go on outreach to enable resettlements Providing a safe environment for internal and external activities Music therapy really enjoyed by patients Speech and language regional work on safe eating and drinking/increasing awareness Choking should be a never event</p>	
Areas for Improvement	
<p>Enough staff to do job/retention rates/can only put up with a certain level of scrutiny Often jobs easier elsewhere Presently doing 1 hour sessions for therapeutics Do check with wards every day but would be good to do full morning session if staffed to do it Room for more resettlements definitely 6/7 in pipeline Since April 3 successful, 4 ongoing Relationship with some relatives can be very demanding and want more and more input</p>	

Faster recruitment of staff

More permanent staff

Do believe now seeing wider range of patients with more challenging behaviours used

To be mostly learning disability patients

Need more clarity on future of MAH and learning disability care.

What would make this visit even better?

Staff spoke passionately about their patients and how they can contribute to their quality of life

They also spoke passionately about MAH being a rewarding place to work and that people who worked there liked it however they need more clarity on the future and more permanent staff and would like more involvement on discussions/decision making about patients resettlement options

Would have liked to have met the staff in person