Our climb to providing high quality personalised care

The challenges
- lack of team working - attitudes of staff
- poor staff sickness rates
- high number of complaints
- poor communication with elderly patients and their relatives
- poor nutritional status. Patients not weighed
- long wait times to theatre
- lack of communication between doctors and patients

‘it feels like cold comfort farm on this ward’
patient comment November 2010

After a lot of work involving staff, patients and their relatives

A measure of good attitude:
Better multi disciplinary team working

A good cupful of personalisation:
Involving relatives and carers.
Making toast for patients

A spoonful of safety:
Regular safety briefings at handover

A pinch of detail:
Coloured crockery to aid dementia patients

A splash of activity:
Activity clubs for patients

A healthy tot of feedback:
no complaints in the last three months.

“Very well treated on the ward. All the nurses are lovely, friendly and chatty. Physios are excellent”. Real time feedback from patient October 2011