

From: REDACTED (RRD) North Essex Partnership NHS Foundation Trust

Sent: 14 August 2012 13:18

To: REDACTED (RRD) North Essex Partnership NHS Foundation Trust

Cc: REDACTED (RRD) North Essex Partnership NHS Foundation Trust

Subject: RE: CQC action plan Linden Centre

Attachments: Handover protocol.doc; Handover prot evaluation.doc;

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FW Quality of care plan audit - draft.rtf; Audit tool Linden centre In patient pathway 2012.doc;

Patient Pathway Checklist Mid Essex 2012.doc;

RE Smoking shelter - Finch - with seating.rtf; RE capital bid for air con in Linden.rtf

Importance: High

Follow Up Flag: Follow up

Flag Status: Flagged

Dear REDACTED

We met as planned and reviewed the position in respect of the action planned, below is a brief update:

All qualified bank staff must have in-patient log in access to CareBase (or Remedy) to enable counter-signing:

Please note you have already received evidence from REDACTED.

Move towards electronic care review: In the interim ensure there is one recording only of the care review, either by the key worker, doctor or jointly; I am finishing off preparing the capital bid for the equipments for electronic review which will go to REDACTED this week to take to the next Trust Strategic Capital Group for agreement. In the meantime we have amalgamate the review form and I planned to this to the next Local MAC for agreement to its use.

In conjunction with electronic care review assess the need for administrative support as used at The Christopher Centre or with implementation of functional model support from medical secretary; We have agreed administrative support for the electronic review when we go live.

Implement handover protocol in use in Mid locality to ensure care plans are updated in CareBase (or Remedy after 01.04.13) – includes suitability of rooms used for handover periods; Following the successful implementation and the positive evaluation of the Crystal Centre Handover protocol, we will adapt the protocol in the Linden Centre, please see attachments.

Develop local data quality audit of care plans, Implement weekly audit on quality of care plans, initially 1 or 2 care plans each week, then review every 3 months.

This is more involved than we first anticipated, REDACTED is working on it and this is being ratified by the local Audit Group.....the implementation date will now change to September 2012. The attachment is working progress.

Daily care evaluations carried out by support workers must be checked to ensure reflection of care plan, identify any omissions/changes required to care plans, before signed off by key worker.

In-patient pathway checklist in place now, see attachments.

Imminent minor capital bid for new smoking shelter will reiterate this is used only by service users asked on admission whether they smoke, are signposted to smoking cessation, and care planned; and reinforced in practice.

Attached is the proposed capital bid

Linked to above checks minor capital bid for air conditioning to pharmacy/clinic room and other key areas.

Please see the proposed capital bid.

Please let me know if you need anything else.

Kind Regards

Operational Services Manager

Tel No [REDACTED]

Direct dialling.. [REDACTED]

Please forward all correspondences to: