

**YOU SAID: Safety and Wellbeing**
Concerns about safety and wellbeing
Ward very unsettled and loud

**WE DID: Safety and Wellbeing**

You reported that the ward is feeling more settled now, and not as noisy.

**YOU SAID: Staff Relationships/Support**

Very good
Treated with respect
Talk when upset
Understanding

**WE DID: Staff Relationships/Support**

You want staff to be more available and to hire more staff. We need to look at this more.

**YOU SAID: Good things about the ward**
Staff support
E-Cigs
Football

**WE DID: Good things about the ward**

Again staff support was said to be very good. Feedback was given from the commissioner about this, saying how nice it was.

**YOU SAID: Things to change**
Unsettled ward
Bad attitudes
Loud music
Arguments
More control over money and what to buy
More homely environment
More time with staff
Sky sports/football

**WE DID: Things to change**

Unsettled ward – mostly changed

Loud music – sometimes is still a problem but not as much

More control over money and what to buy – Buying SOP has changed, need to look into this.

More homely environment – see the legacy project

Sky sports/football – due to legal issues we can’t get this.

**YOU SAID: Length of stay**

How long am I going to be here?

**WE DID: Length of stay**

Monthly discussion in MDT with you, about your pathway. This needs to go to MDT.

**YOU SAID: Restraint/Seclusion**

Not nice
It effects everyone
More de-escalation

**WE DID: Restraint/Seclusion**

Staff are looking into making a sensory room to help with de-escalation. Sensory equipment is being bought for the ward.

**YOU SAID: Contact with family and friends**

Seeing family via video calls helps
More time and equipment

**WE DID: Contact with family and friends**

The ward has ordered IPads and Laptops to support contact.

**YOU SAID: Health checks/meetings/future**

Everyone aware of health checks
Be informed about meetings

**WE DID: Health checks/meetings/future**

This was great – everyone was aware of their health checks.

There will be a notice board on the ward with meeting dates on it.

**YOU SAID: Environment**

Needs to be more homely

**WE DID: Environment**

We are looking at starting a Legacy Project – how you can help make the ward better for new patients – painting, murals, homely.

**YOU SAID: Activities**

Woodwork, gardening, sport, car washing,
use of audio controlled vehicle, yoga
Want staff to have more time to spend with
Need more to do

**WE DID:** **Activities**

Lots of activities are taking place on the ward: shopping group, allotment, polytunnel, karaoke, shared meals, football, community walking group, 1-1’s.

**YOU SAID: Commissioners**

Who are they?

**WE DID: Commissioners**

Mel Bradbury the commissioner attended the feedback meeting.