

**WESTWAYS REHABILITATION UNIT USER SATISFACTION
SURVEY COMMENTARY RESPONSE TO FINDINGS**

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The Westways Rehabilitation Unit satisfaction survey was commissioned by the Recovery & Rehabilitation Clinical Co-ordinator to inform the units Service Review that will be presenting its findings at the end of August 2007.

On behalf of all stakeholders involved in the review, I would like to thank Hear Us User Group for this insightful and helpful report. The findings have been noted and will be addressed within the review's recommendations and the action plan that will detail how changes will be implemented.

Below is a summary of the findings of the survey,

The themes of **involvement and participation** run through the results:

Patients highlighted that they are not fully being involved in their care planning whether this being having their views, concerns heard or feeling included in their conference review. They also feel that they are not being included in or have the opportunity to participate in the planning of **their own** Care Plan.

Patients not having a choice in regard to ward food and activities

Patients concerns with their environment - feeling they can't converse with other patients and there being no platform to resolve this.

Patients stated that they don't receive adequate information whether it's the information/ welcome pack, complaints procedure, advocacy and the benefits. They also felt they had no control in the level and quality of information provided

Ward activities and OT time being undersubscribed indicating a lack of interest, when asked about the choice of access to the Cinema and more physical activities patients showed more interest.

Involvement in Care Planning

The recovery training programme will re-commence in October 2007, this will involve training on the use of recovery focused action planning. Working in a recovery –orientated approach is a key part of the unit's staff development plan so staff can develop skills in actively engaging service users & carers in their care. The service review have already identified the need for better measuring what we do by using outcome measures, to be able to evaluate the impact of the new approach and training given to staff. We will also commission Hear Us to conduct a follow up Satisfaction survey in 9 –12 months after the implementation of the actions identified in the review.

Patient Choice in Food & Activities

With an increased emphasis on the recovery approach it is anticipated that self-catering and group cookery will offer greater choice of food, also more groups will be user led and activities outside the unit will be encouraged outside the unit as per care plans.

A User & Staff focus group will be set up to look at issues around the choice of food and the occupational therapy programme on the unit.

Environment & Interaction with other Service Users

The unit is currently undergoing refurbishment as issues of the poor environment had already been noted. All bathrooms and toilet facilities are being upgraded on the unit patient areas will also be increased and two additional rooms have been identified for patient use as a resource room and quiet lounge. This work is anticipated to be completed at the end of September 2007. There are plans to relocate the unit by Autumn 2008, service users will be encouraged to help with the planning of the new unit and moves.

We recognise there has been a specific issue around the use of alcohol by some service users on the unit. This has proved challenge for staff but systems have now been put in place to manage the needs of individuals who have alcohol misuse problems and the need to maintain the therapeutic milieu for the majority of service users on the unit. A number of solution focused meetings have already taken place between users and staff to address issues about feeling safe on the unit and users are encouraged to report any incidents of intimidation from other users. Staff presence in all areas has been increased and regular checks are increased as appropriate if there are any concerns.

Ward Activities/Physical Activities

This issue was picked up and highlighted by the review and will be addressed.

Access to information/Welcome Pack and Ward Activities /Physical Activities

AS stated above a user, carer and staff forum will be set up by the Clinical Co-coordinator and the Head OT for Complex to Core facilitate the formulation of a user charter to address these issues. The charter will set out what can be expected from the unit and how and by whom it will be provided. This will commence following completion of the review

and once all stakeholders have agreed on dates. Our links with Hear Us will continue to be strengthened and Hear Us has been approached to facilitate the community meeting on a regular basis.

Areas of Good Practice

We are pleased to note all the service users who participated in this survey 100% reported that they felt their dignity and privacy was respected. It is also encouraging that 100% of the service users surveyed reported having a good relationship with their allocated nurse and felt supported.

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