**Forest House Adolescent Unit**

**Improvement Plan Update 30 March 2022**

Below is a summary of the key actions we have taken to date to address the issues raised by the Care Quality Commission (CQC) and improve care on our Forest House Adolescent Unit. There is a comprehensive service improvement plan that underpins the actions taken.

***What has the Trust done to improve levels of staffing?***

We have continued to actively recruit and this has resulted in us successfully filling a number of vacancies at Forest House. This includes staff across a range of professional disciplines - psychotherapy, psychology, dietetics, social work and a senior administrator. We have also increased the number of qualified nurses and strengthened the clinical leadership on the unit. We monitor our staffing numbers on every shift and take action to ensure every shift is safely covered.

***What has the Trust done to improve staff training?***

Increased support and training has been provided to all staff in the unit; with the unit now meeting its training standards. Specifically additional support has been put in place to ensure all staff at Forest House have been able to complete their annual refresher training in a number of areas including the management of physical health needs; management of violence and aggression; medicine management and safeguarding. This is being monitored on a weekly basis.

***What has the Trust put in place to ensure sufficient psychology support for services users?***

The psychological therapy input for Forest House has been strengthened, with new roles starting on the unit, including a Therapies Lead. Whilst we recruited into these posts, experienced psychologists from our other services have supported the unit and supervised the staff as well as provided treatment for the young people. We have continued to provide Family Therapy, Dance Therapy and Art Therapy on the unit.

***What has the Trust done to improve the completion of physical health checks for young people following administration of medication for the purpose of Rapid Tranquilisation?***

All staff have been trained in observing and interpreting the vital signs that may change after receiving medication to rapidly tranquilise, for example heart rate. All the young people on the unit are having regular physical health checks. Refresher training for all staff on the unit has been provided and weekly audits are in place to review practice.

***What has the Trust done to ensure safe and supportive observations?***

Our staff are trained in how to undertake safe and supportive observations, and refresher training will continue to be provided. Our template for recording observations has been revised to make it easier to record accurate observations of young people and this is audited weekly. We are also moving to all observation records being recorded digitally in the future.

***What has the Trust done to improve the leadership on the unit?***

We have strengthened our leadership to ensure that we have greater oversight of the running of Forest House and to support the staff working on the unit. This is a mixture of clinical and managerial leaders, some of whom are now based at Forest House, who are leading the improvements on the unit. In addition, there is a weekly meeting chaired by the Executive Director of Quality and Safety (Chief Nurse) to support and review improvements being made on the unit.

***What has been done to address the identified medication practice and recording issues?***

The senior nurses on the unit are supporting qualified nurses with the management of medication and our pharmacy team are completing weekly checks of all medication that is administered. We are also undertaking weekly audits, and this includes for example recording of fridge temperatures.

***What has the Trust done to ensure all policies on the unit are up to date and appropriate?***

The policies on the unit have been reviewed and where needed have been updated. The mobile ‘phone policy, for example, has been reviewed and amended. Staff have also received updates and refreshers with regards to key Trust policies to ensure there is clarity and consistency in staff following them.

***How has the Trust improved the involvement of families and carers in the care being provided to young people?***

The unit provides regular contact during the week with families. The multi-disciplinary team at Forest House hold twice weekly ward reviews which families are encouraged to attend. If this is not possible, the young person’s allocated lead worker liaises with the family to provide an update and discuss the plans.

***How is the Trust improving communication with young people on the unit?***

Daily meetings are held with the young people and our Young Persons Involvement Lead is present on the unit at least twice a week to support young people and receive and respond to any feedback they may have, including on the quality of care provided at Forest House. On an individual basis young people are involved in planning for their care in advance of the ward reviews. The young person is encouraged to think about the questions they would like to raise
by being provided with a written information sheet.

***What has the Trust done to ensure risk management plans and assessments are up to date?***

All individual young people’s risk assessments are now updated at least weekly and are also updated if there are any changes in their needs. This is audited every week.

**Jacky Vincent 31 March 2022**

**Executive Director of Quality and Safety (Chief Nurse)**