



PPH UEC ACCELERATED TRANSFORMATION ENVIRONMENT WORKSTREAM T&F GROUP

Completed by:	Catrin Rooney	Reporting period:	24 th June - 29 th July 2025	To:	6 Goals IOG
Current Status:	Mixed	Trend since last report			
Key Achievements			Next Period		
<p>Cleanliness</p> <ul style="list-style-type: none"> Symbiotic cleaning audit completed and highlighting internal actions. Hand Hygiene audits completed. IP&C walk around completed. 			<ul style="list-style-type: none"> linen reviewed and additional linen requested. Environmental audit to be completed by external SNM. Estates to support with repairs. To include weekly ventilation cleaning. Unit recently painted. Unit has had full HMPV clean in April 2025. Proposal for longer domestic cover for AMAU 7am-8pm. Decluttering of equipment and stock. Hand hygiene audit compliance 84% - improvement and spot checks in place. 		
Slippage & Remedial Action			Key Risks		
			<ul style="list-style-type: none"> Demand and increased attenders outweighs the availability of cleaning hours and space within the department. Lack of cleaning hours. Lack of storage. 		

Environment Workstream Oversight Group

Highly problematic
Requires urgent and
decisive action

Mixed
Aspect(s) require substantial
attention, some good.

Good
Requires refinement and systematic
implementation.



PPH UEC ACCELERATED TRANSFORMATION ENVIRONMENT WORKSTREAM T&F GROUP

Completed by:	Catrin Rooney	Reporting period:	24 th June - 29 th July 2025	To:	6 Goals IOG
Current Status:	Mixed	Trend since last report			
Key Achievements			Next Period		
<p>Culture</p> <ul style="list-style-type: none"> To arrange Big room meetings weekly. Supporting psychological safety platforms for staff to raise concerns and ideas. Previous culture surveys completed with staff. HB staff survey completed. 			<ul style="list-style-type: none"> A review of themes of incidents and complaints completed. To implement the big room for AMAU on a weekly basis. Currently there is a Big Room in place weekly for all PPH staff but bespoke AMAU required. Relationship manager contact details promoted within the unit to support further culture conversations with staff. Continue discussions with union representatives in support of staff wellbeing. 		
Slippage & Remedial Action			Key Risks		
			<ul style="list-style-type: none"> Staff burnout and low morale due to increased pressures. Non engagement from staff. 		

Highly problematic
Requires urgent and
decisive action

Mixed
Aspect(s) require substantial
attention, some good.

Good
Requires refinement and systematic
implementation.



PPH UEC ACCELERATED TRANSFORMATION ENVIRONMENT WORKSTREAM T&F GROUP

Completed by:	Catrin Rooney	Reporting period:	24 th June - 29 th July 2025	To:	6 Goals IOG
Current Status:	Mixed	Trend since last report			
Key Achievements			Next Period		
Customer Service and Professionalism <ul style="list-style-type: none"> Volunteers to be sourced for AMAU. Staff to undertake 'Making a difference' study day. 			<ul style="list-style-type: none"> Volunteers sourced for AMAU. Full rota in place by end of August 2025. ID badges ordered for all staff. Staff to be booked onto customer service training. 		
Slippage & Remedial Action			Key Risks		
			<ul style="list-style-type: none"> Training all staff will be time consuming. 		

Highly problematic
Requires urgent and
decisive action

Mixed
Aspect(s) require substantial
attention, some good.

Good
Requires refinement and systematic
implementation.



PPH UEC ACCELERATED TRANSFORMATION ENVIRONMENT WORKSTREAM T&F GROUP

Completed by:	Catrin Rooney	Reporting period:	24 th June - 29 th July 2025	To:	6 Goals IOG
Current Status:	Mixed	Trend since last report			
Key Achievements			Next Period		
<p>Communication</p> <ul style="list-style-type: none"> • Big Room meetings specific to AMAU to be implemented allowing a platform for staff to share ideas and concerns. • Improve huddle attendance. • Communicate deconditioning with patients and families. • Request for LD communication pack to be implemented in AMAU. 			<ul style="list-style-type: none"> • Information Posters to be created in relation to visiting hours and useful information for waiting room. • All posters are bilingual. • Volunteers supporting with meet and greet. • Confirmation received of full presence on safety huddles including pharmacy and therapies. • Preventing Deconditioning posters are displayed in all areas. • Bespoke LD training for staff to be arranged. • Requested with LD team is the LD communication pack for patients and carers of LD patients can also be trialled in AMAU. 		
Slippage & Remedial Action			Key Risks		
			<ul style="list-style-type: none"> • Decision on communication for the screens to be HB wide. • Volunteer staffing availability. • Therapy staffing for huddles. • LD communication pack currently on pilot for GGH ED only. 		

Highly problematic
Requires urgent and
decisive action

Mixed
Aspect(s) require substantial
attention, some good.

Good
Requires refinement and systematic
implementation.



PPH UEC ACCELERATED TRANSFORMATION ENVIRONMENT WORKSTREAM T&F GROUP

Completed by:	Catrin Rooney	Reporting period:	24 th June - 29 th July 2025	To:	6 Goals IOG
Current Status:	Mixed	Trend since last report			
Key Achievements			Next Period		
Nutrition and Hydration <ul style="list-style-type: none"> Mealtime observation audit undertaken. 			<ul style="list-style-type: none"> Volunteers undertaking frequent hydration rounds. Ensure mealtime co-ordinators in place every shift. Volunteers assisting with hot drinks and snacks. Sandwiches available out of hours. 		
Slippage & Remedial Action			Key Risks		
			<ul style="list-style-type: none"> Patients in unsuitable areas without tables and storage. 		

Highly problematic
Requires urgent and
decisive action

Mixed
Aspect(s) require substantial
attention, some good.

Good
Requires refinement and systematic
implementation.



PPH UEC ACCELERATED TRANSFORMATION ENVIRONMENT WORKSTREAM T&F GROUP

Completed by:	Catrin Rooney	Reporting period:	24 th June - 29 th July 2025	To:	6 Goals IOG
Current Status:	Mixed	Trend since last report			
Key Achievements			Next Period		
<p>Standards</p> <ul style="list-style-type: none"> • Health and safety walk around. • Fire safety walk around. • Review of the clerking documentation due to insufficient detail in the patient social care needs/function. • Additional storage to store patients medication for the surged areas. 			<ul style="list-style-type: none"> • Health and Safety Walk around completed and report received. Additional O2 cylinders/holders are required in areas. • A general risk assessment for ligature risk is needed. • Fire safety Walk around completed. Fire officer will provide some bespoke training to staff to demonstrate potential risks. • Discussions with Elderly care consultants regarding any improvement suggested on clerking notes. • More storage required to store patients medications in surged areas. 		
Slippage & Remedial Action			Key Risks		
			<ul style="list-style-type: none"> • Surged areas within the unit. 		

Highly problematic
Requires urgent and
decisive action

Mixed
Aspect(s) require substantial
attention, some good.

Good
Requires refinement and systematic
implementation.



PPH UEC ACCELERATED TRANSFORMATION ENVIRONMENT WORKSTREAM T&F GROUP

Completed by:	Catrin Rooney	Reporting period:	24 th June - 29 th July 2025	To:	6 Goals IOG
Current Status:	Mixed	Trend since last report			
Key Achievements			Next Period		
<p>Patient Experience</p> <ul style="list-style-type: none"> • Patient experience in waiting room at night. • Feedback from patients to identify any improvements. • Appropriate patient equipment. • An AMAU medical team. • Walk around with LD team. • Refurbishment of current locker room into a private quiet room. • AMAU successful in EQLIP project regarding preventing deconditioning. 			<ul style="list-style-type: none"> • New lights and dimmers have been fitted in waiting room. • CIVICA data reviewed. • Request through charitable funds for additional tables/storage for surged patients required. • Consultant led medical team for AMAU planned for September 2025. • Possible implementation of LD information pack. • Trial a review of the 5 longest waiting patients in unit completed. • Charitable funds request for quiet room refurbishment required. 		
Slippage & Remedial Action			Key Risks		
			<ul style="list-style-type: none"> • Storage of additional equipment. • LD communication pack currently on pilot for ED. 		

Highly problematic
Requires urgent and
decisive action

Mixed
Aspect(s) require substantial
attention, some good.

Good
Requires refinement and systematic
implementation.



PPH UEC ACCELERATED TRANSFORMATION ENVIRONMENT WORKSTREAM T&F GROUP

Completed by:	Catrin Rooney	Reporting period:	24 th June - 29 th July 2025	To:	6 Goals IOG
Current Status:	Mixed	Trend since last report			
Key Achievements			Next Period		
Privacy and Dignity <ul style="list-style-type: none"> Locker room refurbishment to a quiet room for communication. Review of the mixed bay risk assessment. Completion of H&S walk around and risk assessment. Corridor care action plan. 			<ul style="list-style-type: none"> Walk around with Estates undertaken. Charitable funds request required to support with an appropriate place for sensitive conversations. Review required to ensure patients of same sex in bays where possible. Ligature risk assessment required. Walk around completed. Awareness of escalation to support timely reviews. Therapies to utilise gym where possible. 		
Slippage & Remedial Action			Key Risks		
			<ul style="list-style-type: none"> Demand regularly outweighs capacity of the department and does not support dignified care. Lack of space contributes to delays in Therapy assessments and also lack of space in gym. 		

Highly problematic
Requires urgent and
decisive action

Mixed
Aspect(s) require substantial
attention, some good.

Good
Requires refinement and systematic
implementation.