


Action Plan

Service Name:	Bethesda Hospice
Service number:	00052
Service Provider:	Bethesda Nursing Home & Hospice
Address:	Springfield Road, Stornoway, Isle of Lewis, HS1 2PS
Date Inspection Concluded:	21-22 August 2023

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
Recommendation a: The service should develop a more regular programme of formal staff meetings (see page 13).	The service will consider development of a programme of regular formal staff meetings as the needs of the service permits.	During the forthcoming year.	C. Somerville, CEO C. Maciver, Senior Sister M. Smith, Assistant Manager
Recommendation b: The service should check with the Information Commissioner's Office about whether it needs to register (see page 17).	We have checked with the ICO and we are exempt from registration. However, this will be further discussed with the ICO as recommended.	By March 2024	C. Somerville, CEO M. Smith, Assist Manager
Recommendation c: The service should ensure washing machines are tested to ensure they are achieving thermal disinfection standards in line with national guidance (see page 18).	Washing machines will be tested to ensure they are achieving thermal disinfection standards in line with national guidance.	Within 6 months	C. Somerville, CEO Maintenance Staff

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Recommendation d: The service should further develop its maintenance and servicing programme to allow other staff members to access any relevant information, as needed (see page 18).	The service will consider developing its maintenance and servicing programme further as the needs of the service dictates.	During the forthcoming year.	C. Somerville, CEO Maintenance Staff Senior Management Team
Recommendation e: The service should deliver staff training on how to use the fire panel (see page 18).	All staff receive mandatory induction training prior to commencing employment, this includes fire awareness training and training on the fire panel.	Already in place.	M. Smith, Assistant Manager C. Somerville, CEO
Recommendation f: The service should further develop the business development plan to include a structured process of reviewing that includes timescales and actions, where applicable (see page 19).	The Business Development Plan will be further developed to include a structured process of reviewing that includes timescales and actions where applicable.	During the forthcoming year.	C. Somerville, CEO Senior Management Team
Recommendation g: The service should ensure that a record of the outcomes from multidisciplinary team meetings are documented in patient care records (see page 22).	A record of the outcomes from multidisciplinary team meetings will be documented in patient care records.	Immediate.	Hospice Doctors Hospice Nursing Staff

Name	CAROL J. SOMERVILLE
Designation	CHIEF EXECUTIVE OFFICER
Signature	
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In signing this form, you are confirming that you have the authority to complete it on behalf of the service provider.

Guidance on completing the action plan.

- **Action Planned:** This must be relevant to the requirement or recommendation. It must be measurable and focussed with a well-defined description of how the requirement/recommendation will be (or has been) met. Including the tasks and steps required.
- **Timescales:** for some requirements can be immediate. If you identify a requirement/recommendation timescale that you feel needs to be extended, include the reason why.
- **Person Responsible:** Please do not name individuals or an easily identifiable person. Use Job Titles.
- Please do not name individuals in the document.
- If you have any questions about your inspection, the requirements/recommendations or how to complete this action plan, please contact the lead inspector for your inspection.

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