

**In-patient issues raised with PALS
April 2009/March 2010**

Issue	Resolution achieved
Signage at A Block, Medway	New signage ordered
Receptionist awareness of new ward names	Awareness training given
*Inappropriate mix of dementia and functional beds	Being addressed as part of the development of the Older People's Strategy
*Waiting times for MH assessment at A&E	New staff posts to increase capacity
Ward staff reported to threaten informal patient with section 5(4)	Staff awareness raised
*Attention to physical health support	Staff awareness raised. Quality improvement focus (10/11)
Issues around palliative care provision	Staff training provided, protocols reviewed
Escorted leave procedure	Staff discussion
Communication issues for patient and carer	Awareness raised
**Lack of beds leading to out of area treatment	Service looking at re-targeting resources to create better support at home
Clarity of info around accessing second opinion	Medical director asked to clarify and information leaflet planned
Difficulties in visiting patient treated in other area	Support provided in accessing financial support
*Issues relating to accessing items from home when detained	Staff awareness. Communication improved with patients and carers
Patient support in managing expectation and concerns	Support provided
IMHA provision for older patients	Service now available to older adults
Confidentiality issues for patient in dormitory accommodation	Improved protocols
Telephone charges for reverse charge calls	Notice provided next to telephone
Staff awareness of IMHA	Staff informed, enhanced training, PALS volunteers highlight service on visits
Need for private space for patients to see advocates	Space provided. New staff made aware and
Delays in providing info about MH Act to detained patient	Staff training and awareness
Patient safety	Liased with ward staff

* denotes issue raised more than once

** denotes issue raised often