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# **Kent and Medway NHS and Social Care Partnership Trust (KMPT)**

**Revisit to  
Littlestone Lodge, Dartford  
25<sup>th</sup> November 2015**

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## **CCG Assurance**

The visiting team felt assured by the considerable progress that has been made since the visit in May.

Significant improvements were noted and the appointment of substantive staff members appears to have had a desired effect in staff claiming ownership and commitment to their roles and responsibilities.

## **Conclusions**

The service feels safer and the ward manager appears to be a positive catalyst for change to improve the quality of service provided. The staff appear to be embracing the changes and are supporting the improvements in quality of service provided. They are working more cohesively as a team, across services, within the unit.

The recruitment of a RGN (Registered General Nurse) to the unit is expected to further support improvements in the quality of care provided including early recognition of physical and changing health needs.

Safeguarding appears to be embedded in all practices within the unit. The appointment of the ward manager, who has a safeguarding background, has been invaluable to ensuring the safeguarding agenda is being met.

The improvement in this unit is evident in the satisfaction feedback received from service users family/carers. They gave glowing recommendations of all aspects of care being received and also the level of involvement they could input into their family members care and decision making.

The service has further areas to improve but there are now in a position to understand what these areas are and how they can make the necessary changes. This has been possible by the hard work and commitment of all staff and includes a level of executive oversight that has been maintained on the unit.

Staff morale is greatly improved and all staff recognise the improvements but are striving to improve further, where possible. Staff ideas are being encouraged and where possible implemented.

Overall there were no areas that the visiting team felt posed a risk to patient safety and there was clear direction of travel for the areas that were to improve further.