


Learning 				Ref:	Date: 12 june 2015
Service Area Adult Social and Primary Care - CAMHS					
Summary of Event					
<p>Complaint highlighted issues with communication and information not being available when a child is admitted to a ward in Beechcroft Unit. Family had specific issue with identifying clinicians and managers. Family also were very perplexed about 1:1 observation of their child and felt there was not enough communication in this regard.</p>					
Learning Points					
<p>The service area has implemented the following as learning from this complaint to help with communication with families.</p> <ol style="list-style-type: none"> 1 The welcome pack now includes staff names and structure to enable staff to be easily identified. 2 New leaflet has been developed on “what is Special observation” by Young People who are in patients with the support of VOYPIC Advocacy Services. 					
Learning applicable to: CAMHS					
Specific Directorate(s)		x	Trust wide		
Adult Social & Primary Care			Regional		
Action taken (for use in implementing Directorate) Has been implemented.					
Date: 14 june 2015		Signed: Mairead Mitchell		Designation: Senior Manager	