



# The Retreat Community

Compassion Collaboration Community

## CQC Action Plan Summary

### **Staffing levels**

Recruitment of Night Site Coordinators to support units.  
Review of Bank system to reduce agency use.

### **Safeguarding**

Provide more comprehensive support for the implementation of learning from safeguarding training.

### **Managing operational change**

Implement and embed a Change Management Policy.  
Introduce Unit Impact Assessments as part of the process.

### **Medicines storage**

Review clinical storage areas. Take action where necessary.  
Monthly Medication Audits in place.

### **Emergency response**

Audited Grab Bags available on all units and in other key areas.

### **Meaningful activity**

Timetabled activity on George Jepson. Improved record keeping of meaningful activity.

### **Cleaning plans**

Review of hospital wide cleaning operational plan and improve training for domestic team.

#### **Our Vision**

To deliver innovative, high quality specialist mental health services through compassion, collaboration and community

#### **Our Mission**

In a beautiful setting, we promote and support the well-being of people affected by mental ill-health, working with them to nurture their unique potential so that they can have a life worth living

#### **Our Values**

Care for the environment  
Honesty and Integrity  
Peace  
Equality and Community  
Courage  
Hope