



# Improvement Action Plan

## Healthcare Improvement Scotland: Unannounced acute hospital safe delivery of care inspection

Dumfries and Galloway Royal Infirmary, NHS Dumfries & Galloway

August 2025

### Improvement Action Plan Declaration

It is the responsibility of the NHS board Chief Executive and NHS board Chair to ensure the improvement action plan is accurate and complete and that the actions are measurable, timely and will deliver sustained improvement. Actions should be implemented across the NHS board, and not just at the hospital inspected. By signing this document, the NHS board Chief Executive and NHS board Chair are agreeing to the points above. A representative from Patient/Public Involvement within the NHS should be involved in developing the improvement action plan.

#### NHS board Chair

Signature: Mark Cook (electronic signature)

Full Name: Mark Cook

Date: 18 August 2025

#### NHS board Chief Executive

Signature: Julie White

Full Name: Julie White

Date: 18 August 2025

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Ref:	Action Planned	Timescale to meet action	Responsibility for taking action	Progress	Date Completed
Rec 1	<p>NHS Dumfries and Galloway should consider improving staff awareness and use of the discharge lounge (see page 25).</p> <p><i>Action:</i></p> <p><b>Improve signage, include use of the discharge lounge in patient flow protocols and ensure these updates are shared at the daily huddle on all wards over the next month</b></p>	1 month	General Manager		
Rec 2	<p>NHS Dumfries and Galloway should consider ways of providing appropriate support programme in place for nursing staff supporting internationally trained nurses (see page 32)</p> <p><i>Action:</i></p> <p><b>Understand areas of good practise in place and spread learning through the creation of a formal network for mentors. Develop an iterative online resource for all staff supporting international recruits.</b></p>	6 months	Workforce and Sustainability Manager / Nurse Manager / Clinical Education Lead		

Req 1	<p>NHS Dumfries and Galloway must ensure all staff are provided with and complete the necessary paediatric and adult immediate life support training to safely carry out their roles (see page 14).</p> <p><i>Action:</i></p> <p><b>Schedule and track completion of paediatric and adult life support training for all relevant staff in ED and paediatrics</b></p>	By 31 <sup>st</sup> December 2025	Nurse Manager / Clinical Education Lead / General Manager		
Req 2	<p>NHS Dumfries and Galloway must ensure effective and documented risk assessments and selection criteria are in place to support staff who are required to place patients within corridor beds (see page 15).</p> <p><i>Action:</i></p> <p><b>Develop formal risk assessment protocols and selection criteria for corridor usage in ED &amp; MAU and ensure all staff are confident in their use.</b></p>	2 months	General Manager / Nurse Manager		
Req 3	<p>NHS Dumfries and Galloway must ensure all fire risk assessments are completed yearly and evacuation plans are updated to take into account the use of additional beds within clinical areas (see page 15).</p> <p><i>Action:</i></p> <p><b>Update fire risk assessments and evacuation plans to reflect current bed usage and conduct annual reviews and walkthrough.</b></p>	6 months	Fire Safety & Security Officer / General Manager		

Req 4	<p>NHS Dumfries and Galloway must improve feedback to staff on incidents raised through the incident reporting system and ensure learning from incidents is used to improve safety and outcomes for patients and staff (see page 19).</p> <p><i>Action:</i></p> <p><i>The new inphase system requires feedback fields to be completed before the incident can be signed off. Learning identified from incidents should be shared at safety huddles and where indicated taken to risk oversight group and Patient safety group. Directorate wide learning should also be shared at senior nurses meeting for dissemination</i></p> <p><b>Implement a feedback loop for incident reports and promote learning across teams.</b></p>	1 month	Deputy General Manager / General Manager		
Req 5	<p>NHS Dumfries and Galloway must ensure that all patient care documentation, including risk assessments, are accurately and consistently completed (see page 25).</p> <p><i>Action:</i></p> <p><b>Consistent completion of patient documentation and risk assessments should be included in all induction processes and student portfolios. Sample Audit of record keeping should be undertaken on a monthly basis and included as part of supervision processes.</b></p>	6 Months	Nurse Manager /Consultant		
Req 6	<p>NHS Dumfries and Galloway must ensure staff have access to alcohol-based hand rub and comply with</p>	1 month	Infection Prevention and Control Manager		

	<p>hand hygiene in accordance with current guidance (see page 25).</p> <p><i>Action:</i></p> <p><b>Reinstall alcohol-based hand rub dispensers and conduct refresher training on hand hygiene. Include check of hand dispensers in daily cleaning schedule</b></p>		<p>and Clinical Education Lead /Nurse Manager /Clinical Education Lead</p>		
Req 7	<p>NHS Dumfries and Galloway must ensure staff comply with the safe management of sharps policies (see page 25).</p> <p><i>Action:</i></p> <p><b>Conduct weekly checks and where necessary undertake refresher training on proper sharps disposal and container usage. Training must be included in induction session.</b></p>	3 months	<p>Clinical Education Lead/ Infection Prevention and Control Manager and Clinical Lead</p>		
Req 8	<p>NHS Dumfries and Galloway must ensure the safe storage of medication (see page 25).</p> <p><i>Action: Ensure the secure storage of medication trolleys to fixed points or storage of them in locked rooms at all times, to be checked by nurse in charge daily</i></p>	2 months	<p>Lead Pharmacist / Nurse Manager / Staff Nurse</p>		
Req 9	<p>NHS Dumfries and Galloway must ensure Adults with Incapacity section 47 certificates are completed fully and accurately (see page 25).</p>	6 months	<p>Nurse Manager / Consultant</p>		

	<p><i>Action:</i></p> <p><b>Include training and education on the completion documentation of Section 47 certificates for all applicable patients in role specific training where necessary. Clinical Nurse managers to check documentation for any patient subject to section 47 processes.</b></p>				
Req 10	<p>NHS Dumfries and Galloway must ensure all staff are able to access training required for their role (see page 30).</p> <p><i>Action:</i></p> <p><b>Support Ward managers to provide time to undertake required mandatory training and monitor through appraisal process</b></p>	6 months	Nurse Manager / Deputy General Manager		