



Improvement Action Plan

Healthcare Improvement Scotland: Unannounced acute hospital safe delivery of care follow-up inspection

Borders General Hospital, NHS Borders

5 - 6 August 2025

Improvement Action Plan Declaration

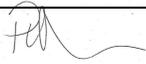
It is the responsibility of the NHS board Chief Executive and NHS board Chair to ensure the improvement action plan is accurate and complete and that the actions are measurable, timely and will deliver sustained improvement. Actions should be implemented across the NHS board, and not just at the hospital 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

NHS board Chief Executive

Signature: 

Full Name: Fiona Sandford

Signature: 

Full Name: Peter Moore

Date: 12 February 2026

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File Name: 20250909 Borders General Hospital, NHS Borders v0.1	Version: 0.1	Date: 12/02/2026
Produced by: HIS/NHS Borders	Page: Page 1 of 5	Review Date: -
Circulation type (internal/external): Internal and external		

Ref:	Action Planned	Timescale to meet action	Responsibility for taking action	Progress	Date Completed
1	<p>Requirement 1 NHS Borders must ensure all hazardous cleaning products are labelled appropriately, as per manufacturers' guidelines.</p> <p>Action: Apply manufacturers labels to all containers used to mix and store cleaning solution.</p>	31/08/2025	Deputy Facilities Manager	Completed	28/08/2025
2	<p>Requirement 2 NHS Borders must ensure that all patient care documentation is accurately and consistently completed and updated, including care planning within the paediatric ward and Adults with Incapacity section 47 Certificates.</p> <p>NHS Borders conducts a weekly ward audit programme which ensures that staff review completion of documentation and report on compliance. Additionally, Senior Change Nurses are expected to lead monthly care assurance visits as part of the Excellence in Care (EiC) Framework.</p> <p><u>Care planning in the paediatric ward</u> A quality review of compliance with documentation in the paediatric ward is progressing. Using the Scottish Patient Safety Programme (SPSP) methodology, 5 sets of patient notes are checked each week for the following:</p> <ul style="list-style-type: none"> • Completion of care planning documentation • Completion of the Paediatric Yorkhill Malnutrition Score (PYMS) tool <p>The outcome of the baseline audits will be used to inform further quality improvement activity.</p>				

	<p>Action: Complete the baseline audit of documentation compliance over time.</p> <p>Action: Management to provide a focus on the importance of well documented care plans with staff, highlighting data from the baseline audits.</p> <p>Action: Incorporate paediatrics in the EIC Framework with performance monitored and reported to the EIC Steering Group and Clinical Governance Committee.</p> <p>Action: Review the documentation required for patients who are present on the ward for less than 6 hours.</p> <p><u>Adults with incapacity (AWI)</u> NHS Borders has completed a gap analysis of the existing ward audit programme which identified the lack of a measure applicable to AWI. The outcome of the gap analysis is informing future changes to the electronic ward audit programme.</p> <p>Action: Consultants will remind junior doctors to ensure AWI documentation is completed and discuss this during ward rounds.</p> <p>Action: Completion of AWI will be included as an agenda item at the next Clinical Director meetings.</p> <p>Update 10/02/2026: Although AWI was discussed with consultants, it was not formally added to the agenda of previous meetings. This has been addressed with AWI added to the agenda of the next meeting on 25/02/2026.</p>	<p>10/10/2025</p> <p>31/12/2025</p> <p>31/10/2025</p> <p>31/12/2025</p> <p>30/09/2025</p> <p>30/09/2025</p>	<p>Clinical Manager</p> <p>Clinical Manager</p> <p>Lead Nurse for Patient Safety and Care Assurance / Clinical Manager</p> <p>Clinical Manager</p> <p>Associate Medical Director – Acute</p> <p>Associate Medical Director – Acute</p>	<p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Progressing</p>	<p>10/10/2025</p> <p>31/12/2025</p> <p>31/12/2025</p> <p>31/12/2025</p> <p>18/09/2025</p>
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3	<p>Requirement 3 NHS Borders must ensure a documented risk assessment and selection criteria are in place to support placement of patients within non-standard care areas and ensure that all patients have access to a call bell or a means to contact staff when they require assistance.</p> <p>Since the inspection, the room being used as a patient stay area that had formally been a plaster room has changed. This room is now used as a rapid assessment area with a member of staff allocated to this room.</p> <p>NHS Borders continues to use a designated non-standard care area from time to time for surge capacity. Two members of staff are designated to work in that area at all times when in use.</p> <p>Action: Update the risk assessment for the Emergency Department to include provision of care in non-standard care areas.</p> <p>Action: Develop documented selection criteria to support placement of patients within non-standard care areas.</p> <p>Action: Review options to establish call bells in non-standard care areas.</p>	30/09/2025 30/09/2025 30/09/2025	Clinical Nurse Manager Clinical Nurse Manager Clinical Nurse Manager / Estates Manager - Operations M&E	Completed Completed Completed	25/09/2025 18/09/2025 11/02/2026
4	<p>Requirement 4 NHS Borders must ensure that the environment is in a good state of repair and maintained to support effective cleaning.</p> <p>NHS Borders has invested in specialist equipment to enable some remedial works to be safely completed in live clinical areas. A risk-based approach is used, following national guidance in collaboration with colleagues.</p> <p>NHS Borders has established an ongoing painting programme which is progressing across Borders General Hospital to maintain intact surfaces.</p>				

