

SECTION 3: WARDS.

Key: P = Poor; F = Fair; G = Good; E = Excellent

Criterion		Ward 21				Comments.
Rating	P	F	G	E		
13	Access					
	Doors			✓		
	Suitability for Disabled			✓		
	Tidy/clean			✓		
	Lifts			✓		
	Rating	P	F	G	E	
14	Signage					
	Position			✓		
	Clarity & Wording			✓		
	Bilingual signage			✓		
	Enquiries			✓		
	Rating	P	F	G	E	
15	Decoration					
	Pleasant appearance			✓		
	State of repair			✓		
	Toilet areas			✓		
	Rating	P	F	G	E	
16	Tidiness					
	Equipment			✓		
	Adequate storage			✓		
	Corridors			✓		
	Rating	P	F	G	E	
17	Environment					
	Temperature			✓		
	Odours			✓		
	Noise			✓		
	Smoking areas			✓		
	Natural light			✓		

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Criterion		Ward 21				Comments.
Rating	P	F	G	E		
18	Furniture					
	Suitability			✓		
	Adequate in Number			✓		
	Condition			✓		
	Rating	P	F	G	E	Note: * note recycling facilities.
19	Cleanliness					
	Overall cleanliness			✓		
	Windows			✓		
	Warning notices			✓		
	Designated bins*			✓		
	Rating	P	F	G	E	NB: 1) "Delivery*" note time & temperature 2) Service user involvement/patient voucher system Yes/No * tick as appropriate Not applicable.
20	Food					
	Delivery *			✓		
	Serving and presentation			✓		
	Choice of menu inc. healthy eating options			✓		
	Clearance			✓		
	Access to 24hr drinks.			✓		
	Service user involvement in menu planning.	Y	* ✓	N	*	
	Patient voucher system	Y	*	N	*	
	Rating	P	F	G	E	
21	Patient information					
	Notice Boards (easy to read)			✓		
	Well maintained			✓		
	Complaints literature			✓		
	CHC leaflets			✓		
	Community Support Info.			✓		

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	Rating	P	F	G	E	
22	Staff					Caring attitude of staff very evident.
	Appearance			✓		
	Attitude				✓	
	Identification			✓		
	Rating	P	F	G	E	
23	Privacy & Dignity					
	Sound insulation			✓		
	Toilet/bathing facilities			✓		
	Telephone access & privacy for use			✓		
	Suitable area for family & friends to visit.			✓		
	Rating	P	F	G	E	
24	Hygiene facilities					Note: * whether single sex use or not. ** paper, soap etc. One new bath required to bring this up to the highest standard.
	Patient toilet facilities*			✓		
	Visitor toilet facilities*			✓		
	Disabled toilet facilities*			✓		
	Stocked & clean**			✓		
	Ventilation			✓		
	Hot Water			✓		
	Bathing/shower facilities			✓		
	Laundry facilities			✓		
	Rating	P	F	G	E	
25	Day Rooms					
	Natural light			✓		
	Comfort			✓		
	Single sex day rooms			✓		
	Television.			✓		

Criterion		Ward 21				Comments.
	Rating	P	F	G	E	NB: * are individuals able to regulate heating and ventilation. ** tick as appropriate
26	Bedroom facilities					
	Quality/quantity of linen			✓		
	Cleanliness			✓		
	Reasonable climate control*			✓		
	Own pillows			✓		
	Adequate secure storage for personal belongings.			✓		
	Dormitory rooms			✓		
	Availability of buzzer.			✓		
	Availability of patient lockable rooms	Y	** ✓	N	**	
	Rating	P	F	G	E	
27	Dining facilities					
	Separate dining room			✓		
	Suitable facilities			✓		
	Rating	P	F	G	E	
28	Recreational facilities					
	Provision of recreational facilities			✓		
	Wide range of choice			✓		
	Availability outside normal working hours			✓		
	Access to grounds			✓		
	Are grounds used therapeutically.			✓		

SECTION 4: WARDS/PATIENT INFORMATION.

Key: Y = Yes; IP = In part; N = No For "No" responses please explain

Criterion		Score			Comments
Rating	Y	IP	N		
29	Patient involvement				NB: * in use and available.
	Care pathways*	✓			
	Care plans*	✓			
	Rating	Y	IP	N	
30	Patient Support				NB * with multi-disciplinary teams.
	Access to appropriate & preferred method of communication support.	✓			
	Access to a shop	✓			
	Access to a cash point	✓			
	Access to Welfare Benefits Officer	✓			
	Access to Advocacy services	✓			
	Education & Support	✓			
	Key worker	✓			
	Range of therapeutic services	✓			
	Patient Council	✓			
	Ward meetings (MDT*)	✓			
	Rating	Y	IP	N	
31	Patient Services & Policies				Note: * e.g. Race equality.
	Anti harassment & anti abuse policies (inc patient involvement)	✓			
	Disability Equality and other Equality Schemes*	✓			
	Welsh Language scheme	✓			
	Range of "Alternative to Admission" services.	✓			
	Risk Management, Safety & Security Policies	✓			
	Health Promotion Policy, Smoking Policy, Smoking Cessation help.	✓			

Key: Y = Yes: N = No For "No" responses please explain

	Criterion	Score		Comments
		Y	N	
	Rating			
32	Access			
	Is the ward door locked?	✓		Nature of patients' illness.
	Permanently?	✓		
	Sometimes?	✓		
	Not at all?	✓		
	If "permanently" state why?	✓		
	If "sometimes" - under what circumstances?	✓		
	What auditing methods are in place?	✓		
	Rating	Y	N	
33	CCTV usage.			
	Are CCTV cameras used inpatient areas?	✓		
	If "Yes" please state what guidance is in place relating to use.	✓		

Additional Comments: