

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

Criterion		External				Entrances, Reception & Common areas				Comments
	Rating	P	F	G	E	P	F	G	E	
5	Security									
	Lighting							✓		
	Security staffing							✓		
	CCTV facilities							✓		
	Ratings	P	F	G	E	P	F	G	E	
6	Access									
	Doors							✓		
	Suitability for Disabled							✓		
	Tidy/clean							✓		
	Lifts							✓		
	Rating	P	F	G	E	P	F	G	E	
7	Signage									
	Position							✓		
	Clarity & Wording							✓		
	Bilingual signage							✓		
	"You are here" maps									Not applicable.

Additional Comments:

The site is currently being updated and major building works are about to commence.

SECTION 2: AMBIENCE

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

Criterion		Entrances, Reception & Common areas				Departments & Therapy rooms				Comments
	Rating	P	F	G	E	P	F	G	E	
8	Decoration									
	Pleasant appearance			✓				✓		
	State of repair			✓				✓		
	Toilet areas			✓				✓		
	Ratings	P	F	G	E	P	F	G	E	
9	Tidiness									
	Equipment			✓				✓		
	Adequate storage			✓				✓		
	Corridors			✓				✓		
	Rating	P	F	G	E	P	F	G	E	Notes:
10	Environment									* if provided an explanation might be given
	Temperature							✓		
	Odours							✓		
	Noise							✓		
	Smoking areas*							✓		* Room provided for elderly male patients.
	Natural Light							✓		
	Rating	P	F	G	E	P	F	G	E	
11	Furniture									
	Suitability			✓				✓		
	Adequate in no.			✓				✓		
	Condition			✓				✓		
	Rating	P	F	G	E	P	F	G	E	
12	Cleanliness									
	Overall cleanliness			✓					✓	Improvements made from our previous visit is to be commended.
	Windows			✓					✓	
	Warning notices			✓					✓	
	Designated bins			✓					✓	

SECTION 3: WARDS.

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

Criterion		Ward 15				Comments.
	Rating	P	F	G	E	
13	Access					* Not applicable – ground floor.
	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					Corridors clear. One small storeroom had made a big difference. Linen – plentiful and organized.
	Equipment				✓	
	Adequate storage				✓	
	Corridors				✓	
	Rating	P	F	G	E	
17	Environment					
	Temperature			✓		
	Odours			✓		
	Noise			✓		
	Smoking areas					
	Natural light			✓		

Criterion		Ward 15				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:
20	Food					1) "Delivery*" note time & temperature 2) Service user involvement/patient voucher system Yes/No * tick as appropriate
	Delivery *					Unable to comment on this section as we were not present at mealtime.
	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	Not applicable re: condition of patient.
21	Patient information					
	Notice Boards (easy to read)			✓		
	Well maintained			✓		
	Complaints literature			✓		
	CHC leaflets					
	Community Support Info.			✓		

SECTION 3: WARDS.

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

Criterion		Ward 15				Comments.
	Rating	P	F	G	E	
22	Staff					
	Appearance			✓		
	Attitude			✓		
	Identification			✓		
	Rating	P	F	G	E	
23	Privacy & Dignity					
	Sound insulation			✓		
	Toilet/bathing facilities			✓		
	Telephone access & privacy for use					Not applicable re: condition of patient.
	Suitable area for family & friends to visit.			✓		
	Rating	P	F	G	E	Note: * whether single sex use or not. ** paper, soap etc.
24	Hygiene facilities					
	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					Not applicable – Female patients only on this ward.
	Television.			✓		

Criterion		Ward 15				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	**	Not applicable re: condition of patient.
	Rating	P	F	G	E	
27	Dining facilities					
	Separate dining room			✓		
	Suitable facilities			✓		
	Rating	P	F	G	E	Patients very elderly, therefore little perceived demand. One patient encouraged to go on outings accompanied by staff e.g. Porthcawl, Bridgend, Sainsburys.
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*				Not applicable in this instance.
	Care plans*				
	Rating	Y	IP	N	
30	Patient Support				NB * with multi-disciplinary teams.
	Access to appropriate & preferred method of communication support.				Doctor visits patients 3 times a week.
	Access to a shop				Consultant visits once a month.
	Access to a cash point				Most of this section is not applicable.
	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)				Not applicable in this instance.
	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?	✓		- For the security/safety of the elderly patients.
	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:

