

..... Ward 11.....

Rating	P	F	G	E	Comments:
29. Signage					
Position			✓		
Bilingual			✓		
Clarity & wording			✓		
Accuracy			✓		

Rating	P	F	G	E	Comments:
30. Access					
Doors			✓		
Suitable for disabled			✓		
Tidy & clean			✓		
Traffic volumes/flow			✓		

Rating	P	F	G	E	Comments:
31. Decoration					
Peasant appearance			✓		
Co-ordination			✓		
State of repair			✓		
Toilet areas			✓		
Floor covering			✓		
Damage			✓		
Ventilation			✓		
Inviting				✓	

Rating	P	F	G	E	Comments:
32. Tidiness					
Space			✓		
Patients belongings			✓		
Equipment			✓		
Clutter free			✓		
Adequate waste facilities			✓		
Storage			✓		
Corridors			✓		

Rating	P	F	G	E	Comments:
33. Ambience					
Temperature			✓		
Odours			✓		
Noise			✓		
Smoking Policy			✓		
Ventilation			✓		

Rating	P	F	G	E	Comments: Also no smoking notices.
34. Cleanliness					
Overall cleanliness			✓		
Floors			✓		
Mats			✓		
Windows			✓		
Walls			✓		
Fixtures			✓		
Warning notices			✓		
Litter			✓		
Waste storage			✓		

Rating	P	F	G	E	Comments: 2 (In bathrooms there was a notice asking patients to inform staff when having taken a bath so bath can be cleaned).
35. Toilets					
a) Patients					
Number			✓		
Stocked & clean			✓		
Baby changing	n/a				
Ventilation			✓		
Hot water			✓		
b) Disabled					
Number			✓		
Stocked & clean			✓		
Baby changing	n/a				
Ventilation			✓		
Hot water			✓		

Rating	P	F	G	E	Comments:
36. Furniture					
Suitability			✓		
Adequate Number			✓		
Appearance/matching			✓		
Robustness			✓		
Broken articles removed			✓		
Condition			✓		

Rating	P	F	G	E	Comments:
37. Patient Support					
Availability (staff)			✓		
Appearance (staff)			✓		
Identification (staff)			✓		
Internal vehicles			✓		
Telephones (Trolley)			✓		
Number					
Refreshments					
Buzzer availability			✓		

- One in corridor.

Rating	P	F	G	E	Comments:
38. Staff					
Availability			✓		
Appearance			✓		
Identification			✓		
Helpfulness			✓		
Courteousness			✓		

Rating	P	F	G	E	Comments:
39. Patients views					
Comfort			✓		
Buzzer availability			✓		
Choice			✓		
Staff attitudes			✓		
Food/palatibility			✓		
Refreshments			✓		
Pillows and linen			✓		

Spoke to patients who confirmed food pleasant – there is also vegetarian meals available.

Rating	P	F	G	E	Comments:
40. Privacy & Dignity					
Toilet facilities			✓		
Curtains, blinds, glass			✓		
Sound insulation			✓		
Clothing/covers			✓		
General approach of staff			✓		

Rating	P	F	G	E	Comments:
41. Food					
Delivery			✓		
Serving				✓	
Presentation				✓	
assistance			✓		
Clearance			✓		
Beverages			✓		

Red trays were available but are not necessary in Gynaecology.

Rating	P	F	G	E	Comments:
42. Linen					
Sufficient			✓		
Condition			✓		
Cleanliness			✓		
Comfort			✓		

Rating	P	F	G	E	Comments:
43. Waste					
Designated bins			✓		
Clinical waste locked					
Capacity					
Spills and leaks			✓		None

Further comments:

Staff were available to speak to and their general attitude was excellent – there was no restrictions during our visit although lunch was being served and drugs were being given out.