

..... **Ward 7** .....

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

There are no bilingual signs anywhere.

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

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

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

Rating	P	F	G	E	<b>Comments:</b>
<b>33. Ambience</b>					
Temperature			✓		
Odours			✓		
Noise			✓		
Smoking Policy	n/a				
Ventilation			✓		

Trust has no smoking policy

Rating	P	F	G	E	Comments:
<b>34. Cleanliness</b>					
Overall cleanliness			✓		
Floors			✓		
Mats			✓		
Windows			✓		
Walls			✓		
Fixtures			✓		
Warning notices			✓		
Litter			✓		
Waste storage			✓		

Rating	P	F	G	E	Comments:
<b>35. Toilets</b>					
<b>a) Patients</b>					
Number			✓		
Stocked & clean			✓		
Baby changing	n/a				
Ventilation			✓		
Hot water			✓		
<b>b) Disabled</b>					
Number			✓		
Stocked & clean			✓		
Baby changing	n/a				
Ventilation			✓		
Hot water			✓		

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

Rating	P	F	G	E	Comments:
<b>37. Patient Support</b>					Cleaning staff were without identification.
Availability (staff)			✓		
Appearance (staff)			✓		
Identification (staff)			✓		
Internal vehicles			✓		
Telephones (Trolley)			✓		
Number			✓		
Refreshments			✓		
Buzzer availability					

Rating	P	F	G	E	Comments:
<b>38. Staff</b>					As above.
Availability			✓		
Appearance			✓		
Identification		✓			
Helpfulness			✓		
Courteousness			✓		

Rating	P	F	G	E	Comments:
<b>39. Patients views</b>					Patients said staff were very busy.
Comfort			✓		
Buzzer availability			✓		
Choice			✓		
Staff attitudes			✓		
Food/palatability			✓		
Refreshments			✓		
Pillows and linen			✓		

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

Rating	P	F	G	E	Comments:
<b>41. Food</b>					Again we spoke to a number of staff and patients regarding the Volunteers - both staff and patients were very pleased with the service and spoke extremely highly of them.
Delivery			✓		
Serving			✓		
Presentation			✓		
assistance			✓		
Clearance			✓		
Beverages			✓		

Rating	P	F	G	E	<b>Comments:</b>
<b>42. Linen</b>					
Sufficient			✓		
Condition			✓		
Cleanliness			✓		
Comfort			✓		

Rating	P	F	G	E	<b>Comments:</b>
<b>43. Waste</b>					
Designated bins			✓		
Clinical waste <b>locked</b>			✓		
Capacity			✓		
Spills and leaks			✓		

**Further comments:**

This was a very well run ward.

Sister says she had nursing vacancies but hopes to appoint staff soon.