



CYNGOR IECHYD CYMUNED  
COMMUNITY HEALTH COUNCIL

BWRDEISTREF SIROL PEN-Y-BONT AR OGWR | BRIDGEND

## HOSPITAL MONITORING VISITING FORMS

Members Present: Doreen Gunning  
Janet Hibberd  
Geraint Hopkins  
Martyn Hooper  
Rosemary McCormick

Location: Princess of Wales Hospital

Areas Visited: Wards 2, 9 and 19  
Eye Clinic & Haematology Department

Date of Visit: 29<sup>th</sup> April 2008

Time of Visit: 10.30 a.m.

Duration of Visit: 2½ hours

Priorities identified from last visit on:

\_\_\_\_\_

➤ \_\_\_\_\_

➤ \_\_\_\_\_

➤ \_\_\_\_\_

Key issues of concern (to be agreed by the Team at the conclusion of the visit).

➤ \_\_\_\_\_

➤ \_\_\_\_\_

➤ \_\_\_\_\_

Signed by the Team Leader:

\_\_\_\_\_ D Gunning \_\_\_\_\_

Date: \_\_\_\_\_ 29<sup>th</sup> April 2008 \_\_\_\_\_

Date received by CHC office:

\_\_\_\_\_ 29<sup>th</sup> April 2008 \_\_\_\_\_

# Hospital Visiting Form

**Key:** P = poor; F = fair; G = good; E = excellent

Criterion	External				Ward 2				Ward 9				Ward 19				Departments			
	P	F	G	E	P	F	G	E	P	F	G	E	P	F	G	E	P	F	G	E
<b>1 Roads/Pavements</b>																				
External signposting			✓																	
Capacity			✓																	
Safety			✓																	
State of repair			✓																	
Signs/markings			✓																	
Pedestrian crossings			✓																	
<b>Comments</b>																				

Criterion	External				Ward 2				Ward 9				Ward 19				Departments			
	P	F	G	E	P	F	G	E	P	F	G	E	P	F	G	E	P	F	G	E
<b>2 Public transport</b>																				
Accessibility		✓																		
Local services																				
Interconnections																				
<b>Comments</b>																				

Criterion	External				Ward 2				Ward 9				Ward 19				Departments			
	P	F	G	E	P	F	G	E	P	F	G	E	P	F	G	E	P	F	G	E
<b>3 Signage</b>																				
Position			✓												✓					
Clarity & wording			✓												✓					
Accuracy			✓												✓					
Illumination (asRequired)			✓												✓					
Enquiries			✓												✓					
'You-are-here' maps			n/a												✓					
<b>Comments</b>																				
Ward 19 : Normal internal directional signs.																				

Criterion	External				Ward 2				Ward 9				Ward 19				Departments			
	P	F	G	E	P	F	G	E	P	F	G	E	P	F	G	E	P	F	G	E
<b>4 Car parking</b>																				
Overall capacity		✓																		
Disabled parking	✓																			
Drop-off/pick-up zones		✓																		
Charging		✓																		
<b>Comments</b>																				

Criterion	External				Ward 2				Ward 9				Ward 19				Departments			
	P	F	G	E	P	F	G	E	P	F	G	E	P	F	G	E	P	F	G	E
<b>5 Access</b>																				
Doors			✓												✓					
Suitable for disabled			✓											✓						
Shelter			✓																	
Tidy and clean			✓												✓					
Traffic volumes/flow		✓													✓					
<b>Comments Ward 19 :</b> Fire door to ward remained open. Doors are heavy. Ward has a high level of traffic.																				

Criterion	External				Ward 2				Ward 9				Ward 19				Departments			
	P	F	G	E	P	F	G	E	P	F	G	E	P	F	G	E	P	F	G	E
<b>6 Security</b>																				
Lighting			✓																	
Security staffing			✓																	
CCTV facilities																				
<b>Comments</b>																				

Criterion	External				Ward 2				Ward 9				Ward 19				Departments			
	P	F	G	E	P	F	G	E	P	F	G	E	P	F	G	E	P	F	G	E
<b>7 Grounds</b>																				
Upkeep			✓																	
Furniture			✓																	
Utilisation			n/a																	
<b>Comments</b>																				

Criterion	External				Ward 2				Ward 9				Ward 19				Departments			
	P	F	G	E	P	F	G	E	P	F	G	E	P	F	G	E	P	F	G	E
Rating																				
<b>8 Decoration</b>																				
Pleasant appearance							✓			✓					✓			H	E	
Co-ordination							✓				✓				✓				B	
State of repair							✓				✓				✓			H	E	
Toilet areas							✓				✓				✓			H	E	
Floor covering							✓				✓				✓			H	E	
Damage											✓									
Ventilation					✓						✓				✓				B	
Inviting										✓					✓				B	

**Comments** E = Eye clinic H = Haematology B = Both Depts.

**Ward 2:** Toilet was cluttered, ventilation inadequate, very sick people on this ward very confused.

**Ward 19:** Shower/toilets very good. Clean hygiene.

Criterion	External				Ward 2				Ward 9				Ward 19				Departments			
	P	F	G	E	P	F	G	E	P	F	G	E	P	F	G	E	P	F	G	E
Rating																				
<b>9. Tidiness</b>																				
Space							✓				✓				✓				H	E
Patients belongings							✓				✓				✓					
Equipment							✓				✓				✓				B	
Clutter free					✓						✓				✓				B	
Adequate waste facilities							✓				✓				✓				B	
Storage					✓						✓				✓				B	
Corridors											✓				✓				B	

**Comments**

**Ward 9:** Domestic storage cupboard – not locked, 1 bottle of hard –surface cleaner standing in sink. Staff handbag on floor behind door.

**Ward 19:** Yellow waste is locked. No litter in wards and corridors are clean to a high standard.

**Haematology:** I space for wheelchair. In the room where they take blood, you cannot get a wheelchair in.

Criterion	External				Ward 2				Ward 9				Ward 19				Departments			
	P	F	G	E	P	F	G	E	P	F	G	E	P	F	G	E	P	F	G	E
Rating																				
<b>10. Ambience</b>																				
Temperature					✓						✓				✓				B	
Odours					✓						✓				✓			E		H
Noise							✓				✓				✓				E	H
No Smoking policy																				
Ventilation							✓				✓				✓				B	

**Comments**

**Ward 2:** Definite odour problems in purple bay.

**Ward 19** – Good ventilation with a clean fresh odour.

Criterion	External				Ward 2				Ward 9				Ward 19				Departments			
	P	F	G	E	P	F	G	E	P	F	G	E	P	F	G	E	P	F	G	E
Rating																				
<b>11 Cleanliness</b>																				
Overall cleanliness								✓			✓				✓					B
Floors								✓			✓				✓					B
Mats							n/a				✓				n/a					n/a
Windows								✓			✓				✓					B
Walls								✓			✓				✓					B
Fixtures							✓				✓				✓					B
Warning notices							✓				✓				✓					B
Litter							✓				✓				✓					B
Waste storage								✓			✓				✓					B

**Comments**

**Ward 19:** Good ventilation with a clean fresh odour.

Criterion	External				Ward 2				Ward 9				Ward 19				Departments			
	P	F	G	E	P	F	G	E	P	F	G	E	P	F	G	E	P	F	G	E
Rating																				
<b>12 TOILETS</b>																				
<b>a) Patients</b>																				
Number							✓				✓				✓			H	E	
Disabled							✓				✓				✓			H	E	
Number							✓				✓				✓			H	E	
Stocked and clean							✓				✓				✓			H	E	
Baby changing							n/a				n/a				n/a				E	
Ventilation							✓				✓				✓			E		
Hot water							✓				✓				✓			H	E	
<b>b) Visitors</b>																				
Number													*						E	
<b>c) Disabled</b>																				
Number							✓				✓				✓				E	
Stocked and clean							✓				✓				✓				E	
Baby changing							n/a				n/a				n/a				E	
Ventilation							✓				✓				✓				E	
Hot water							✓				✓				✓				E	

**Comments**

**Ward 19:** \*Visitors toilets in Zone Q off ward.

**Eye Clinic:** Visitors toilet by main entrance smelled of urine.

**Haematology:** There was only 1 disabled toilet used by both able and disabled patients.

Criterion	External				Ward 2				Ward 9				Ward 19				Departments			
	P	F	G	E	P	F	G	E	P	F	G	E	P	F	G	E	P	F	G	E
<b>13 Furniture</b>																				
Suitability							✓				✓				✓					B
Adequate number							✓				✓				✓					B
Appearance/matching							✓			✓					✓					B
Robustness							✓				✓				✓					B
Broken articles removed							✓				✓				✓					B
Condition							✓			✓					✓					B

**Comments**

**Ward 9:** (7) beds moved out – cubicles not rearranged to make them user friendly – decision as to future of cubicle usage in abeyance, i.e. single cubicles or four bedded cubicles.

**Eye Clinic:** Reception desk lower unit for wheelchair access was blocked off.

Criterion	External				Ward 2				Ward 9				Ward 19				Departments			
	P	F	G	E	P	F	G	E	P	F	G	E	P	F	G	E	P	F	G	E
<b>14 Patient Support</b>																				
Availability (staff)							✓				✓				✓					B
Appearance (staff)							✓				✓				✓					B
Identification (staff)							✓				✓			✓			H			E
Internal vehicles							✓				✓				n/a					B
Telephones							n/a				n/a				n/a					B
Number							✓				✓				✓					B
Suitable for the disabled							✓				✓				✓					B
Refreshments							✓				✓				✓			E		
Buzzer availability							✓				✓				✓					

**Comments**

**Ward 2:** 4 qualified Nurses )  
 Office Nurse > pro rata - good  
 3 Carers )

**Ward 19:** Not all staff displayed their identification badges.

**Eye Clinic:** Refreshments in Short Stay Unit.

Criterion	External				Ward 2				Ward 9				Ward 19				Departments			
	P	F	G	E	P	F	G	E	P	F	G	E	P	F	G	E	P	F	G	E
Rating																				
<b>15. Staff</b>																				
Availability							✓				✓				✓				B	
Appearance							✓				✓				✓				B	
Identification							✓				✓			✓					B	
Helpfulness							✓				✓				✓				B	
Courteousness							✓				✓				✓				B	

**Comments**

**Ward 19:** Not all staff displayed their identification badges.

**Haematology:** We had a visitors badge – apart for the supervisor no badges on staff.

Criterion	External				Ward 2				Ward 9				Ward 19				Departments			
	P	F	G	E	P	F	G	E	P	F	G	E	P	F	G	E	P	F	G	E
Rating																				
<b>16 Patients views</b>																				
Comfort							✓				✓				✓					
Buzzer availability							✓				✓				✓					
Choice											✓				✓					
Staff attitudes							✓				✓				✓					
Food											✓				✓					
Refreshments											✓				✓					
Pillows and linen							✓				✓				✓					

**Comments**

**Ward 19:** All patients who were able to understand the questions appeared to be satisfied with domestic arrangements.

Criterion	External				Ward 2				Ward 9				Ward 19				Departments			
	P	F	G	E	P	F	G	E	P	F	G	E	P	F	G	E	P	F	G	E
Rating																				
<b>17. Privacy &amp; Dignity</b>																				
Toilet facilities							✓				✓				✓				B	
Curtains, Blinds, Glass							✓				✓				✓				B	
Sound insulation							✓				✓				✓				B	
Clothing/covers							✓				✓				✓				B	
General approach of staff							✓				✓				✓				B	

**Comments**

**Ward 19:** Raised toilet seat level helps the physically challenged. Walk in showers clean, practical and is excellent. Emergency pull cord easily identified and accessible.

**Haematology:** Privacy was good patients seen in (2) separate rooms.

Criterion	External				Ward 2				Ward 9				Ward 19				Departments			
	P	F	G	E	P	F	G	E	P	F	G	E	P	F	G	E	P	F	G	E
Rating																				
<b>18 Food</b>																				
Delivery											✓				✓					
Serving											✓				✓					
Presentation											✓				✓					
Assistance											✓				✓					
Clearance											✓				✓					
Beverages											✓				✓					

**Comments**

**Ward 19:** Red tray patient satisfied. Any change in patient eating pattern is reported to dietician.

Criterion	External				Ward 2				Ward 9				Ward 19				Departments			
	P	F	G	E	P	F	G	E	P	F	G	E	P	F	G	E	P	F	G	E
Rating																				
<b>19. Linen</b>																				
Sufficient							✓				✓				✓					
Condition							✓				✓				✓					
Cleanliness							✓				✓				✓					
Comfort							✓				✓				✓					

**Comments**

**Ward 2:** There was adequate linen in store room.

**Ward 19:** Changed every two days or as required.

Criterion	External				Ward 2				Ward 9				Ward 19				Departments			
	P	F	G	E	P	F	G	E	P	F	G	E	P	F	G	E	P	F	G	E
Rating																				
<b>20. Waste</b>																				
Designated bins								✓			✓				✓					B
Clinical waste Locked								✓			✓		✓							
Capacity								✓			✓				✓					B
Spills and leaks								✓			✓				✓					B

**Comments**

**Ward 19:** Yellow bins in toilets/shower room are peddle bin type. Needs to be transferred and locked away.

**Haematology:** There was some clutter in corridors beyond patient area.

## **Further Comments**

### **Ward 2:**

- ċ Fire exit was obstructed as it is being used as a storage area.

### **Ward 19:**

- ċ Staff used disposable gloves per patient;
- ċ Gel readily available for all ward users;
- ċ Well stocked toilet area with soap, paper towels.

### **Haematology:**

- ċ There are no hand washing facilities and no gel sanitizer.