

## SECTION 3: WARDS.

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

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

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18	<b>Furniture</b>					The Ward Manager explained that some new furniture was on order.
	Suitability			✓		
	Adequate in Number			✓		
	Condition			✓		
	<b>Rating</b>	<b>P</b>	<b>F</b>	<b>G</b>	<b>E</b>	<b>Note: * note recycling facilities.</b>
19	<b>Cleanliness</b>					It was noted that staff felt more domestic hours would be very welcome on this ward to further improve general cleanliness.
	Overall cleanliness			✓		
	Windows			✓		
	Warning notices			✓		
	Designated bins*		✓			
	<b>Rating</b>	<b>P</b>	<b>F</b>	<b>G</b>	<b>E</b>	<b>NB:</b>
20	<b>Food</b>					1) "Delivery*" note time & temperature 2) Service user involvement/patient voucher system Yes/No * tick as appropriate
	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	*	
	<b>Rating</b>	<b>P</b>	<b>F</b>	<b>G</b>	<b>E</b>	
21	<b>Patient information</b>					Since Cam Cyntaf closed a new revised day service has been developed with emphasis put on engaging with the local community as well as offering recreational activity.
	Notice Boards (easy to read)			✓		
	Well maintained			✓		
	Complaints literature			✓		
	CHC leaflets	✓				
	Community Support Info.		✓			

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22	<b>Staff</b>					All staff and Rehabilitation Manager (Ian Kinsella) were extremely welcoming and enthusiastic about their work with patients.
	Appearance				✓	
	Attitude				✓	
	Identification				✓	
	<b>Rating</b>	<b>P</b>	<b>F</b>	<b>G</b>	<b>E</b>	
23	<b>Privacy &amp; Dignity</b>					
	Sound insulation			✓		
	Toilet/bathing facilities			✓		
	Telephone access & privacy for use			✓		
	Suitable area for family & friends to visit.		✓			
	<b>Rating</b>	<b>P</b>	<b>F</b>	<b>G</b>	<b>E</b>	
24	<b>Hygiene facilities</b>					Note: * whether single sex use or not. ** paper, soap etc.  Single sex facilities are available throughout the ward/unit.
	Patient toilet facilities*			✓		
	Visitor toilet facilities*			✓		
	Disabled toilet facilities*			✓		
	Stocked & clean**			✓		
	Ventilation			✓		
	Hot Water			✓		
	Bathing/shower facilities			✓		
	Laundry facilities			✓		
	<b>Rating</b>	<b>P</b>	<b>F</b>	<b>G</b>	<b>E</b>	
25	<b>Day Rooms</b>					Day room areas are mixed sex.
	Natural light			✓		
	Comfort			✓		
	Single sex day rooms		✓			
	Television.				✓	

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Criterion		Ward 2				Comments.
	<b>Rating</b>	<b>P</b>	<b>F</b>	<b>G</b>	<b>E</b>	<b>NB:</b> * are individuals able to regulate heating and ventilation. ** tick as appropriate  No individual control over temperature/ventilation.  All have their own rooms.
<b>26</b>	<b>Bedroom facilities</b>					
	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	** ✓	
	<b>Rating</b>	<b>P</b>	<b>F</b>	<b>G</b>	<b>E</b>	
<b>27</b>	<b>Dining facilities</b>					
	Separate dining room			✓		
	Suitable facilities			✓		
	<b>Rating</b>	<b>P</b>	<b>F</b>	<b>G</b>	<b>E</b>	
<b>28</b>	<b>Recreational facilities</b>					
	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	
<b>29</b>	<b>Patient involvement</b>				NB: * in use and available.
	Care pathways*	✓			CPA under review.
	Care plans*	✓			
	Rating	Y	IP	N	
<b>30</b>	<b>Patient Support</b>				NB * with multi-disciplinary teams.
	Access to appropriate & preferred method of communication support.	✓			Hospital bank.
	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	
<b>31</b>	<b>Patient Services &amp; Policies</b>				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	
	<b>Rating</b>			
<b>32</b>	<b>Access</b>			
	Is the ward door locked?		✓	Open rehabilitation unit.  Trust procedures and Welsh Assembly Government etc.
	Permanently?		✓	
	Sometimes?		✓	
	Not at all?		✓	
	If "permanently" state why?		n/a	
	If "sometimes" - under what circumstances?		n/a	
	What auditing methods are in place?	✓		
	<b>Rating</b>	<b>Y</b>	<b>N</b>	
<b>33</b>	<b>CCTV usage.</b>			
	Are CCTV cameras used inpatient areas?		✓	
	If "Yes" please state what guidance is in place relating to use.		n/a	

**Additional Comments:**

As with Morgannwg Ward there is a worrying lack of input from the following specialities:-

- Dietician
- Psychology
- Occupational Therapy