

Hospital Monitoring Forms

External Areas

Rating	P	F	G	E	Comments:
1. Roads/Pavements					
External signposting			✓		
Capacity			✓		
Safety			✓		
State of repair			✓		
Signs/markings			✓		
Pedestrian crossings			✓		

Rating	P	F	G	E	Comments:
2. Public transport					
Accessibility			✓		
Local services			✓		
Interconnections			✓		

Rating	P	F	G	E	Comments:
3. Signage					
Position			✓		
Bilingual			✓		
Clarity & wording			✓		
Accuracy			✓		
Illumination (as Required)			✓		
Enquiries			✓		
'You-are-here' maps			✓		

Rating	P	F	G	E	Comments:
4. Car Parking					
Overall capacity					
Disabled parking			✓		
Drop-off/Pick-up zones			✓		
Charging					

General car park is Bridgend County Boroughs wholly maintained.
Council signage needs to be displayed.

Not applicable.

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

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Rating	P	F	G	E	Comments:
6. Security					
Lighting			✓		
Security staffing			✓		
CCTV facilities			✓		

Rating	P	F	G	E	Comments:
7. Grounds					
Upkeep			✓		
Furniture			✓		
Utilisation			✓		

Rating	P	F	G	E	Comments:
8. Decoration					
Pleasant appearance			✓		
Co-ordination			✓		
State of repair			✓		
Damage			✓		
Smoking			✓		
Inviting			✓		

Further comments:

The hospital continues to write to the appropriate authorities to have hospital signs on all road approaches. Unfortunately the authorities do not respond.

Hospital Monitoring Forms

Entrances & Reception Areas

Rating	P	F	G	E	Comments:
9. Signage					
Position			✓		
Bilingual			✓		
Clarity & wording			✓		
Accuracy			✓		
Illumination (as Required)			✓		
Enquiries			✓		
'You-are-here' maps			✓		

Rating	P	F	G	E	Comments:
10. 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:
12. Tidiness					
Space			✓		
Clutter free			✓		
Storage			✓		
Corridors			✓		

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

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Rating	P	F	G	E	Comments:
14. Cleanliness					
Overall cleanliness			✓		
Floors			✓		
Mats			✓		
Windows			✓		
Walls			✓		
Fixtures			✓		
Warning notices			✓		
Litter			✓		
Waste storage			✓		

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

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

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Rating	P	F	G	E	Comments:
17. Patient Support					
Availability (staff)			✓		
Appearance (staff)			✓		
Identification (staff)			✓		
Internal vehicles			✓		
Telephones			✓		
Number			✓		
Suitable for disabled			✓		
Refreshments			✓		

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

Further comments:

Hospital Monitoring Forms

Common Areas

Rating	P	F	G	E	Comments:
19. Signage					
Position			✓		
Bilingual			✓		
Clarity & wording			✓		
Accuracy			✓		
Enquiries			✓		
'You-are-here' maps			✓		

Rating	P	F	G	E	Comments:
20. 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:
22. Tidiness					
Space			✓		
Clutter free			✓		
Storage			✓		
Corridors			✓		

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

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Rating	P	F	G	E	Comments:
24. Cleanliness					
Overall cleanliness			✓		
Floors			✓		
Mats			✓		
Windows			✓		
Walls			✓		
Fixtures			✓		
Warning notices			✓		
Litter			✓		
Waste storage			✓		

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

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

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Rating	P	F	G	E	Comments:
27. Patient Support					
Availability (staff)			✓		
Appearance (staff)			✓		
Identification (staff)			✓		
Internal vehicles			✓		
Telephones			✓		
Number			✓		
Suitable for disabled			✓		
Refreshments			✓		

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

Further comments:

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Llynfi Ward

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			✓		

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

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

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

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

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/palatability			✓		
Refreshments			✓		
Pillows and linen			✓		

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			✓		

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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			✓		

Further comments:

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Physiotherapy Department

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

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

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

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

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

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Rating	P	F	G	E	Comments:
49. Cleanliness					
Overall cleanliness			✓		
Floors			✓		
Mats			✓		
Windows			✓		
Walls			✓		
Fixtures			✓		
Warning notices			✓		
Litter			✓		
Waste storage			✓		

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

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

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

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

Rating	P	F	G	E	Comments:
54. Patients views					
Comfort			✓		
Choice			✓		
Staff attitudes			✓		
Refreshments			✓		

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

Rating	P	F	G	E	Comments:
57. Waste					
Designated bins			✓		
Clinical waste locked			✓		
Capacity			✓		
Spills and leaks			✓		

Further comments:

An excellent centre with a high level of decoration. Good ambience.

Hospital Monitoring Forms

ADDITIONAL COMMENTS

Good teamwork where all staff feel valued and are valued. Good leadership at middle and top level.

The 'Falls Clinic' is an example of good practice that needs to be further celebrated.

The League of Friends is very active and contributes immensely to the improvements of the hospital.

We also visited the on-site kitchen, where the head cook provides a high level of cuisine.

We were impressed by the high level of decoration, it was pleasant, bright and cheerful. The cleanliness of the kitchen was faultless.