

**SECTION 3: WARDS.**

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

Criterion		Ward 15				Comments.
	Rating	P	F	G	E	
<b>13</b>	<b>Access</b>					Not applicable (ground floor)
	Doors			✓		
	Suitability for Disabled			✓		
	Tidy/clean			✓		
	Lifts					
	Rating	P	F	G	E	
<b>14</b>	<b>Signage</b>					
	Position			✓		
	Clarity & Wording			✓		
	Bilingual signage			✓		
	Enquiries			✓		
	Rating	P	F	G	E	
<b>15</b>	<b>Decoration</b>					
	Pleasant appearance			✓		
	State of repair			✓		
	Toilet areas			✓		
	Rating	P	F	G	E	
<b>16</b>	<b>Tidiness</b>					
	Equipment				✓	
	Adequate storage				✓	
	Corridors				✓	
	Rating	P	F	G	E	
<b>17</b>	<b>Environment</b>					
	Temperature			✓		
	Odours				✓	
	Noise			✓		
	Natural light			✓		

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Rating		P	F	G	E	
<b>18</b>	<b>Furniture</b>					
	Suitability			✓		
	Adequate in Number			✓		
	Condition			✓		
Rating		P	F	G	E	Note: * note recycling facilities.
<b>19</b>	<b>Cleanliness</b>					
	Overall cleanliness			✓		
	Windows			✓		
	Warning notices			✓		
	Designated bins*			✓		
Rating		P	F	G	E	<b>NB:</b> 1) "Delivery*" note time & temperature 2) Service user involvement/patient voucher system Yes/No * tick as appropriate  Informed new kitchen not ready, as yet behind schedule – when completed new system of cook/chill food will be available. Food will no longer b brought from Princess of Wales Hospital.
<b>20</b>	<b>Food</b>					
	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	*	
Rating		P	F	G	E	
<b>21</b>	<b>Patient information</b>					
	Notice Boards (easy to read)			✓		
	Well maintained			✓		
	Complaints literature					
	CHC leaflets					
	Community Support Info.					

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	<b>Rating</b>	<b>P</b>	<b>F</b>	<b>G</b>	<b>E</b>	
<b>22</b>	<b>Staff</b>					
	Appearance			✓		
	Attitude			✓		
	Identification			✓		
	<b>Rating</b>	<b>P</b>	<b>F</b>	<b>G</b>	<b>E</b>	
<b>23</b>	<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>	<b>Note:</b> * whether single sex use or not. ** paper, soap etc.
<b>24</b>	<b>Hygiene facilities</b>					
	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>	
<b>25</b>	<b>Day Rooms</b>					
	Natural light			✓		
	Comfort			✓		
	Single sex day rooms					Female ward only
	Television.			✓		

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	<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
<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>	Patients very elderly, patients regularly taken out around the grounds.
<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*				
	Care plans*				
Rating		Y	IP	N	
<b>30</b>	<b>Patient Support</b>				NB * with multi-disciplinary teams.  No dietician visits – have to telephone.  Speech & Language – Swallowing  Physiotherapy – only by referral and then to Princess of Wales.
	Access to appropriate & preferred method of communication support.				
	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				
	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?			
	Permanently?			
	Sometimes?			
	Not at all?			
	If "permanently" state why?			
	If "sometimes" - under what circumstances?			
	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.			

**Additional Comments:**