

SECTION 3: WARDS.

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

Criterion		Ward 2				Comments.
	Rating	P	F	G	E	
13	Access					Not applicable – Ground Floor
	Doors			✓		
	Suitability for Disabled				✓	
	Tidy/clean				✓	
	Lifts					
	Rating	P	F	G	E	
14	Signage					
	Position			✓		
	Clarity & Wording			✓		
	Bilingual signage			✓		
	Enquiries			✓		
	Rating	P	F	G	E	
15	Decoration					Newly refurbished.
	Pleasant appearance				✓	
	State of repair				✓	
	Toilet areas				✓	
	Rating	P	F	G	E	
16	Tidiness					
	Equipment				✓	
	Adequate storage				✓	
	Corridors				✓	
	Rating	P	F	G	E	
17	Environment					One room only no external window.
	Temperature			✓		
	Odours				✓	
	Noise			✓		
	Smoking areas					
	Natural light			✓		

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Rating		P	F	G	E	
18	Furniture					
	Suitability			✓		
	Adequate in Number			✓		
	Condition			✓		
	Rating	P	F	G	E	Note: * note recycling facilities.
19	Cleanliness					
	Overall cleanliness				✓	
	Windows			✓		
	Warning notices			✓		
	Designated bins*			✓		
	Rating	P	F	G	E	NB: 1) "Delivery*" note time & temperature 2) Service user involvement/patient voucher system Yes/No * tick as appropriate Informed that new kitchen to be installed but behind schedule, so meals will no longer be brought from Princess of Wales – new system will be cook/chill. Patients will have more choice.
20	Food					
	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	
21	Patient information					
	Notice Boards (easy to read)			✓		
	Well maintained			✓		
	Complaints literature			✓		
	CHC leaflets			✓		
	Community Support Info.			✓		

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	Rating	P	F	G	E	
22	Staff					
	Appearance			✓		
	Attitude			✓		
	Identification			✓		
	Rating	P	F	G	E	
23	Privacy & Dignity					
	Sound insulation			✓		
	Toilet/bathing facilities			✓		
	Telephone access & privacy for use					
	Suitable area for family & friends to visit.			✓		
	Rating	P	F	G	E	Note: * whether single sex use or not. ** paper, soap etc.
24	Hygiene facilities					
	Patient toilet facilities*			✓		
	Visitor toilet facilities*			✓		
	Disabled toilet facilities*			✓		
	Stocked & clean**			✓		
	Ventilation			✓		
	Hot Water			✓		
	Bathing/shower facilities			✓		
	Laundry facilities					
	Rating	P	F	G	E	
25	Day Rooms					
	Natural light				✓	
	Comfort				✓	
	Single sex day rooms					Male only
	Television.				✓	

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	Rating	P	F	G	E	NB: * are individuals able to regulate heating and ventilation. ** tick as appropriate * Single or Double rooms.
26	Bedroom facilities					
	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	**	
	Rating	P	F	G	E	
27	Dining facilities					
	Separate dining room					
	Suitable facilities					
	Rating	P	F	G	E	
28	Recreational facilities					
	Provision of recreational facilities					Room available for those patients able but most elderly.
	Wide range of choice					Flat screen televisions in most rooms.
	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	
29	Patient involvement				NB: * in use and available.
	Care pathways*				
	Care plans*				
	Rating	Y	IP	N	
30	Patient Support				NB * with multi-disciplinary teams.
	Access to appropriate & preferred method of communication support.				Available in visiting room.
	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	
31	Patient Services & Policies				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	
	Rating			
32	Access			
	Is the ward door locked?	✓		For the security of the elderly patients.
	Permanently?	✓		
	Sometimes?			
	Not at all?			
	If "permanently" state why?			
	If "sometimes" - under what circumstances?			
	What auditing methods are in place?			
	Rating	Y	N	
33	CCTV usage.			
	Are CCTV cameras used inpatient areas?			
	If "Yes" please state what guidance is in place relating to use.			

Additional Comments:

This ward accommodates patients transferred from the old Ward 2. It has been completely refurbished to a high standard. When new ward/buildings are finished this ward will accommodate patients from Ward 15 so will be in use for another 2 to 3 years as progress is made on the re-building.