15 steps –

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| **Questions to ask yourself** | **comments** |
| What behaviours can I see that do or do not inspire confidence? |  |
| What makes me feel less confident? |  |
| How have the staff made me feel? |  |
| What can I understand about patient experience on this ward? |  |
| Are there any indicators that patients and carers are involved in their own care? |  |
| How is dignity and privacy being respected? |  |
| How are staff interacting with patients (are lower tones used for private conversations)? |  |
| Can I observe good team working taking place? |  |
| Is the routine of the ward evident to patients (e.g. when ward rounds happen, mealtimes, tea, League of Friends trolley comes round? |  |
| **Things to look out for** |  |
| Staff are communicating with patients. |  |
| Patient feedback is displayed. |  |
| Curtains are long enough, close fully and are used. |  |
| Patients are dressed to protect their dignity. |  |
| Information available for patients and carers in a clear and user friendly format. |  |
| Information is seen that empowers patients (e.g. they can wear their own clothes, choose their own meals). |  |
| Signs that equality and diversity needs are being met. |  |
| Visitors have access to chairs and space to visit. |  |
| Information about how to complain and compliment is visible. |  |

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| **Questions to ask yourself** | Comments |
| Does the ward feel calm or chaotic (even if it is busy?) |  |
| Is essential information about each patient clearly visible (even where names are anonymised?)? |  |
| Is there evidence that equipment is stored in particular places and where it should be? |  |
| Are there doors open to other rooms (e.g. stock/linen cupboard, staff room or kitchen?) do they look well organized, clean and uncluttered? |  |
| **Things to look out for** |  |
| An uncluttered, clean environment, including nurses’ station, hallways, bays and visitor areas. |  |
| Clear signage to rooms, toilets etc |  |
| Well maintained, appropriate (e.g. non-slip) and clean condition of walls, floors, windows and ceiling |  |
| Staff have easy access to patient information that is visible and organised. There is a transparent and communal information board (e.g. Patient Status at a Glance board). |  |
| Patient boards show evidence of co-ordination between different departments. |  |
| Equipment stored tidily and is managed e.g. colour-coded, staff return equipment after use, stock cupboards are clearly labelled – including visible management (photos of content). |  |

Walkaround undertaken on

by