

Quality Indicators.C1 Staff attitude	Site Interviews-Observation.Daedalus-mon-3.25pm-Hando-mm	Telephone passed the visitor unable to come to phone.
Quality Indicators.C1 Staff attitude	Site Interviews-Observation.Deadalus-Wed-7.45-9am-handove	Patients addressed by name (both first and surnames- mostly surnames)sometimes by staff approaching from behind and then bending over patient.
Quality Indicators.C1 Staff attitude	Site Interviews-Observation.Deadalus-Wed-7.45-9am-handove	One patient came out of sideward and asked me if I was ok-worried I was lost-advised by nurse not to walk around without slippers.
Quality Indicators.C1 Staff attitude	Site Interviews-Observation.Deadalus-Wed-7.45-9am-handove	All staff acknowledged our approach saying good morning etc.
Quality Indicators.C1 Staff attitude	Site Interviews-Observation.Dryad-Wed-7.50am	Friendly ward. Very good staff patient interaction. All patients appropriately fed breakfast from 7.50am. All patients in bed but a continuing care ward, therefore probably acceptable. Radio on for "Jean who loves music". TVs were on but patients were all in bed. No drug administration seen.
Quality Indicators.C1 Staff attitude	Site Interviews-Observation.Dryad-Wed-8.20-breakfast	No one in lounge. T.V on. One patient being helped to walk by Nurse
Quality Indicators.C1 Staff attitude	Site Interviews-Observation.Dryad-Wed-8am-break-jw	All staff welcomed us, addressed patients appropriately
Quality Indicators.C1 Staff attitude	Site Interviews-Observation.Sultan-Mon-4pm	Bells are by every bed but not always in evidence. No patients in lounge. Table not laid.

Quality Indicators.C1 Staff attitude	Site Interviews-Observation.Sultan-Thurs-4pm	Bells are by every bed but not always in evidence. No patients in lounge. Table not laid.
Quality Indicators.C3 Access to services	Site Interviews-Observation.3 wards-Wed-10pm-12pm-MM	No access to <??> boxes.
Quality Indicators.C3 Access to services	Site Interviews-Observation.Daedalus-mon-3.25pm-Hando-mm	Handover did not take place. Took place at 1pm. One nurse only handover observed by MM at 3.30. Bells: Emergency bell, are not? Ordinary bells. Some seen by some of the beds in the wards. No T.V. Ward Radio - T.Vs but not on. Good infection control facilities, gloves are worn by all trained staff. T.V in single room
Quality Indicators.C3 Access to services	Site Interviews-Observation.Dryad-Wed-8.20-breakfast	Watered breakfast - all patients in bed. One being appropriately fed. Two Phillipine nurses. One being instructed in medicine distribution by Tori Scarrell? Language problem.
Quality Indicators.C4 Organisation of care	Site Interviews-Observation.3 wards Wed-10pm-12pm-TL	Service transferred to Haslar
Quality Indicators.C4 Organisation of care	Site Interviews-Observation.3 wards Wed-10pm-12pm-TL	Eg. Patient with scalp cut - 9pm 2 hours ambulance 4 hour wait there Returned at 6am with 2 sutures No longer allowed to give ATT either
Quality Indicators.C4 Organisation of care	Site Interviews-Observation.3 wards Wed-10pm-12pm-TL	GPs deputising service get annoyed - some of them do. If in the area can be 15 minutes or if not, 4-5 hours.

Quality Indicators.C4 Organisation of care	Site Interviews-Observation.3 wards Wed-10pm-12pm-TL	GOSDOC used to be based on site - transferred to Healthcall - looks after Portsmouth.
Quality Indicators.C4 Organisation of care	Site Interviews-Observation.3 wards Wed-10pm-12pm-TL	Fiona not aware if a Knapman doctor is on or not "marvellous is one of them is on".
Quality Indicators.C4 Organisation of care	Site Interviews-Observation.3 wards Wed-10pm-12pm-TL	GWMH 5pm - 9am COSHAM DEPUTISING SERVICE. Receptionist - takes details, then doctor rings back, can take some hours. On one occasion have had to do 999 and doctor never got there.
Quality Indicators.C4 Organisation of care	Site Interviews-Observation.3 wards Wed-10pm-12pm-TL	On a few nights Dr Knapman's practice docs will take the call.
Quality Indicators.C4 Organisation of care	Site Interviews-Observation.3 wards Wed-10pm-12pm-TL	SULTAN ward - ring patients own GP - usually referred on to Healthcall.
Quality Indicators.C4 Organisation of care	Site Interviews-Observation.3 wards Wed-10pm-12pm-TL	Deadelus/Dryad phone Dr Knapman and 9 tries out of 10 referred to on to Healthcall.
Quality Indicators.C4 Organisation of care	Site Interviews-Observation.3 wards Wed-10pm-12pm-TL	Maternity under ST Mary's but GP beds.
Quality Indicators.C4 Organisation of care	Site Interviews-Observation.3 wards Wed-10pm-12pm-TL	MULBERRY - Dr Collins Practice. Out of hours - usually Healthcall for medical problem. If Psych. Then ring The Meadows where psychiatrists are.
Quality Indicators.C4 Organisation of care	Site Interviews-Observation.3 wards-Wed-10pm-12pm-MM	Staff reported difficulties of getting medical cover at night on some occasions. This

		happens mostly when out of hours is being covered by GP deputy services.
Quality Indicators.C4 Organisation of care	Site Interviews-Observation.3 wards-Wed-10pm-12pm-MM	Patients appeared to be settled well for height with fluids and bell-call available to them.
Quality Indicators.C4 Organisation of care	Site Interviews- Observation.Daedalus-Mon- 3.20pm-hando-mp	Written documentation used to convey information. Main points given.
Quality Indicators.C4 Organisation of care	Site Interviews- Observation.Daedalus-Mon- 3.20pm-hando-mp	Patients in beds or in dayroom. Appeared to be receiving required help to drink tea.
Quality Indicators.C4 Organisation of care	Site Interviews- Observation.Daedalus-Mon- 3.20pm-hando-mp	Some patients being given tea in dayroom.
Quality Indicators.C4 Organisation of care	Site Interviews- Observation.Daedalus-Mon- 3.20pm-hando-mp	Ward relatively tidy - all areas clean and fresh-smelling.
Quality Indicators.C4 Organisation of care	Site Interviews- Observation.Daedalus-mon- 3.25pm-Hando-mm	Ladies sitting in lounge. Lounge T.V not on (small T.V)
Quality Indicators.C4 Organisation of care	Site Interviews- Observation.Daedalus-Thurs- MDT	Social/home situation mentioned briefly. Overall planning process superficial no discharge/review dates set, no record kept of actions, no one taking formal note. PT and Consultant did not even have a pen or paper. Anthea Lord seemed passable.
Quality Indicators.C4 Organisation of care	Site Interviews- Observation.Daedalus-Wed- 7.35-8.55-break	Appeared to be a good well organised handover. HO board on wall. 8 bed blocking. Must have been seen by Social Services two at least "waiting to be discharged".

Quality Indicators.C4 Organisation of care	Site Interviews- Observation.Daedalus-Wed- 7.35-8.55-break	In a ladies ward, one patient helped another to access food. Again, no sign of any supervision, left at 8.55. Patients still eating breakfast.
Quality Indicators.C4 Organisation of care	Site Interviews- Observation.Daedalus-Wed- 12pm	If pt care at risk or they are refusing admissions - will use adverse event form, use event form reporting. Uses for inappropriate admission & pts admitted later in day so unable to be seen by doc. Logged under to send changes an event form.
Quality Indicators.C4 Organisation of care	Site Interviews- Observation.Daedalus-Wed- 12pm	Ward observed at meal time. Appeared to be sufficient staff available to serve lunch and to assist patient feeding where required. Staff report noting down when patients appetite poor in records. Draw attention of senior nurses to patients not eating well.
Quality Indicators.C4 Organisation of care	Site Interviews- Observation.Daedalus-Wed- 7.45-9am-handove	White board in office, grid details against each patient name date referred to therapist, ss, date of home assessment, TTO's/transport etc. final column headed Bedblockers. 8 patients names ticked.
Quality Indicators.C4 Organisation of care	Site Interviews- Observation.Daedalus-Wed- 7.45-9am-handove	On entering ward, 2 patients up, dressed and sitting in day room, one of whom watching news programme. Manager explains that divided into two teams and one initially concentrates on getting patients up out of bed in readiness for breakfast and then other team assist in feeding those who need.
Quality Indicators.C4 Organisation of care	Site Interviews- Observation.Daedalus-Wed- 7.45-9am-handove	Two sitting rooms/dinning, wallpapered. Variety of armchairs-heights and designs and some pressure relieving cushions. 1 footrest only in first sitting room. Little evidence of occupational opportunities- Mondays newspaper and October magazine in one room ;pile of jigsaw puzzles in one room small selection of large print books and library of regular books, Domestic size clocks.

Quality Indicators.C4 Organisation of care	Site Interviews- Observation.Daedalus-Wed- 7.45-9am-handove	Breakfast service in dining room, choice of prunes, cereals, porridge, toast and tea/coffee. Four patients at one table and one patient sat on own at another table.
Quality Indicators.C4 Organisation of care	Site Interviews- Observation.Daedalus-Wed- 7.45-9am-handove	Breakfast served 8.30am. Clinical manager states that if patient chooses they can have breakfast served later on.
Quality Indicators.C4 Organisation of care	Site Interviews- Observation.Dryad-Wed- 7.50am	TVs were on but patients were all in bed. No drug administration seen.
Quality Indicators.C4 Organisation of care	Site Interviews- Observation.Dryad-Wed-8am- break-jw	Breakfast served to patients in bed so some very poorly positioned choice of prunes, cereals, porridge, toast and marmalade/jam and tea/coffee. Majority served in beaker cups
Quality Indicators.C4 Organisation of care	Site Interviews- Observation.Dryad-Wed-8am- break-jw	No patient was up at this time
Quality Indicators.C4 Organisation of care	Site Interviews- Observation.Sultan-Mon	Sultan-Patients from Gp's in the community or from Eld Med and Acute Hopsital- need Gp approval
Quality Indicators.C4 Organisation of care	Site Interviews- Observation.Sultan-Mon	Sultan Gp's visit daily- different Gp's popping in to see own patients: GOSDPOC out of hours. Sultan Gp's visit daily- different Gp's popping in to see own patients: GOSDPOC out of hours. Daedalus- waiting list to get in consultant-led Stroke Rehab

		<p>Daedalus - Nice big bathroom- storage for wheel chairs  Ward used to be cont care  Activity room com dinning room  Single room for independent living assessment/practcice  Bright  Dolphine Day unit-Mon-fri  Some specific clinic PD/Falls/COPD/planned-blance-TIA-continence  Dolphine Day - most visit from home  lots of information leaflets  Dolphine Day - most visit from home  lots of information leaflets  Dolphine Day- food cooked on site at GWMH  Dryad- 20 bed  Locum cover- Dr Queshi  Continuing care and palliative care  Patients form acute eld med beds  Dryad - loos not sexed  1 bed "shared" care + respite  Special electric bed, plan to buy more  Dryad- atmosphere: naval, 1500s onwards, built in to overcome challenge; defeatism not on the agenda.</p>
Quality Indicators.C4 Organisation of care	Site Interviews- Observation.Sultan-Mon	Daedalus- waiting list to get in consultant-led ( Dr A Lord) some Int Care beds. (90 NH beds closed last year)
Quality Indicators.C4 Organisation of care	Site Interviews- Observation.Sultan-Mon	Daedalus - Cont Care on Dryad Ward Day room occupied-even though an iller group 2 team ( as Sultan) Stroke Rehab
Quality Indicators.C4	Site Interviews-	

Organisation of care	Observation.Sultan-Mon	Dolphine Day unit-Mon-fri Some specific clinic PD/Falls/COPD/planned-blance-TIA-continence
Quality Indicators.C4 Organisation of care	Site Interviews- Observation.Sultan-Mon	Dolphine Day- food cooked on site at GWMH
Quality Indicators.C4 Organisation of care	Site Interviews- Observation.Sultan-Mon	Dryad- 20 bed Locum cover- Dr Queshi Continuing care and palliative care Patients form acute eld med beds
Quality Indicators.C4 Organisation of care	Site Interviews- Observation.Sultan-Mon-4pm	Several empty beds. Ward generally very clean, staff friendly. Good atmosphere. Plenty of visitors.
Quality Indicators.C4 Organisation of care	Site Interviews- Observation.Sultan-Thurs-4pm	Several empty beds. Ward generally very clean, staff friendly. Good atmosphere. Plenty of visitors.
Quality Indicators.C4 Organisation of care	Site Interviews- Observation.Therapy-Thurs	Have ADL suite - ie. bathroom/toilet (bath not plumbed in, although toilet is); Kitchen and Bedroom plus Treatment Room - being used by a Physio during our visit. Relatively spacious - very clean, bright and well decorated; well equipped.
Quality Indicators.C4 Organisation of care	Site Interviews- Observation.Therapy-Thurs	Eileen is responsible for Stroke Rehab on Daedalus, also Parks - good eg. in Day Hospital.
Quality Indicators.C5 Humanity of care	Site Interviews-Observation.3 wards-Wed-10pm-12pm-MM	Daedalus. Patients mainly settled for night. Those wishing to stay up late are enabled to



		do so.
Quality Indicators.C5 Humanity of care	Site Interviews-Observation.3 wards-Wed-10pm-12pm-MM	Patients appeared to be settled well for height with fluids and bell-call available to them.
Quality Indicators.C5 Humanity of care	Site Interviews-Observation.3 wards-Wed-10pm-12pm-MM	Staff report making toast for patients if required during night.
Quality Indicators.C5 Humanity of care	Site Interviews- Observation.Daedalus-Mon- 3.20pm-hando-mp	Ward appeared adequately staffed and staff observed talking to and dealing with patients appropriately.
Quality Indicators.C5 Humanity of care	Site Interviews- Observation.Daedalus-mon- 3.25pm-Hando-mm	Friendly atmosphere with ladies. HCSW is friendly with patient and easy communication with them. Spoke to disoriented patient. Lady difficult in reaching tea on table, out of her reach. Spilt tea continuously, clearly needed help, spilt on to trainers. No staff present to help move biscuit. Nurses encourage patients. Not enough chairs in lounge. Curtains round beds. T.V not on either lounge. No games activities. Patients not eating or drinking? Monitored. All beds full. A lot of apparently continued care patients, probably due to bed blocking. No sign of conventional intermediate care but there was a pre-discharge that were patients could make their own drinks, going into the lounge for needs
Quality Indicators.C5 Humanity of care	Site Interviews- Observation.Daedalus-Wed- 7.35-8.55-break	One or two patients appeared to be possibly terminally ill. Lounge no supervision of patients, including elderly gentleman ? at risk of falling of chair. Difficulty in feeding. Was not observed drinking. Needed at least friendly help. However, a busy time of the morning.
Quality Indicators.C5 Humanity of care	Site Interviews- Observation.Daedalus-Thurs-	Appeared adequately staffed & nurses interacting with patients

	3.40pm	
Quality Indicators.C5 Humanity of care	Site Interviews- Observation.Deadalus-Thurs- 3.40pm	Ward appeared well staffed & staff interacting with pts appropriately.
Quality Indicators.C5 Humanity of care	Site Interviews- Observation.Deadalus-Wed- 12pm	Ward observed at meal time. Appeared to be sufficient staff available to serve lunch and to assist patient feeding where required. Staff report noting down when patients appetite poor in records. Draw attention of senior nurses to patients not eating well.
Quality Indicators.C5 Humanity of care	Site Interviews- Observation.Deadalus-Wed- 12pm	Meals appeared appetising & appropriate for individual patients. Staff report being able to order 3 sizes of portion for pts (sm, med, lrg) according to need and patients wishes.
Quality Indicators.C5 Humanity of care	Site Interviews- Observation.Deadalus-Wed- 12pm	Patients encouraged to sit at table when possible & staff reported that they take care to ensure patients who are able to feed themselves maybe "shaky" - given privacy to save embarrassment.
Quality Indicators.C5 Humanity of care	Site Interviews- Observation.Deadalus-Wed- 7.45-9am-handove	Patients addressed by name (both first and surnames- mostly surnames)sometimes by staff approaching from behind and then bending over patient.
Quality Indicators.C5 Humanity of care	Site Interviews- Observation.Sultan-Mon	Dryad- atmosphere: naval, 1500s onwards, built in to overcome challenge; defeatism not on the agenda.
Quality Indicators.C5 Humanity of care	Site Interviews- Observation.Therapy-Thurs	Physio - "gym" area well equipped, room with cubicles plus separate area of cubicles containing variety of electrical equipment, traction plus small room - used for

		gynaecology, urology and private consultation with patients/relatives to ensure privacy.
Quality Indicators.C6 Environment	Site Interviews-Observation.3 wards-Wed-10pm-12pm-MM	Ward appeared calm and quiet. Patients offered night-time drinks.
Quality Indicators.C6 Environment	Site Interviews-Observation.3 wards-Wed-10pm-12pm-MM	Dryad. Ward calm and quiet.
Quality Indicators.C6 Environment	Site Interviews-Observation.3 wards-Wed-10pm-12pm-MM	Sultan. Ward quiet and calm.
Quality Indicators.C6 Environment	Site Interviews- Observation.Daedalus-Thurs- MDT	Saw ginger/white cat on ward - obviously at home. Colleague reported that cat had been sitting on a patient's lap when we arrived at the ward.
Quality Indicators.C6 Environment	Site Interviews- Observation.Daedalus-Wed- 7.35-8.55-break	TV on in lounge. Most people up, dressed by 7.45am. Handover was at 7.30am so saw two-thirds of it. ?? Lady who had difficulty with tea was managing well sitting at the table , eating breakfast (in fact another lady). 1 lady being helped by fellow patients to reach food. Gentlemen needs help with feeding. Both are in the lounge. Helped in bed, but not in lounge. Another lady not drinking her tea - out of reach?
Quality Indicators.C6 Environment	Site Interviews- Observation.Deadalus-Thurs- 3.40pm	Dryad - ward clean, warm & relatively tidy.
Quality Indicators.C6 Environment	Site Interviews- Observation.Deadalus-Thurs- 3.40pm	Sultan - ward clean, warm & relatively tidy. Fresh smelling. Patients flowers in evidence.
Quality Indicators.C6	Site Interviews-	

Environment	Observation.Deadalus-Wed-7.45-9am-handove	Attempt to provide information for the patients/rels- General information on wire rack, including complaint leaflet, how to find residential care, how to avoid falls etc. BUT too many leaflets stuffed in, wire rack quite high up and had to stretch for top row @ 5"8" Photos of staff on noticeboard round corner at entrance - small photocopied, so difficult to see. Physio info -stroke information - not layman's terms; falls leaflet very small.
Quality Indicators.C6 Environment	Site Interviews- Observation.Deadalus-Wed-7.45-9am-handove	Call bells within reach.
Quality Indicators.C6 Environment	Site Interviews- Observation.Deadalus-Wed-7.45-9am-handove	MAOI Dietary Guidelines sheet sellotaped on door of bay-labelled (in large writing with red marker pen) with patients name. ( Confidentiality)
Quality Indicators.C6 Environment	Site Interviews- Observation.Deadalus-Wed-7.45-9am-handove	Two sitting rooms/dinning, wallpapered. Variety of armchairs-heights and designs and some pressure relieving cushions. 1 footrest only in first sitting room. Little evidence of occupational opportunities- Mondays newspaper and October magazine in one room ;pile of jigsaw puzzles in one room small selection of large print books and library of regular books, Domestic size clocks.
Quality Indicators.C6 Environment	Site Interviews- Observation.Deadalus-Wed-7.45-9am-handove	All bathroom and toilet facilities clean, several wheelchairs stored in corner of bathroom. 1 missing footrest. Toilets have option of dropdown rails on both sides, raised toilet seat, stock of pads alongside.
Quality Indicators.C6 Environment	Site Interviews- Observation.Deadalus-Wed-7.45-9am-handove	No odour noticed throughout ward
Quality Indicators.C6	Site Interviews-	

Environment	Observation.Daedalus-Wed-7.45-9am-handove	Ward opens out into contained courtyard - lovely environment with pond in middle & benches around about - also long variety of ground surfaces, so good for practising outdoor mobility.
Quality Indicators.C6 Environment	Site Interviews- Observation.Dryad-Wed-8am-break-jw	No smells
Quality Indicators.C6 Environment	Site Interviews- Observation.Sultan-Mon	Sultan 6 singles, one 6 bedded bay, rest 4 bedded bay can take bed into bathroom Day room:sitting /eating. Rehab/Palliative/Respite Bright/fluids by bed/visitors about day room empty
Quality Indicators.C6 Environment	Site Interviews- Observation.Sultan-Mon	Daedalus - Nice big bathroom- storage for wheel chairs Ward used to be cont care Activity room com dinning room Single room for independent living assessment/practcice Bright
Quality Indicators.C6 Environment	Site Interviews- Observation.Sultan-Mon	Dryad - loos not sexed 1 bed "shared" care + respite Special electric bed, plan to buy more
Quality Indicators.C6 Environment	Site Interviews- Observation.Therapy-Thurs	Joint splinting room shared with Physio.
Quality Indicators.C6 Environment	Site Interviews- Observation.Therapy-Thurs	SLT Room - Pt SLT cover

Quality Indicators.C6 Environment	Site Interviews- Observation.Therapy-Thurs	Physio - "gym" area well equipped, room with cubicles plus separate area of cubicles containing variety of electrical equipment, traction plus small room - used for gynaecology, urology and private consultation with patients/relatives to ensure privacy.
Quality Indicators.C6 Environment	Site Interviews- Observation.Therapy-Thurs	All areas relatively spacious, well equipped, bright, airy, well decorated
Staffing & Accountability.D1 Wrkfrc & serv planning	Site Interviews-Observation.3 wards-Wed-10pm-12pm-MM	Appeared to be adequately staffed.
Staffing & Accountability.D1 Wrkfrc & serv planning	Site Interviews-Observation.3 wards-Wed-10pm-12pm-MM	Appeared adequately staffed.
Staffing & Accountability.D1 Wrkfrc & serv planning	Site Interviews- Observation.Deadalus-Thurs- 3.40pm	Appeared adequately staffed & nurses interacting with patients.
Staffing & Accountability.D1 Wrkfrc & serv planning	Site Interviews- Observation.Deadalus-Thurs- 3.40pm	Ward busy with number if pts with complex needs.
Staffing & Accountability.D1 Wrkfrc & serv planning	Site Interviews- Observation.Deadalus-Wed- 12pm	Normal staffing 6-7am better when there are 7 but 6 acceptable. Establish 4-5pm shift . Egs 11 & 12 Dec 2001 - 5am (2 trained:3) Pm ok. 6 Dec 5am (2:3) Pm ok. Mornings most difficult because little time to make alternative arrangements to cover sickness. 2 nurses long time sick - 1 resigned - 1 (manager trying to help into different role).
Staffing & Accountability.D1 Wrkfrc & serv planning	Site Interviews- Observation.Deadalus-Wed-	7th Oct had week for sickness - eg 1 trained staff 12.10.01 5 untrained in ward for any

	12pm	shift.
Staffing & Accountability.D1 Wrkfr & serv planning	Site Interviews- Observation.Daedalus-Wed- 12pm	Use hospital bank - then agency, try other wards for help.
Staffing & Accountability.D1 Wrkfr & serv planning	Site Interviews- Observation.Sultan-Mon	Daedalus - Staff grade covers Daedalus and Dryad, in post 12/18
Staffing & Accountability.D10 Recruitment & Retention	Site Interviews- Observation.Daedalus-Wed- 12pm	Pat Wilkins - 17 yrs in hospital (Senior staff nurse explaining off duty rota). Vacancy estimated = 4.5 on scale 0-10 re: recruitment problems/difficulties. Don't offer flexi time but try to be as accommodating as possible. 2 shift patterns. Eg nurse being allowed to work special shifts to cope with child care problems.
Staffing & Accountability.D10 Recruitment & Retention	Site Interviews- Observation.Daedalus-Wed- 12pm	Use hospital bank - then agency, try other wards for help.
Staffing & Accountability.D11 Performance mang	Site Interviews- Observation.Daedalus-Wed- 7.45-9am-handove	Night staff handing over to day staff - referred throughout to: Mr/s....., the....(diagnosis, eg fractured not COPD). Basic run through of night time/physical condition of patients. Day Manager then also ran through diary for day, including staff training, tel calls to be made to relatives e.t.c.
Staffing & Accountability.D4 AHP accountability	Site Interviews- Observation.Daedalus-Thurs- MDT	Follow up:- those patients already in receipt of OT appeared to have OT from elsewhere - both QA and Haslar mentioned need to check this out with Therapists. Please see other notes elsewhere that outline OT structure.
Staffing & Accountability.D4 AHP accountability	Site Interviews- Observation.Therapy-Thurs	Met Eileen Kettlewell (for OT Neuro Rehab). Jane - BG on rotation (started Monday) and

		Management OT support worder covers Day Hospital.
Staffing & Accountability.D4 AHP accountability	Site Interviews- Observation.Therapy-Thurs	Eileen has refused to go to Haslar.
Staffing & Accountability.D4 AHP accountability	Site Interviews- Observation.Therapy-Thurs	Eileen is responsible for Stroke Rehab on Daedalus, also Parks - good eg. in Day Hospital.
Staffing & Accountability.D4 AHP accountability	Site Interviews- Observation.Therapy-Thurs	Met Shirley Dunleavy, Senior Physio, Neuro Physio and Physio who covers orthopaedics - and Mental Health.
Staffing & Accountability.D7 Team working	Site Interviews- Observation.Daedalus-Thurs- MDT	Present - Consultant Anthea Lord. Staff Nurse OT - started Monday - on Basic Grade Rotation Physio
Staffing & Accountability.D7 Team working	Site Interviews- Observation.Daedalus-Thurs- MDT	Staff nurse led and outlined cases to diagnosis.
Staffing & Accountability.D7 Team working	Site Interviews- Observation.Daedalus-Wed- 7.45-9am-handove	White board in office, grid details against each patient name date referred to therapist, ss, date of home assessment, TTO's/transport etc. final column headed Bedblockers. 8 patients names ticked.
Staffing & Accountability.D8 Team working within a team	Site Interviews- Observation.Daedalus-Wed- 7.45-9am-handove	Second board in office titled physio and messages for OT including details of one patient level of mobility; dates for 3 OT home assessment and request for 3 other patients to have home assessments.



Staffing & Accountability.D8 Team working within a team	Site Interviews- Observation.Deadalus-Wed- 7.45-9am-handove	Attempt to provide information for the patients/rels- General information on wire rack, including complaint leaflet, how to find residential care, how to avoid falls etc. BUT too many leaflets stuffed in, wire rack quite high up and had to stretch for top row @ 5"8" Photos of staff on noticeboard round corner at entrance - small photocopied, so difficult to see. Physio info -stroke information - not layman's terms; falls leaflet very small.
Guid Prac & Perf Mgnt.E5 Patient records	Site Interviews- Observation.Therapy-Thurs	EG of OT documentation provided used throughout OT service, throughout Trust.
Drugs.F2 Administration	Site Interviews-Observation.3 wards-Wed-10pm-12pm-MM	Observed drug round. Carried out well by two nurses, both qualified.
Drugs.F2 Administration	Site Interviews- Observation.Dryad-Wed-8.20- breakfast	Preadministration? Quite prolonged? Difficult, with language by nurse. Process was very slow, but Troi clearly supervising well? How long does Induction of Phillipino nurses take.
Comm and collaborations.G1 Patients	Site Interviews- Observation.Daedralus-Thurs- MDT	No patients/relatives present.
Comm and collaborations.G1 Patients	Site Interviews- Observation.Deadalus-Thurs- 3.40pm	Up to date info on notice boards
Comm and collaborations.G1 Patients	Site Interviews- Observation.Deadalus-Thurs- 3.40pm	Info available for patients but not on 'learn to complain' easily accessed.

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Comm and collaborations.G1 Patients	Site Interviews- Observation.Deadalus-Wed- 7.45-9am-handove	Patients addressed by name (both first and surnames- mostly surnames)sometimes by staff approaching from behind and then bending over patient.
Comm and collaborations.G1 Patients	Site Interviews- Observation.Sultan-Mon	Dolphine Day - most visit from home lots of information leaflets
Comm and collaborations.G2 Relative & carers	Site Interviews- Observation.Daedralus-Thurs- MDT	No patients/relatives present.
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Comm and collaborations.G2 Relative & carers	Site Interviews- Observation.Sultan-Mon	Dolphine Day - most visit from home lots of information leaflets
Comm and collaborations.G3 Primary care	Site Interviews-Observation.3 wards Wed-10pm-12pm-TL	Fiona not aware if a Knapman doctor is on or not "marvellous is one of them is on".
Comm and collaborations.G3 Primary care	Site Interviews-Observation.3 wards Wed-10pm-12pm-TL	MULBERRY - Dr Collins Practice. Out of hours - usually Healthcall for medical problem. If Psych. Then ring The Meadows where psychiatrists are.
Comm and collaborations.G3 Primary care	Site Interviews- Observation.Sultan-Mon	Sultan Gp's visit daily- different Gp's popping in to see own patients: GOSDPOC out of hours.
Comm and collaborations.G4 Acute	Site Interviews-Observation.3 wards Wed-10pm-12pm-TL	MULBERRY - Dr Collins Practice. Out of hours - usually Healthcall for medical problem. If Psych. Then ring The Meadows where psychiatrists are.
Comm and collaborations.G5 HA	Site Interviews- Observation.Deadalus-Thurs- 3.40pm	Pts appeared to have bells - easy reach.
Comm and collaborations.G7 Social services	Site Interviews- Observation.Deadalus-Wed- 7.45-9am-handove	White board in office, grid details against each patient name date referred to therapist, ss, date of home assessment, TTO's/transport etc. final column headed Bedblockers. 8 patients

		names ticked.
Comm and collaborations.G9 Joint working	Site Interviews- Observation.Deadalus-Wed- 7.45-9am-handove	Night staff handing over to day staff - referred throughout to: Mr/s....., the....(diagnosis, eg fractured not COPD). Basic run through of night time/physical condition of patients. Day Manager then also ran through diary for day, including staff training, tel calls to be made to relatives e.t.c.
Comm and collaborations.G9 Joint working	Site Interviews- Observation.Deadalus-Wed- 7.45-9am-handove	White board in office, grid details against each patient name date referred to therapist, ss, date of home assessment, TTO's/transport etc. final column headed Bedblockers. 8 patients names ticked.
Comm and collaborations.G9 Joint working	Site Interviews- Observation.Deadalus-Wed- 7.45-9am-handove	Second board in office titled physio and messages for OT including details of one patient level of mobility; dates for 3 OT home assessment and request for 3 other patients to have home assessments.
Comm and collaborations.G9 Joint working	Site Interviews- Observation.Deadalus-Wed- 7.45-9am-handove	Care plan folder left open on desk - no confidentiality way of identifying patient - no name visible.
Comm and collaborations.G9 Joint working	Site Interviews- Observation.Deadalus-Wed- 7.45-9am-handove	MAOI Dietary Guidelines sheet sellotaped on door of bay-labelled (in large writing with red marker pen) with patients name. ( Confidentiality)
Comm and collaborations.G9 Joint working	Site Interviews- Observation.Therapy-Thurs	Close links with Day Hospital.
Comm and collaborations.G9	Site Interviews-	

Joint working	Observation.Therapy-Thurs	Joint splinting room shared with Physio.
Supervision & training.I3 AHP	Site Interviews- Observation.Therapy-Thurs	Staff competency levels chart on wall - needs updating but leaving as currently reorganising service.
Compliants.J2 Ward Mgnt	Site Interviews- Observation.Deadalus-Thurs- 3.40pm	Trust policies & procedures held in nurses station.
Clinical Governance.K2 Ward arrangements	Site Interviews- Observation.Daedalus-Mon- 3.20pm-hando-mp	Good arrangements for infection control - aprons, gloves etc readily available. Nurses observed washing hands properly.
Clinical Governance.K2 Ward arrangements	Site Interviews- Observation.Deadalus-Thurs- 3.40pm	Good facilities for infection control & nurses reporting treating all pts as if they are MRSA +, ie take preventative resumes.
Clinical Governance.K2 Ward arrangements	Site Interviews- Observation.Deadalus-Thurs- 3.40pm	Good facilities for infection control.
Clinical Governance.K2 Ward arrangements	Site Interviews- Observation.Deadalus-Thurs- 3.40pm	Policies & procedures available in nurses station.
CODE: NC No Code	Site Interviews-Observation.3 wards Wed-10pm-12pm-TL	Used to have minor injuries - closed last year so Fiona Walker can't do the suturing anymore.
CODE: NC No Code	Site Interviews-Observation.3 wards Wed-10pm-12pm-TL	Eg. Patient with scalp cut - 9pm

		2 hours ambulance 4 hour wait there Returned at 6am with 2 sutures No longer allowed to give ATT either
CODE: NC No Code	Site Interviews- Observation.Daedalus-Mon- 3.20pm-hando-mp	Observed handover from charge nurse to part time staff nurse. Held in office - away from patient beds.
CODE: NC No Code	Site Interviews- Observation.Daedalus-Mon- 3.20pm-hando-mp	Visitors able to make drinks for themselves as required.
CODE: NC No Code	Site Interviews- Observation.Deadalus-Wed- 7.45-9am-handove	Attended handover meeting started at 7.30am
CODE: NC No Code	Site Interviews- Observation.Deadalus-Wed- 7.45-9am-handove	Observed one patient attempting to get up out of bed himself before curtains drawn around.
CODE: NC No Code	Site Interviews- Observation.Deadalus-Wed- 7.45-9am-handove	One man left to sit at breakfast table alone, let cereal bowl moved to left - I mentioned this to ward staff before we left, as concerned re: safety.
CODE: NC No Code	Site Interviews- Observation.Therapy-Thurs	OT, PT and SLT facilities along one corridor, PT access by double doors off main hospital corridor and OT end can also be accessed from Day Hospital (only labelled as Physiotherapy). OT has administration office in corridor alongside Physiotherapy. Staff office plus treatment facilities at other end of corridor alongside Day Hospital.
	Site Interviews-	

CODE: NC No Code	Observation.Therapy-Thurs	Margaret has involvement in Falls. Staff competency levels chart on wall - needs updating but leaving as currently reorganising service.
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