

Name of area/ward..... *ED Assessment NAs*
 Name of hospital..... *GTHW*
 Name/initials of peer reviewer..... *[Redacted]*

Staff discussions – ward staff

You may need to speak to one or staff members to cover the below, depending on their availability: Consider speaking to healthcare support workers as well as registered nurses. Please note the role and initials of each staff member you speak to.

Standard 6.2 - People's Rights

Areas to consider	Name/initials/role of staff member	Finding/summary of discussions <i>Prompts: Include any good practice, suggestions and areas for improvement</i>
How are patient's individual needs considered on the ward? i.e. spiritual, cultural	NIC	<i>As determined on assessment Access to pastoral support offered or encouraged required</i>
What action is taken to help ensure that patients are able and comfortable to express themselves in Welsh when this is their preferred language?	NIC	<i>Asked on part of assessment but none documented though practical steps such as translation services offered + relative encouraged to stay if language barrier - Apples for Welsh talk language.</i>

OFFICIAL SENSITIVE WHEN COMPLETE

Areas to consider	Name/initials/role of staff member	Finding/summary of discussions <i>Prompts: Include any good practice, suggestions and areas for improvement</i>
<p>Are patients able to receive visitors within reasonable hours, sensitive to the needs of others?</p>	<p>NIC</p>	<p>Patients are allowed to have 1 relative in attendance. However due to capacity of unit and inability to provide appropriate social distancing this compares the safety of staff + PFS. Especially when in no natural ventilation present in units</p>

OFFICIAL SENSITIVE WHEN COMPLETE

OFFICIAL SENSITIVE WHEN COMPLETE

Areas to consider	Name/initials/role of staff member	Findings/summary of discussions <i>Prompts: Include any good practice, suggestions and areas for improvement</i>
<p>Are patients, family/carers able to provide assistance with and be involved in the patients care?</p> <p>If a patient is critically ill, can relatives or carers stay overnight?</p>	<p>N/C</p>	<p>yes this is encouraged as per or on a following to provide support to pt</p>

OFFICIAL SENSITIVE WHEN COMPLETE

OFFICIAL SENSITIVE WHEN COMPLETE

Standard 3.1 and 5.1 - Safe and Clinically Effective Care and Timely Care

Areas to consider	Name/initials/role of staff member	Finding/summary of discussions <i>Prompts: include any good practice, suggestions and areas for improvement</i>
<p>Do you feel you have enough time to provide care safely?</p>		<p>Staff do not feel that they have sufficient time to provide the level of care required by patients and that patient safety is never compromised. It is lack of available space to provide social activities, inadequate equipment - i.e. chairs are not infection control compliant or comfortable (beds are on order) for elderly use. Requests for more of pillows.</p> <p>Dependent or ageing staff who may be less familiar with procedures areas + processes is not using clinically appropriate to discharge medication can result in low stock levels.</p>

OFFICIAL SENSITIVE WHEN COMPLETE

OFFICIAL SENSITIVE WHEN COMPLETE

Areas to consider	Name/initials/role of staff member	Finding/summary of discussions <i>Prompts: Include any good practice, suggestions and areas for improvement</i>
<p>Do you feel that the number of staff on the ward is appropriate to meet the needs of the patients?</p>	<p>NIC</p>	<p>The NIC is required to cover the 4 areas of NTS assessment unit, speciality beds + outpatients care. They are not always super numbers and there are often expectations to provide patient care as well as managerial + clinical leadership duties.</p>

OFFICIAL SENSITIVE WHEN COMPLETE

OFFICIAL SENSITIVE WHEN COMPLETE

Areas to consider	Name/initials/role of staff member	Findings/summary of discussions <i>Prompts: Include any good practice, suggestions and areas for improvement</i>
<p>Do you know how to access the relevant clinical policies and procedures?</p>		<p>All staff appeared indicated that they would obtain plus proceed via CAV Inhouse site</p>

OFFICIAL SENSITIVE WHEN COMPLETE

OFFICIAL SENSITIVE WHEN COMPLETE

Areas to consider	Name/initials/role of staff member	Finding/summary of discussions <i>Prompts: Include any good practice, suggestions and areas for improvement</i>
Do you (Registered Nurses) know how to access the NMC Record Keeping Guidance for Nurses and Midwives?		Not asked + verified

OFFICIAL SENSITIVE WHEN COMPLETE

OFFICIAL SENSITIVE WHEN COMPLETE

Areas to consider	Name/initials/role of staff member	Finding/summary of discussions <i>Prompts: Include any good practice, suggestions and areas for improvement</i>
Are you aware of patient safety notices?		Not tested

OFFICIAL SENSITIVE WHEN COMPLETE

OFFICIAL SENSITIVE WHEN COMPLETE

Areas to consider	Name/initials/role of staff member	Finding/summary of discussions <i>Prompts: Include any good practice, suggestions and areas for improvement</i>
<p>Does the ward have a system to ensure patients receive routine, safe, effective and systematic care? E.g. intentional rounding</p>		<p>Staff reported that they make every effort to implement intentional rounding but due to low staffing levels this is not always possible</p>

OFFICIAL SENSITIVE WHEN COMPLETE

OFFICIAL SENSITIVE WHEN COMPLETE

Check staff's understanding/awareness of sepsis and how they would manage sepsis cases.

nt jeeed

OFFICIAL SENSITIVE WHEN COMPLETE

Staff discussions – senior managers

Speak to senior staff including the ward sister, if available. Depending on their availability, you may need to join the inspection manager for discussions with senior staff. Check this with your inspection manager if you are unsure.

Standard 3.2 - Safe and clinically effective care

Areas to consider	Name/initials/role of staff member	Finding/summary of discussions <i>Prompts: Include any good practice, suggestions and areas for improvement</i>
<p>Are there quality indicators/audits in use to monitor:</p> <ul style="list-style-type: none"> • Pressure areas • Falls • IPC i.e. monthly audits • Hand washing 		<p>3 not effectively done on street</p>

OFFICIAL SENSITIVE WHEN COMPLETE

Areas to consider	Name/initials/role of staff member	Finding/summary of discussions <i>Prompts: include any good practice, suggestions and areas for improvement</i>
<p>Is there internal audit and monitoring of records and record keeping audits?</p>		<p>Staff report draft record keeping awaits one undertake by senior nurse + There is requirement Rr NIC to undertake spot checks. frequency is reported as variable.</p>

OFFICIAL SENSITIVE WHEN COMPLETE

OFFICIAL SENSITIVE WHEN COMPLETE

<p>Areas to consider</p>	<p>Name/initials/role of staff member</p>	<p>Finding/summary of discussions <i>Prompts: Include any good practice, suggestions and areas for improvement.</i></p>
<p>Are all staff aware of the clinical guidelines associated with their area of practice?</p>		<p>Staff report that they will access guidance via CTV internet</p>

OFFICIAL SENSITIVE WHEN COMPLETE

OFFICIAL SENSITIVE WHEN COMPLETE

<p>Areas to consider</p> <p>Are there any challenges around staffing levels/training which are affecting patient care?</p>	<p>Name/initials/role of staff member</p>	<p>Finding/summary of discussions</p> <p>Prompts: Include any good practice, suggestions and areas for improvement</p>
		<p>as previously discussed extensively</p> <p>staffing levels + dependency on agency makes safe + effective care delivery challenging when combined with the limitations of the environment of care + resources available</p>

OFFICIAL SENSITIVE WHEN COMPLETE

OFFICIAL SENSITIVE WHEN COMPLETE

Standard 2.8 - Blood Management (only if applicable- check with your inspection manager)

<p>Areas to consider</p>	<p>Name/initials/role of staff member</p>	<p>Finding/summary of discussions <i>Prompts: Include any good practice, suggestions and areas for improvement</i></p>
<p>What systems do you have to identify potential risks and appropriate actions to ensure the safe sufficient supply of blood, blood components and blood products?</p> <p>Consider the following:</p> <p>How do you ensure the minimum, appropriate use of blood, components and products?</p> <p>What systems do you have in place to promote the use of alternatives and adjuncts to blood transfusion?</p> <p>How are you assured that you have an adequate supply?</p> <p>How do you monitor the safe and appropriate use of blood, components, and products?</p>		<p>Staff described safe process checking bloods + blood products</p> <ul style="list-style-type: none"> o observation lessons BS pts receiving BP's o Reporting of any incidents around

OFFICIAL SENSITIVE WHEN COMPLETE

OFFICIAL SENSITIVE WHEN COMPLETE

<p>Areas to consider</p> <p>What arrangements do you have to ensure all staff involved in the transfusion process are fully trained and competent?</p>	<p>Name/initials/role of staff member</p>	<p>Finding/summary of discussions</p> <p>Prompts: Include any good practice, suggestions and areas for improvement</p>
		<p>not tested / evidenced</p>

OFFICIAL SENSITIVE WHEN COMPLETE

OFFICIAL SENSITIVE WHEN COMPLETE

Areas to consider	Name/initials/role of staff member	Finding/summary of discussions <i>Prompts: Include any good practice, suggestions and areas for improvement</i>
<p>How do you ensure that patient identification and blood component checks are established at all stages of the transfusion process?</p>		<p>• Check arm bands • Check pts ID - against prescription sheet</p>

OFFICIAL SENSITIVE WHEN COMPLETE

OFFICIAL SENSITIVE WHEN COMPLETE

Areas to consider	Name/initials/role of staff member	Finding/summary of discussions <i>Prompts: Include any good practice, suggestions and areas for improvement</i>
<p>What arrangements do you have for reporting events internally and to external bodies e.g. Serious Hazards of Transfusion (SHOT), Welsh Government?</p>		<p>Not noted in detail see previous notes.</p>

OFFICIAL SENSITIVE WHEN COMPLETE

OFFICIAL SENSITIVE WHEN COMPLETE

Areas to consider	Name/initials/role of staff member	Finding/summary of discussions <i>Prompts: Include any good practice, suggestions and areas for improvement</i>
<p>How do you ensure robust investigation, implement corrective and preventative actions and share learning?</p>		<p>Staff do not feel that they have feedback following investigations</p>

OFFICIAL SENSITIVE WHEN COMPLETE

Summary/conclusion from staff discussions

Once you have spoke to both ward and senior managers, please summarise your overall findings and conclusions.

Areas to consider	Finding/summary of discussions <i>Prompts: Include any good practice, suggestions and areas for improvement</i>
<p>What were your overall findings from speaking to staff?</p> <p>Are there any inconsistencies between what ward staff and senior staff have told you?</p> <p>Any additional observations to note?</p>	<p>as previously documented</p> <p>Staff report that they are able to gain support + info from senior nurse / team members / Inward if required</p>

ADDITIONAL NOTES

(Tick as applicable)

- Staff interview
- Patient interview/discussion
- Other observation

Area/ward

Workbook reference – page/section

Name of interviewee/role/identifier

Time and date

OFFICIAL SENSITIVE WHEN COMPLETE

ADDITIONAL NOTES

(Tick as applicable)

- Staff interview
- Patient interview/discussion
- Other observation

Area/ward	
Workbook reference – page/section	
Name of interviewee/role/identifier	
Time and date	