

Date & Time of Observation	Care Home	Area observed	No. of residents in observation area	Observer
06/01/17 12:40	Lightmoorview	Woodpecker Lounge	1	

Place a tally mark for every interaction

General Care Domain A	Positive	Passive	Poor
Resident centredness			
Appropriate Rest and Sleep			
Food & fluids			
Supporting the resident who may be disorientated			
Mental distress and /or physical pain			
Supporting continence			
Supporting the small extras a resident may need			

Resident/ Visitor Engagement Domain B	Positive	Passive	Poor
Demonstrating dignity and respect			
Communication			
Anticipating care needs			
Resident empowerment			
Supporting anxiety or distress			
Responding to the small things outside the normal role			
Participation in care			

Resident safety and Infection prevention and control – from the resident’s perspective

Resident hand hygiene		Correct disposal of clinical waste		Timely cleaning of spillages and litter		Correct disposal of dirty laundry		Discrete disposal of residents laundry		Correct use of gloves	
+ve	Poor	+ve	Poor	+ve	Poor	+ve	Poor	+ve	Poor	+ve	Poor
Correct use of Bed rails		Safe footwear		Tidy bed space/ sitting area		Disposal of continence equipment		Disposal of medical equipment		Totals	
+ve	Poor	+ve	Poor	+ve	Poor	+ve	Poor	+ve	Poor	+ve	Poor

No. of interactions observed per grade (this will assist in identifying areas to celebrate or develop)

General Care Domain A	Positive	Passive	Poor	Total No. of observations in this category
Resident centredness	9			9
Appropriate rest and sleep				
Food & fluids	8			8
Supporting the resident who may be disorientated	2	1		3
Mental distress and/or physical pain				
Supporting continence				
Supporting the small extras a resident may need				

Resident/ Visitor Engagement Domain B	Positive	Passive	Poor	Total No. of observations in this category
Demonstrating dignity and respect	7			7
Communication	10			10
Anticipating care needs				
Resident empowerment	1			1
Supporting anxiety and distress	2			2
Responding to the small things outside normal role		1		1
Participation in care				

Resident safety and Infection prevention and control –from the resident's perspective

Resident hand hygiene		Correct disposal of clinical waste		Timely cleaning of spillages and litter		Correct disposal of dirty laundry		Discrete disposal of residents laundry		Correct use of gloves		
+ve	Poor	+ve	Poor	+ve	Poor	+ve	Poor	+ve	Poor	+ve	Poor	
				1								
Correct use of bed rails		Safe footwear		Tidy bed space/sitting area		Disposal of continence equipment		Disposal of medical equipment in resident areas		Totals		Total No. of observations in this category
+ve	Poor	+ve	Poor	+ve	Poor	+ve	Poor	+ve	Poor	+ve	Poor	
										1	—	1

Name of Manager/Staff member who received feedback immediately after the observation and immediate actions