

Date & Time of observation	No. of patients in observation area	Area/activity observed	Names of Observers
27/03/17 15:30-16:20	6	Bay C	XXX

Total number of staff observed by group

RN	HCA	Dr.	AHP	Student	Porter / Technician	Volunteer / Clergy	Admin	Housekeeper	Manager	Senior Manager / Matron
1	3	3								

Overall TOTAL

	Positive	Passive	Poor	Total No. of observations
General Care (Domain A)	6	1	4	11
Patient / Visitor Engagement (Domain B)	5	1	3	9
Infection prevention and control (Domain C)				
OVERALL TOTAL <i>Include % of overall observations</i>	11 – 55%	2 – 10%	7 – 35%	20

Actions taken by observer during observation period (for patient safety reasons)

None required

Observations about the environment e.g. odour / noise / atmosphere / temperature / light

Bay C clean & bright. Noise level ok, although conversation at nurses station clearly audible.
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Examples of care and compassion to highlight (additional examples on additional information sheet)

Positive	Passive/Poor
<p>Staff nurse was friendly and respectful. Spoke to patients while taking obs and able to respond to another. Ensured that water was within reach for patient.</p> <p>HCA – explained ECG to patient, ensured privacy by pulling screens around the bed. Came back to give details of test results very quickly to reassure patient.</p>	<p>Dr observed was dismissive of patient query – “Speak to the medics, we’re only here for the back pain”</p> <p>HCA offered drink without addressing themselves to the patient, then moved water out of reach and replaced with hot drink.</p> <p>Referred to patient by bed position rather than by name.</p> <p>Patient not in bay when drinks trolley brought around, no follow up</p>

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
Patient centredness	4		1	5
Appropriate rest and sleep				
Food & fluids	2	1	3	6
Supporting the patient who may be disorientated				
Managing pain and distress				
Supporting continence				
Supporting the small extras a patient may need				

Patient/ Visitor Engagement Domain B	Positive	Passive	Poor	Total No. of observations in this category
Demonstrating dignity and respect	2	1		3
Communication	3		2	5
Anticipating care needs				
Patient empowerment				
Supporting anxiety and distress				
Responding to the small things outside normal role			1	1
Participation in care				

Patient safety and Infection prevention and control –from the patient's perspective

Patient hand hygiene		Correct disposal of clinical waste		Timely cleaning of spillages and litter		Correct disposal of dirty laundry		Discrete disposal of patients laundry		Correct use of gloves		Total No. of observations in this category
+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 in patient areas		Totals		Total No. of observations in this category
+ve	Poor	+ve	Poor	+ve	Poor	+ve	Poor	+ve	Poor	+ve	Poor	
												Nil

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

Staff Nurse at end of visit, Ward Manager following day.