

Ward observation guide: Site/Ward ID: _____ Date: _____

Process modules (from researcher observations *and passing conversations*

with staff on the ward)

Meal Round	
Are patients prepared for mealtimes beforehand?	
Do meals arrive at the expected time?	
Does Catering ensure that meals are dispensed systematically by room?	
Is there a system for identifying and feeding any patients who have missed meals?	
Is a patient diet board used to communicate any restrictions?	
Is the menu process done outside meal times?	
Is there a written standard operating procedure for meal rounds displayed prominently in a staff area?	
Patient Observations	
Is the responsibility for doing the patient observation round defined and understood?	
Is the equipment in the correct location and ready to go?	
Is the frequency of patient observation based on the patient's condition?	
Is the frequency of patient observation easily accessible?	
Is there a procedure for flagging and following up patients who	

have missed observations due to being away from the bed?	
Is the process for observations documented in a SOP available in a staff area?	
Medicine Round	
Is the person responsible decided in advance?	
Is there a designated route through the ward?	
Is equipment to be found in the same location, ready to go?	
Are patient who require observations known before starting the round or clearly identifiable at the bedside?	
Is there a procedure for flagging and following up patients who have missed medications due to being away from the bed?	

Artefacts-cum-practices on the ward (from researcher observations, ward tour with ward manager and conversations with ward staff)

A Ward Vision on display. Do staff know what the Ward Vision is?	
[KHWD] measures boards on display – do they include at least 4 key measures related to PW outcomes? regularly updated? Regularly discussed? Understandable to staff? Judged by researcher to be understandable to patients?	
Safety crosses [product of KHWD on patient safety measures] – on display/regularly updated/looked at/discussed?	
Colour-coded storage cupboards – neat and tidy?	

Is the physical location for key pieces of equipment clearly marked?	
Audit log of 5s	
PSAG boards (or equivalent) – regularly updated? Used for handover/ discharge management/visiting staff?	
Visit Pyramids – on display/regularly updated/looked at/discussed? Who is visiting the ward (matron, clinical lead, Asst DoN, DoN, Executive Team)?	