



Sefton Suite (AUH) Caring Inspection Report Thu 27th May 2021, 7:13pm



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100.0%

The team on Sefton suite are kind and considerate with all their patients in their care. They have embedded 'hello my name is 'by utilising an individual sign opposite the patients bed to prompt patient's so they know the name of their nurse. Patients spoke highly of the team and the care they receive is excellent

Key findings

1
Resolved

0
New

0
Repeat



Previous issues now resolved

Since 08-10-20

Patients know which member of staff is caring for them, who to discuss needs with that day

Nurse in charge N/A

Nurse in charge?

**Natalie
Lockett**

Caring & Compassionate Care **100.0%**

Did staff protect the privacy and dignity of patients at all times?

Yes

Staff noted to be knocking on door ,all are side rooms, before entering

Do patients find staff caring and compassionate?

Yes

Patients report that staff are always kind and helpful no matter what the ask is

Staff provided emotional support to patients and their loved ones as necessary (N/A if no call for it observed)

Yes

All patients in siderooms. Patients report that staff are always around and visible even though they are in side rooms

When you came to the ward, were you shown were things are and given enough information (e.g. where toilets are, how to use buzzers etc)

Yes

Patients report they always have their call bell and know how to use them when requiring help from the nursing team on the Sefton suite

Patients (speak to at least 3) were positive about the care and treatment provided

Yes

All patients were positive about their care. When speaking to two of their patients they report they often need a lot of help and the nursing team are always prompt to respond

Relatives (speak to 3 if possible) were positive about the care and treatment provided

N/A

No relatives available to be spoken to

Staff ask permission to enter behind curtains if they are closed

N/A

Not viewed. Side rooms on Sefton suite

Patients know which member of staff is caring for them, who to discuss needs with that day

Yes

Patients can identify their nurses although not always not by name