



Module 1

Carer/Next of Kin Questions

**THIS DOCUMENT IS FOR
GUIDANCE ONLY.**

Actual Questionnaires will be provided in early October.
Please **DO NOT** fill this out

Please note: The Carer/Next of Kin questionnaire is to be
used in **OLDER PEOPLE'S SERVICES ONLY**

Part 1: The ward

1. Is there enough space on the ward?
2. It is usually excessively noisy during the day?
3. Does the temperature often feel too hot?
4. Does the temperature often feel too cold?
5. Is the ward homely and comfortable in respect of lighting and age-appropriate décor and music?
6. Is open visiting encouraged?

Part 2: Respect, privacy, dignity, choice

1. Does the ward respect your relative/friend's religious and cultural needs e.g. religious festivals, diet?
2. Do you think that staff treat your relative/friend with respect?
3. During their stay on the ward, has your relative/friend has been cared for in a dignified manner?
4. Have you or your relative/friend ever asked for their medication to be reviewed?
If 'no', go to question 5, below. If 'yes':
 - a. did this happen?
5. Are your relative/friend's personal preferences respected e.g. in relation to food and drink choices, going to bed, clothing?
6. Does your relative/friend have opportunities to go outdoors/leave the ward?
7. Are you able to speak to staff when you need to, for example, if you are concerned or upset?
8. Are your concerns taken seriously and acted upon?

Part 3: Things to do

1. Are there daily opportunities for your relative/friend to take part in group interaction and/or recreation?
2. Are there daily opportunities for physical activity/exercise?
3. Do you think that there is an adequate choice of therapies available during the day?
4. Do you think that there is an adequate choice of activities available during the day?
5. Do you think that there is an adequate choice of activities available in the evening and at weekends?

Part 4: Understanding the needs of you relative/friend

1. On your relative/friend's admission:
 - a. were you asked to share personal information on their likes, dislikes and fears?
 - b. were you asked to highlight their strengths and abilities, as well as their problems and needs?
 - c. were you asked to provide background information to staff e.g. about your relative/friend's former occupation/s, the people they love/have loved, etc?
2. Have you seen staff caring for your relative/friend in a meaningful, person-centred way?
3. Have you been aware of staff making use of any of the information or items that you have provided, e.g. their favourite music, family photographs, personal items and effects etc, in caring for your relative/friend?
4. Do staff recognise when your relative/friend is in need of help e.g. feeling hungry or thirsty, or being in discomfort or pain?

Part 5: The way that violence has been dealt with on the ward over the past year

1. Do you think that staff deal effectively with severely challenging/violent behaviour:
 - a. between patients?
 - b. towards staff from patients?
2. Would you feel comfortable to confidentially report an incident of staff abuse towards a patient?
3. Do you think that staff resort too quickly to using medication when managing severely challenging/violent incidents?
4. Do you think that staff resort too quickly to using hands-on restraint when dealing with severely challenging/violent incidents?
5. Do you think that staff resort too quickly to using seclusion when managing severely challenging/violent incidents?
6. *If you answered 'yes' to any of questions 3, 4 and 5, why do you think this happens?*

Part 6: Experiences of violent behaviour on the ward

1. Has your relative/friend been made to feel upset / distressed by another patient's severely challenging/violent behaviour?
2. Has your relative/friend been threatened or made to feel unsafe?
3. Has your relative/friend been physically assaulted?
4. Can you think of anything that 'triggers' severely challenging/violent behaviour on the ward?
5. *If yes, What is it that you think 'triggers' severely challenging/violent behaviour?*
6. Has anyone given you advice on what to do if you see or hear about someone behaving in a way that is severely challenging/violent, for example, how to summon help?