



# NAV Feedback

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Risk Manager

## GOOD POINTS WE HIGHLIGHTED

- Advantage that ward is relatively new although not purpose built.
- Ward all single rooms en-suite.
- Variety of lounge areas some used more than others.
- Under floor heating
- Good access to emergency response
- Staff trained to ILS level

## THINGS TO WORK ON!

- Layout of ward difficult for observation
- Beverages were not available as required, except at mealtimes
- Meals are not always available outside of mealtimes

THANKS

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