



Module 1

Visitor Questions

**THIS DOCUMENT IS FOR
GUIDANCE ONLY.**

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

Please note: Questions not to be included in older people's
services are in CAPITALS

Part 1: The ward

1. Is there enough space on this ward?
2. Is it 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 appropriate décor and music?
6. IS THERE EVER ANY TROUBLE ON THIS WARD BECAUSE OF PATIENTS GETTING DRUNK?
7. IS THERE EVER ANY TROUBLE ON THIS WARD BECAUSE OF PATIENTS TAKING ILLEGAL DRUGS?

Part 2: Communication systems

1. Are you able to speak to staff when you need to, for example if you are concerned or upset?
2. Are your concerns taken seriously and acted upon?

Part 3: The way that violence has been dealt with on the ward in 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 4: Experiences of violent behaviour on the ward

1. During your visits to this ward, have you personally been made to feel upset / distressed by a patient's severely challenging/violent behaviour?
2. During your visits to this ward, have you personally been threatened or made to feel unsafe?
3. During your visits to this ward, have you personally been physically assaulted?
4. *If you answered yes to any of questions 1, 2 or 3, did staff give you the opportunity to talk about your experience?*
5. Can you think of anything that 'triggers' severely challenging/violent behaviour on this ward?
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?