

Tool	Who & what	Time & resources required
Patient Questionnaire	This questionnaire asks patients to feedback on the care they received while on the ward. Questionnaires must be given to patients over the age of 65, who are discharged or transferred from the ward after at least two night's stay. A friend or family member may assist or complete the questionnaire on behalf of the patient, but staff must not do this in order that the confidentiality of the patient is preserved. Patient Questionnaires should be returned directly to the Quality Mark team in the postage-paid, self-addressed envelopes attached.	It will take about 10 minutes for a patient to complete the questionnaire, which should be given in the run up to discharge. Staff will be asked to hand out the questionnaire and record the total number distributed.
Staff Questionnaire	This questionnaire asks ward staff about the support they receive from the ward team and wider hospital to provide high-quality essential care to older patients. At least half the staff working on the ward who are directly involved in patient care must complete a questionnaire.	It will take about 10 minutes to complete a questionnaire. These must be completed and submitted online, so staff will need access to a computer, the internet and the ward's login details.
Multidisciplinary Team Questionnaire	This questionnaire must be completed by a team comprising a minimum of 2 registered nurses, 2 healthcare assistants, 2 doctors and 1 member of any other discipline that works on the ward. The questionnaire asks the team to assess their essential skills and skill mix on the ward, and team dynamics.	It should take between 20 – 40 minutes to complete, depending on the amount of discussion during the meeting. The questionnaire may be filled in on paper during the meeting, but must be submitted online. Cover may need to be arranged so that the ward is adequately staffed during the meeting.
Ward Manager's Questionnaire	This must be completed by the Ward Manager. This questionnaire asks how enabled and supported the Ward Manager feels to lead the ward and provide good quality essential care to older patients.	This should take less than 20 minutes to complete and must be submitted online.
Lead Consultant's Questionnaire	This questionnaire asks the Lead Consultant to rate how enabled and supported they feel in their role.	This should take 15 minutes to complete and must be submitted online.
Staff off-duty	The Ward Manager supplies the project team with 4 weeks retrospective data on the ward's staffing. This should include information about sick leave, and bank and agency cover.	This should take about 15 minutes. Access to 4 previous weeks staffing rotas will be needed.

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Ward Environmental Checklist	The Ward Manager and Lead Consultant assess the ward's physical environment and complete one checklist together.	This can take up to 1 hour, depending on the layout of the ward. The questionnaire may be filled in on paper, but must be submitted online.
Governors' Environmental Checklist	A team of 2 – 3 governors assess the ward's physical environment and complete 1 checklist together.	This can take up to 1 hour, depending on the layout of the ward. The questionnaire may be filled in on paper, but must be submitted online.
Governor's Ward Rating	A team of 2 – 3 governors visit the ward and eat a typical meal with patients on the ward. They each complete a Ward Rating Questionnaire individually.	This should take 45 minutes to complete. Extra meals will need to be ordered for the visiting governors. The questionnaire may be filled in on paper, but must be submitted online.
Hospital Management Questionnaire	Members of the senior management team who can liaise and compile information relating to care pathways, governance, resources, systems and policies in place at the hospital to support elder-friendly care.	At least one hour will be needed to complete. The questionnaire may be filled in on paper during the meeting, but must be submitted online.
Person, Interaction and Environment (PIE) observations of care	This tool evaluates the quality of the provision of care to older people by describing elements of patient experience (person-centred or otherwise), for older people in general hospital wards. It also aims to help the ward team to reflect on their approach to working with people with dementia. Two people that have received training in using the PIE tool conduct two 2-hour observations on a partner ward in their hospital.	Two members of staff from each ward participating in the Quality Mark need to attend a one-day PIE training workshop. Completing the tool will take about 7 ½ hours, and this includes: <ul style="list-style-type: none"> • Introduction to ward team • Data collection (observations) • Reflection of findings between observers • Feedback to ward team • Submitting data online