**R4 Carer Coding Framework**

**Coding Key**

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| **Patient Care** |
| **Code** | **Positive** | **Code** | **Negative** |
| **A1** | Staff were well informed & understood patient’s needs | **B1** | Staff were not well informed & didn’t understand patient’s needs\* |
| **A2** | Staff delivered high quality care appropriate to patient’s needs\* | **B2** | Staff didn’t deliver high quality care appropriate to patient’s needs\* |
| **A3** | Patient given enough help with personal care\* | **B3** | Patient not given enough help with personal care\* (includes; items going missing (e.g. clothes, teeth), not putting hearing aids in etc.) |
| **A4** | Patient treated with respect\* | **B4** | Patient not treated with respect\* |
| **A5** | Pain treated promptly | **B5** | Pain not treated |
| **A6** | Patient helped with food drink | **B6** | Patient not helped with food/ drink |
| **A7** | Treatment/medical care good | **B7** | Treatment/medical care poor (e.g. no therapy) |
| **A8** | Stimulation/activity provided | **B8** | Stimulation/activities needed (includes access to TV) |
| **A9** | Support provided with specific care needs | **B9** | Support not provided with specific care needs (e.g. not helping with medication, not getting out of bed) |
| **A10** | General good care | **B10** | General poor care |
| **A11** | Patient care other - positive | **B11** | Patient care other - negative |

*To be reported in nutrition, governance & carer’s views sections*

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| **In-Hospital Adverse Incidents** |
| **Code** | **Negative** |
| **C1** | Fall |
| **C2** | Weight loss |
| **C3** | Patient went missing |
| **C4** | Injury |
| **C5** | Medication or treatment error |
| **C6** | Other in-hospital incident (other harm to patient e.g. consumption of toxic substance not medication) |

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| **Communication** |
| **Code** | **Positive** | **Code** | **Negative** |
| **D1** | Carer involved in care including decisions\* | **E1** | Carer not involved in care including decisions\* |
| **D2** | Carer asked about person’s needs for care planning\* | **E2** | Carer not asked about person’s needs for care planning\* |
| **D3** | Communication from staff good | **E3** | Communication from staff poor |
| **D4** | Communication between staff good | **E4** | Communication between staff poor |
| **D5** | Communication in general good | **E5** | Communication in general poor |
| **D6** | Written information (e.g. This is me) was good | **E6** | Written information (e.g. This is me) was poor or misused (not read, not visible etc) |
| **D7** | Other positive communication | **E7** | Other negative communication |

*To be reported in information & communication in the hospital sections*

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| **Perceptions of staff** |
| **Code** | **Positive** | **Code** | **Negative** |
| **F1** | Nurses are good | **G1** | Nurses are poor |
| **F2** | Doctors are good | **G2** | Doctors are poor |
| **F3** | AHPs (therapists, social workers etc.) are good | **G3** | AHPs (therapists, social workers etc.) are poor |
| **F4** | Specific good qualities - helpful, professional, friendly, positive, happy, show compassion, caring, empathetic etc. | **G4** | Specific bad qualities - unhelpful, unprofessional, unfriendly, negative, unhappy, lacking compassion, uncaring etc.  |
| **F5** | Very good specified - go out of their way, outstanding etc.  | **G5** | Very bad specified - actively rude, appalling attitude, dismissive etc.  |
| **F6** | Positive effect on patient - made patient feel comfortable, at ease, happy etc.  | **G6** | Negative effect on patient - caused patient distress, tears, agitation etc.  |
| **F7** | Staff generally good  | **G7** | Staff generally poor |
| **F8** | Other positive staff perceptions | **G8** | Other negative staff perceptions |

*To be reported in training & support for staff sections*

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| **Staffing levels** |
| **Code** | **Positive** | **Code** | **Negative** |
|  |  | **J1** | Understaffing/not enough staff |
|  |  | **J2** | Understaffing at night |
|  |  | **J3** | Staff too busy/overworked/don't have time to care |
| **H4** | Other positive about staffing levels | **J4** | Other negative about staffing levels |

*To be reported in training & support for staff sections*

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| **Discharge/ care transfer** |
| **Code** | **Positive** | **Code** | **Negative** |
|  |  | **L1** | Failed discharge (readmission) |
|  |  | **L2** | Unsafe, poor discharge planning or other deficit (e.g. lack of dignity, poor communication re: timing) |
|  |  | **L3** | Carer not informed of discharge |
|  |  | **L4** | Discharge or transfer late at night  |
|  |  | **L5** | Prolonged admission – no place to transfer to |
|  |  | **L6** | Poor communication between hospital and other services/ places of care |
| **K7** | Other positive discharge/Care Transfer O | **L7** | Other negative discharge/ Care Transfer |

*To be reported in discharge section*

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| **Environment** |
| **Code** | **Positive** | **Code** | **Negative** |
| **M1** | Ward clean/spotless | **N1** | Ward unclean (e.g. dirty/ dusty) |
|  |  | **N2** | Equipment (e.g. memory board, clock, aid, furniture) unsuitable |
| **M3** | Environment Other - positive | **N3** | Environment Other - negative |

*To be reported in governance section*

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| **Support for carers** |
| **Code** | **Positive** | **Code** | **Negative** |
| **P1** | Carer felt well supported | **Q1** | More support for carers needed |
| **P2** | Food/ drink provided/other facility provided (e.g. parking, accessible toilet, overnight stay) | **Q2** | Food/ drink/other facility not provided (e.g. parking, accessible toilet, overnight stay) |
| **P3** | Other positive support for Carers | **Q3** | Other negative support for Carers |

*To be reported in governance section*

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| **Other** |
| **Code** | **Positive** | **Code** | **Negative** |
| **R1** | General (e.g. very good; excellent; wonderful) | **S1** | General (e.g. appalling; dreadful; disgusting) |
| **R2** | Other positive | **S2** | Other negative |