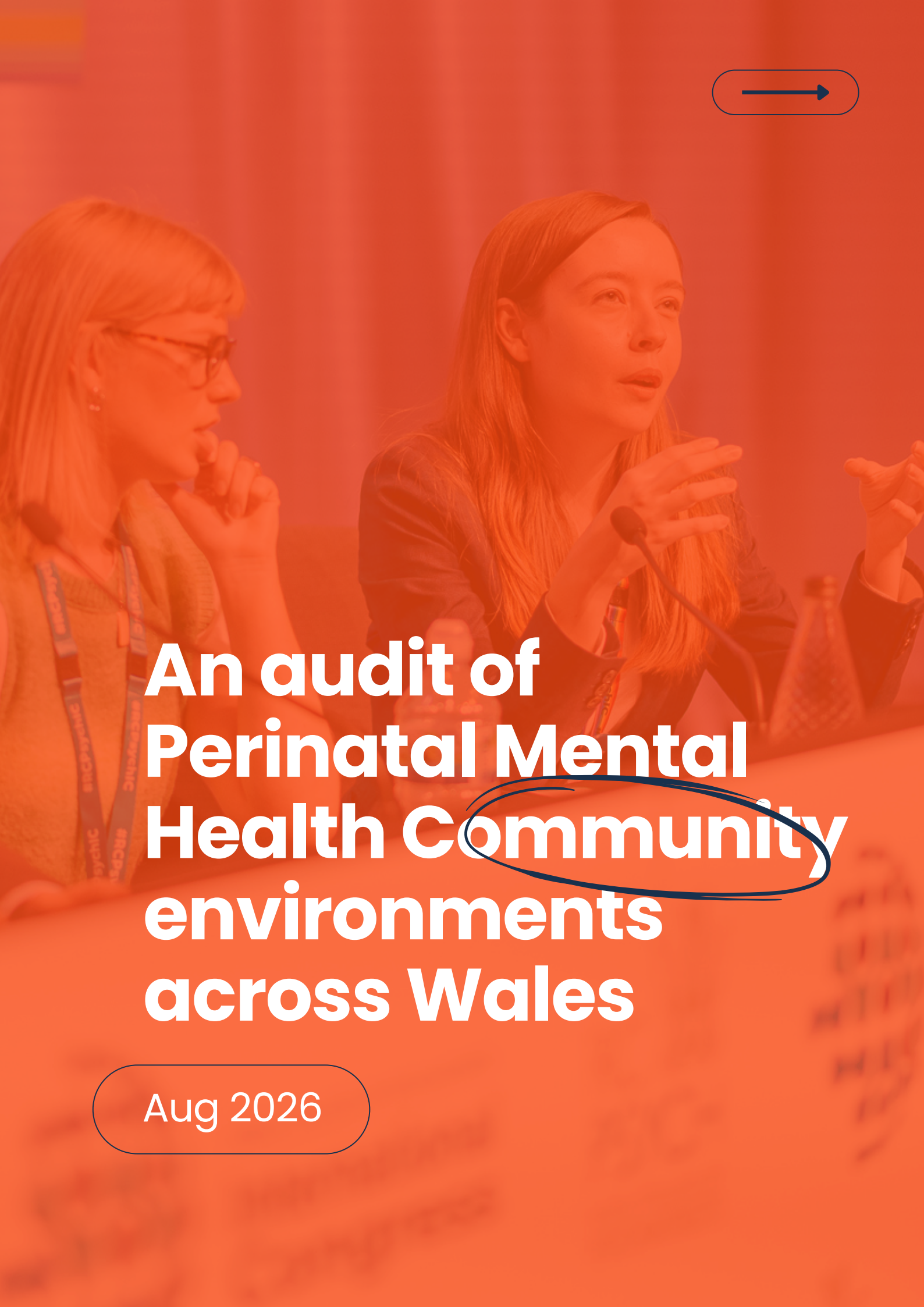

An audit of Perinatal Mental Health Community environments across Wales

Aug 2026

About Dyfodol

The **Dyfodol (meaning 'Future')** programme offers several workstreams to both respond to challenges and opportunities across the health service, but also to model and design future services and pathways. This is achieved through an evidence-based, and informed approach, and through research collaborations with partners.

Dyfodol is hosted by National Collaborating Centre for Mental Health (NCCMH), working in partnership with RCPsych in Wales and NHS Wales' Joint Commissioning Committee (JCC) on certain projects of work.

This Report

This report highlights an audit of the physical and operational environments of community perinatal mental health services across Wales.

The primary purpose of the audit was to provide an evidence-based baseline of community perinatal estate infrastructure, assessing how effectively current facilities support therapeutic care, accessibility, dignity, and staff working conditions.

The data collection was undertaken by NHS Wales' JCC in **July 2023**, with the data presented by Dyfodol, ahead of complementing focus on perinatal mental health services in Wales.

Data was collected for all 7 Health Boards across Wales.

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Introduction

This audit highlights the physical and operational environments of community perinatal mental health services across Wales. The primary purpose of this audit is to provide an evidence-based baseline of community perinatal estate infrastructure, assessing how effectively current facilities support therapeutic care, accessibility, dignity, and staff working conditions.

High-quality perinatal mental health environments are critical for ensuring positive clinical outcomes, privacy, and safety for parents, infants, and healthcare staff. Purpose-built or adapted spaces help reduce stigma, ease distress, accommodate specific mobility and communication needs, and facilitate holistic care. Furthermore, providing well-maintained facilities equipped with adequate workspace, security, and staff amenities directly influences workforce morale, safety, and staff recruitment and retention in emotionally demanding roles.

The audit reveals areas of strength alongside critical estate and clinical gaps across Welsh perinatal community offices. It must be noted that one Health Board service was unable to see patients at a Perinatal office space due to a lack of dedicated provision, with staff reporting that this led a signficant disruption in both provision and care arrangements.

Every health board should have a dedicated Perinatal office/s that are accessible, well-maintained, and well-equipped.

Priorities for Improvement

- **Infant and Family-Centred Infrastructure**: Prioritise dedicated baby-changing spaces, private breastfeeding areas, and safe play spaces across all community bases to accommodate infants and siblings attending appointments.
- **Physical Health Capacity:** Equip community teams with fundamental physical health equipment and establish dedicated examination spaces.
- **Accessibility and Inclusive Communication:** Install audio induction loops in all reception and clinical areas, expand access to British Sign Language (BSL) and Virtual Sign Language (VSL) support, and fit assistive aids
- **Staff Workspace and Retention Provisions**: Address severe desk deficits (affecting 71% of offices), eliminate isolated lone working hazards, and establish quiet, dedicated staff rest spaces and secure personal lockers.
- **Estate Maintenance and Environmental Controls:** Implement proactive, scheduled maintenance agreements with health board estates departments, and upgrade digital and thermal infrastructure (high-speed Wi-Fi, localised heating/cooling controls).

We will be complementing this report with further work and support of teams across Wales, in highlighting areas of best practice and focus. Additionally, with Welsh Government support, we would wish to undertake an assessment of the utilisation, forecasting and modelling of community perinatal mental health services in Wales - complementing work that was undertaken on the provision of mother & baby units in Wales.

Build and Location

Purpose Built/Repurposed

A Perinatal office, designed and built for the specific purpose of delivering high quality community mental health care, is desirable for several reasons, such as:

- **Improvement:** A Perinatal office, specifically built or modified, will create a therapeutic space tailored to the needs of staff and patients, such as private consultation rooms, group therapy spaces, clinical spaces, staff rest areas, gardens, and shared community spaces.
- **Safety**: A Perinatal office, specifically built or modified, will have enhanced safety and security features to protect both staff and patients such as, secure entrances, CCTV cameras, and alarms.
- **Equity**: A Perintal office, specifically built or modified, will ensure accessibility for patients with disabilities and have features that support access for those with specific needs.
- **Recruitment & retention**: A Perinatal office, specifically built or modified, may increase morale by creating a sense of pride and ownership among staff, possibly leading to increased retention and motivation leading to increased retention and motivation.

This audit examined if the Perinatal building was a 'reused' building, without substantial redesign, or had been specifically built or redesigned for a Perinatal team. Findings across the Perinatal offices in Wales show:



86%

of Perinatal offices were a 'reuse', without substantial redesign

14%

of Perinatal offices had been refurbished / redesigned for a Perinatal team

0%

of Perinatal offices had been purposely built for a Perinatal team

Fig. 1

Maintenance Schedule

A Perinatal office that has a regular schedule of maintenance, repair and redecoration, is desirable for several reasons, such as:

- **Prevention:** By not being dependent on staff reporting defects, a regular maintenance schedule ensures faults and flaws are corrected early. Regular maintenance prevents minor problems worsening and causing significant disruption.
- **Prudence**: Small repairs and maintenance tasks are often less expensive than major repairs or replacements, and regular maintenance and repairs can extend the life of equipment and facilities.
- **Safety**: Regular maintenance can help identify and address potential safety hazards that may go unnoticed by staff, such as faulty wiring, that could cause harm to staff or patients. By addressing these issues promptly, the risk of accidents can be minimised.
- **Satisfaction**: Patients who visit the Perinatal team are often dealing with challenging situations and may be under stress. A well maintained and comfortable environment can contribute to a sense of wellbeing and improve their overall experience.
- **Recruitment & retention**: By providing a well maintained Perinatal office, Health Boards can demonstrate they value staff wellbeing and this may improve recruitment and aide retention.

This audit examined if the Perinatal office had a regular maintenance schedule in place, where maintenance staff attend the office on a routine basis to undertake repairs or redecoration. Findings across the Perinatal offices in Wales show:



71%

of Perinatal offices were not routinely maintained as part of a schedule

29%

of Perinatal offices were routinely maintained as part of a schedule

Fig. 2

Prompt Maintenance

A Perinatal office that obtains a prompt response to requests for maintenance, repairs and redecoration is essential for several reasons, such as:

- **Prevention:** A delay in responding to maintenance requests can often lead to further damage or deterioration of equipment or facilities. A prompt response can help prevent small problems from becoming bigger and more costly ones.
- **Safety**: Timely maintenance is crucial to ensure the safety of staff and patients. A prompt response to requests for maintenance at the Perinatal office may prevent accidents.
- **Satisfaction**: Maintenance issues can affect patient experience, whilst a well maintained Perinatal office can help create a positive impression.
- **Efficiency**: Malfunctioning equipment or facilities in need of repair can disrupt Perinatal operations and reduce productivity.
- **Recruitment & retention**: By responding to maintenance requests promptly, Health Boards can demonstrate they value staff wellbeing and this may improve recruitment and aide retention.

This audit examined if staff stated they had received a prompt response to requests for maintenance, repair or redecoration. Findings across the Perinatal offices in Wales show:



71%

of Perinatal offices reported that they did not receive a prompt response to requests for maintenance, repair or redecoration from the responsible departments

29%

of Perinatal offices reported that they did receive a prompt response to requests for maintenance, repair or redecoration from the responsible departments

Fig. 3

Relevant Assistive Technology Equipment

eg handrails to maximise independance



14%

of Perinatal offices didn't see patients at the office space



86%

of Perinatal offices didn't have this provision



0%

of Perinatal office had this provision

Fig. 4



Enabling Access

This section explores the location of Perinatal offices, and the ease of access to them, from a range of transport modalities.

Location

It is desirable to embed Perinatal offices within the communities they serve, as this can provide several benefits to individuals who need to use the service, such as:

- **Inclusivity:** A Perinatal office embedded in a community can help to reduce stigma. People may feel more comfortable seeking help for mental health issues when they can receive services in a familiar and accessible environment.
- **Accessibility**: A Perinatal office embedded in a community can help to increase the services visibility and availability, which can make it easier for people to access care when they need it.
- **Outreach**: A Perinatal office embedded in a community can provide opportunities for outreach and education, as staff can work with community leaders and organisations to raise awareness about mental health issues and promote the importance of seeking timely support.
- **Resource**: A Perinatal office embedded in a community can act as a hub for local resource information and host in-reach workers. Perinatal office rooms and gardens can be used for activities facilitated by community partners.

This audit examined if the Perinatal building was located on a hospital site, some distance from a town centre or in/near a town centre. Findings across the Perinatal offices in Wales show:



29%

of Perinatal offices were located on a hospital site

14%

of Perinatal offices were located some distance from a town centre

56%

of Perinatal offices were located in/near a town centre

Fig. 5

Cost Free Transport

Although many patients will receive interventions during home visits, having free organised transport for patients to and from the Perinatal office is desirable for several reasons, such as:

- **Access:** One barrier to accessing mental health care is transportation availability and cost. Patients who do not have access to reliable transportation may not be able to attend appointments, leading to disruption in their care.
- **Independence**: Some patients may wish to travel to a Perinatal office instead of receiving a home visit, and free transportation can encourage this. Increased independence can lead to better mental health outcomes and improved quality of life.
- **Wellbeing**: Patients may already be experiencing high levels of stress and anxiety. Worrying about transportation to appointments can add an additional layer of stress. By providing free transport, the Perinatal team can help reduce the stress associated with getting to appointments.

This audit examined if the Perinatal office had free organised transportation available. Findings across the Perinatal offices in Wales show:



100%

of Perinatal offices did not have free organised transportation available to patients

0%

of Perinatal offices did have free organised transportation available to patients

Fig. 6

Public Transport

It is essential for a Perinatal office to be easily accessible by public transport for several reasons, such as:

- **Access:** For patients who do not have access to a private vehicle, public transportation is often the only means of transportation available. If the Perinatal office is not easily accessible by public transport, it may pose a barrier to receiving care.
- **Cost:** Public transportation is often less expensive than using a private vehicle or taking a taxi. If a Perinatal office is not easily accessible by public transport, it may be more difficult for patients to afford the cost of transportation.
- **Environment:** Public transportation is generally considered to be more environmentally friendly than private vehicles. Encouraging the use of public transportation can help reduce carbon emissions and promote a healthier environment.
- **Equality**: Disabled patients may have mobility issues, chronic pain, or other physical limitations that make it difficult to walk long distances. Having a bus stop near the Perinatal office can help ensure that they can comfortably access the mental health services they need.

This audit examined if Perinatal offices were near a public bus stop (Note: the frequency of bus arrivals was not explored). Findings across the Perinatal offices in Wales show:



0%

of Perinatal offices were not on a bus route

0%

of Perinatal offices were more than 5 minutes walk from a bus stop

100%

of Perinatal offices were less than 5 minutes walk from a bus stop

Fig. 7

Patient Parking Availability

It is essential that patients attending a Perinatal office have adequate parking at the office for several reasons, such as:

- **Access:** Patients may require regular visits to the Perinatal office for ongoing support. Having adequate parking ensures that they can access the service easily, and conveniently. This can be especially important for patients who live a long distance from the Perinatal office.
- **Reduced stress**: Patients may already be dealing with high levels of stress and anxiety. Having to search for parking or park far away from the Perinatal office can exacerbate these feelings.
- **Engagement**: When patients have easy access to the Perinatal office, they are more likely to have continued engagement with their treatment and attend appointments regularly. This can lead to better outcomes and improved mental health.
- **Safety**: Adequate parking can also improve safety for patients by reducing the need to park on nearby streets or in potentially unsafe areas.

This audit examined if patients who attend the Perinatal office had access to dedicated parking or if spaces were limited. Findings across the Perinatal offices in Wales showed:



14%

of Perinatal offices provided no dedicated parking for patients

71%

of Perinatal offices provided inadequate (limited spaces) dedicated parking for patients

14%

of Perinatal offices provided adequate dedicated parking for patients

Fig. 8

Staff Parking Availability

It is essential that staff, working in a Perinatal office, have adequate parking at the office for reasons such as:

- **Recruitment:** The availability of staff parking is an important factor for staff retention and recruitment. Potential employees may choose not to apply for a job if they experience inadequate parking at job interviews, leading to recruitment challenges for the service.
- **Productivity**: Perinatal staff will normally have to travel between different places during their workday. If staff parking is not available at the office, it can lead to delays and reduce productivity.
- **Safety**: Adequate parking can also improve safety for staff by reducing the need to park on nearby streets or potentially unsafe areas.

This audit examined if Perinatal staff had access to dedicated parking and if enough spaces were available. Findings across the Perinatal offices in Wales showed:



0%

of Perinatal offices provided no dedicated staff parking

71%

of Perinatal offices provided inadequate (limited spaces) dedicated staff parking

29%

of Perinatal offices provided adequate dedicated staff parking

Fig. 9

Patients Parking Fees

It is essential for a Perinatal office to offer fee free parking to patients for several reasons, such as:

- **Access:** Patients with mental health problems may find it difficult to travel, and may be unable to use public transport due to anxiety or other symptoms. Providing free parking can make it easier for them to attend appointments in their own car.
- **Cost**: Some patients may also face financial difficulties. Charging for parking can be an additional financial burden that they may struggle to afford, especially if they have regular appointments.
- **Reduced stress**: Parking can be a stressful experience. Providing free parking can help to reduce this stress.
- **Outcomes:** Patients are more likely to attend appointments when they have access to free parking.

This audit examined if Perinatal offices offered fee free parking for patients. Findings across the Perinatal offices in Wales showed:



0%

of Perinatal offices had paid parking for patients

100%

of Perinatal offices had fee free parking for patients

Fig. 10

Staff Parking Fees

It is essential for a Perinatal office to offer fee free parking to staff for several reasons, such as:

- **Recruitment:** Providing free parking to staff can be a valuable benefit that improves their job satisfaction and helps retain talented staff. It can also help attract new staff who are looking for such benefits. Providing free parking can also enhance a Health Boards image and reputation. It demonstrates that the service values its staff and is willing to invest in their wellbeing and convenience

- **Access**: Free parking ensures that staff have easy access to the workplace and don't have to worry about paying for parking. This can save them time and reduce stress, which can translate into increased productivity.

This audit examined if Perinatal offices offered fee free parking to staff. Findings across the Perinatal offices in Wales showed:



0%

of Perinatal offices did not have fee free parking for staff

100%

of Perinatal offices had fee free parking for staff

Fig. 11

Parking Area Lighting

A well-lit parking area is essential for several reasons, such as:

- **Safety:** A well-lit parking area can help prevent accidents, crimes, and other safety issues that ould put staff or visitors at risk. Adequate lighting can deter potential criminals and make it easier for people to see potential hazards such as uneven pavement, curbs, and obstacles.
- **Security**: A well-lit parking area can improve security by making it easier to monitor activity in the area. Staff and security personnel can better detect and respond to any suspicious activity in a well-lit environment.
- **Convenience**: Adequate lighting can make it easier for staff and visitors to navigate the parking area and locate their vehicles.
- **Satisfaction**: Providing a safe and convenient parking area can improve staff satisfaction and morale, as it shows that the Health Board cares about their wellbeing and is committed to providing a safe and comfortable work environment.

This audit examined if Perinatal office parking areas had adequate lighting. Findings across the Perinatal offices in Wales showed:



0%

of Perinatal offices parking areas were unlit

43%

of Perinatal offices parking areas were poorly lit

57%

of Perinatal offices parking areas were well lit

Fig. 12

Parking Area Security

A secure parking area is desirable for several reasons, such as:

- **Security:** A secure parking area can protect staff or visitor vehicles from theft, vandalism, and other types of damage.
- **Convenience**: A secure parking area can provide peace of mind to those who leave their cars in the parking area for an extended period.
- **Recruitment**: A secure parking area can enhance the reputation of a service for staff. Staff will appreciate employment by a service if they feel that their vehicles are safe and secure.

This audit examined if Perinatal office parking areas had adequate security, such as CCTV, keypad entry or barriers. Findings across the Perinatal offices in Wales showed:



43%

of Perinatal offices parking areas were unsecure

14%

of Perinatal offices parking areas had inadequate security

43%

of Perinatal offices parking areas were secure

Fig. 13

Patient Cycle Bay

Having a cycle bay available to patients at a Perinatal office is desirable for several reasons, such as:

- **Health:** Having a cycle bay available encourages patients to cycle to their appointments, which promotes physical activity and can have a positive impact on their health.
- **Environmental**: Encouraging patients to cycle instead of drive to appointments can have environmental benefits by reducing the number of cars on the road and lowering carbon emissions.
- **Congestion**: With limited parking spaces available, having a cycle bay can help reduce congestion in the parking area and make it easier for patients to find parking.
- **Wellbeing**: Cycling can have mental health benefits by reducing stress and improving mood. Encouraging patients to cycle to appointments can support their wellbeing.
- **Costs**: Cycling is a cost-effective mode of transportation, and patients who cycle to appointments may save money on fuel and parking fees.

Having a secure cycle bay prevents theft and gives visitors peace of mind when they visit the Perinatal team. Having a covered cycle bay helps protect the cycle and cyclist from inclement weather.

This audit examined if the Perinatal office had a dedicated and covered cycle bay available for patients. Findings across the Perinatal offices in Wales showed:



86%

of Perinatal offices did not have a cycle bay available for patients

14%

of Perinatal offices had a cycle bay available for patients

0%

of Perinatal offices had a secure and covered cycle bay available for patients

Fig. 14

Staff Cycle Bay

Having a cycle bay available to staff at a Perinatal office is desirable for several reasons, such as:

- **Health:** Cycling is a recognised way to promote physical health and wellbeing. It can help staff to stay active, reduce stress and anxiety, and improve their wellbeing.
- **Congestion**: Encouraging staff to cycle to work can also help to reduce traffic congestion around the office parking area, making it easier for other staff and visitors to access the site
- **Costs**: Providing a cycle bay is often more cost-effective than providing additional car parking spaces, especially in areas where land is at a premium and space for parking is limited.
- **Social Responsibility**: Providing a cycle bay as part of a wider initiative to promote sustainable transport can help Health Boards to meet their corporate social responsibility goals and demonstrate their commitment to environmental sustainability.
- **Recruitment**: Having a cycle bay can enhance the reputation of a service for certain staff. Having a secure cycle bay prevents theft and gives staff peace of mind during their working day. Having a covered cycle bay helps protect the cycle and cyclist from inclement weather.

This audit examined if the Perinatal office had a dedicated and secure cycle bay available for staff. Findings across the Perinatal offices in Wales showed:



71%

of Perinatal offices did not have a cycle bay available for staff

14%

of Perinatal offices had a cycle bay available for staff

14%

of Perinatal offices had a cycle bay available for staff, which was secure and covered

Fig. 15

Electric Vehicle Charging Point for Patients

Having an electric vehicle (EV) charging point available to patients at a Perinatal office is desirable for several reasons, such as:

- **Equality:** EV's can be more accessible for patients with disabilities who may require a vehicle with specific features or accommodations. By providing an EV charging point, the Perinatal team can help ensure that their services are accessible to all members of the community.
- **Access**: EV's are becoming increasingly popular due to their environmental benefits and lower fuel costs. As more people transition to EV's, it is important for healthcare facilities to provide EV charging stations to ensure patients with EV's have access to charging facilities. This accessibility will ensure that patients can get to their appointments without worrying about their car battery running out of charge.
- **Sustainability**: By providing an EV charging point, the service is promoting the use of sustainable transportation options. EV's are more environmentally friendly than traditional gas-powered vehicles and can help reduce carbon emissions.
- **Encourages adoption of EV's**: Having EV charging points available encourages patients to adopt electric vehicles. This can help to reduce the carbon footprint of the Perinatal team, which can have a positive impact on the environment and health of the community.

This audit examined if the Perinatal office had an electric vehicle charging point available to patients. Findings across the Perinatal offices in Wales showed:



100%

of Perinatal offices did not have an electric vehicle charging point available to patients

0%

of Perinatal offices did have an electric vehicle charging point available to patients

Fig. 16

Electric Vehicle Charging Point for Staff

Having an electric vehicle charging point available to staff at a Perinatal office is desirable for several reasons, such as:

- **Equality:** Electric vehicles (EV) can be more accessible for staff with disabilities who may require a vehicle with specific features or accommodations. By providing an electric vehicle charging point, the Perinatal team can help ensure that they can recruit and retain staff with disabilities.
- **Sustainability**: By providing an EV charging point, the service is promoting the use of sustainable transportation options. EV's are more environmentally friendly than traditional gas-powered vehicles and can help reduce carbon emissions.
- **Wellbeing**: For staff who have an EV, providing a EV charging point can help alleviate any anxiety or stress related to running out of charge while working.
- **Encourages adoption of EV's**: Having EV charging points available encourages staff to adopt electric vehicles. This can help to reduce the carbon footprint of the Perinatal team, which can have a positive impact on the environment and health of the community.

This audit examined if the Perinatal office had an electric vehicle charging point available to staff. Findings across the Perinatal offices in Wales showed:



100%

of Perinatal offices did not have an electric vehicle charging point available to staff

0%

of Perinatal offices did have an electric vehicle charging point available to staff

Fig. 17

External Areas

This section explores if the external areas of the Perinatal office are fit for purpose, and well-maintained.

Entrance Door

It is essential that the entrance door to the Perinatal office is well-maintained and functioning properly for several reasons, such as:

- **Safety:** A well-maintained entrance door is crucial for the safety and security of individuals. A damaged or broken door can pose a risk to both staff and patients by allowing unauthorised access or hindering an escape route during an emergency.
- **Professionalism:** Having an entrance door in a good state demonstrates that the staff are taking care of the facility, which can foster a sense of trust and confidence among patients and their families.
- **Experience**: A welcoming entrance to a Perinatal office can help create a positive first impression and help create a sense of comfort for patients. This can be especially important for those who may be feeling anxious or uncertain about seeking help.

This audit examined if the Perinatal office patients entrance door was in a poor state of repair with holes/broken glass/pieces missing or in a good state. Findings across the Perinatal offices in Wales showed:



14%

of Perinatal office entrance doors were in a poor state of repair

86%

of Perinatal office entrance doors were in a good state

Fig. 18

Enhance Door Area Cleanliness

A clean and well-kept Perinatal office entrance door area is essential, for several reasons, such as:

- **Welcoming:** A clean entrance creates a welcoming environment that puts people at ease and sends a message to visitors that the Perinatal team takes pride in their facility.
- **Safety**: A clean entrance promotes safety and hygiene, as it reduces the risk of accidents and he spread of germs and illnesses.
- **Reputation**: A clean entrance reflects positively on the Health Board as a whole. It shows that the Perinatal team are professional and committed to providing high-quality care.

This audit examined if the Perinatal office patient entrance areas were unkempt, with profuse litter and discarded cigarettes ends, or well kempt. Findings across the Perinatal offices in Wales showed:



14%

of Perinatal office entrance areas were unkempt

86%

of Perinatal office entrance areas were well kempt

Fig. 19

Entrance Area Lighting

A well-lit Perinatal office entrance area is essential for several reasons, such as:

- **Safety:** A well-lit entrance allows individuals to clearly see their surroundings, minimising the risk of accidents, such as tripping, or falling.
- **Security**: A well-lit entrance deters criminal activity and provides a sense of security, making people feel more comfortable when entering or leaving the premises.
- **Access**: Clear visibility helps patients with visual impairments or other disabilities navigate the entrance area easily, identify signage, and locate important information or directions.
- **Welcoming**: A well-lit entrance creates a welcoming and inviting atmosphere. It signals to patients that the Perinatal office is open, approachable, and concerned about their comfort.
- **Navigation**: Proper lighting assists in highlighting signage, directional information, and office names or numbers. This helps patients find the Perinatal office more easily, especially if they are new to the location or feeling distressed. Clear visibility of signs and directions reduces confusion, anxiety, and the potential for missed appointments or delays.

This audit examined if the Perinatal office entrance area was well-lit. Findings across the Perinatal offices in Wales showed:



0%

of Perinatal office entrance areas were unlit

14%

of Perinatal office entrance areas were poorly lit

86%

of Perinatal office entrance areas were well-lit

Fig. 20

External Area Cleanliness

Keeping external areas of a Perinatal office tidy and clean is desirable for several reasons, such as:

- **Safety:** A clean and tidy external area can prevent accidents and injuries such as trips or falls.
- **Health:** A clean and tidy external area can prevent the spread of germs and diseases.
- **Professionalism:** A clean and tidy external area can contribute to the professional image of the Perinatal teams. It can make a good impression on patients and visitors.
- **Experience**: A clean and tidy external area can make patients feel more comfortable and at ease when visiting the Perinatal office. It can help create a welcoming and calming environment, which is particularly important for individuals dealing with mental health issues.

This audit examined if the Perinatal external area of the office building was tidy, or untidy with litter present. Findings across Perinatal offices in Wales showed:



0%

of Perinatal office external areas were untidy with litter present

100%

of Perinatal office external areas were tidy

Fig. 21

Doors/Window Framing (not entrance)

It is essential that Perinatal office doors and windows framing be well maintained and functioning properly, for several reasons, such as:

- **Safety:** Well-maintained doors and windows framing is crucial for the safety and security of individuals. Doors that are damaged or broken can pose a risk, to both staff and patients, by allowing unauthorised access or hindering the escape route during an emergency.
- **Professionalism**: Having doors and windows framing in a good state demonstrates that the staff are taking care of the facility, which can foster a sense of trust and confidence among patients and carers.
- **Experience**: The physical appearance of a building can have a significant impact on a person's mental wellbeing. Entering a building with damaged doors or windows framing can create a negative impression and increase feelings of anxiety or stress.

This audit examined if some of the external doors/windows framing of the Perinatal office building was rotten/broken, had water damage/chipping/flaking or were in a good state. Findings across Perinatal offices in Wales showed:



0%

of Perinatal offices had some external doors/windows framing that was rotten/broken

14%

of Perinatal offices had some external doors/windows framing that had water damage/chipping/ flaking

86%

of Perinatal offices had external doors/windows framing that was in a good state

Fig. 22

Guttering

It is essential that the guttering of a Perinatal office be well maintained for several reasons, such as:

- **Cost/disruption:** Damaged or blocked guttering can cause water damage to the building's structure, which can lead to costly repairs and potential health and safety hazards. This can also result in disruption to the services provided, such as the closure of certain areas of the building due to required repairs.

- **Professionalism**: Poorly maintained buildings can negatively affect the morale and wellbeing of staff and patients. A building that appears neglected or run-down can create a negative atmosphere and affect the perception of the quality of care provided.

- **Experience**: A well-maintained building can demonstrate to patients and staff that the organisation values their health and wellbeing. It can also improve the overall image of the service and create a positive impression in the local community.

This audit examined if some of the visible external guttering of the Perinatal office building was broken, had visible damage, or was in a good state. Findings across Perinatal offices in Wales showed:



0%

of Perinatal offices had some external guttering that had visible damage

29%

of Perinatal offices had some external guttering that was broken

71%

of Perinatal offices had external guttering that was in a good state

Fig. 23

External Walls

It is essential that the external walls of a Perinatal office building are in a good state for several reasons, such as:

- **Safety:** External walls help protect the interior of the building from weather and other external factors that could cause damage, such as moisture or pests.
- **Health:** A building that is in disrepair can negatively affect the mental health of those who use it. For example, if the external walls are damaged or deteriorating, it could make the building feel unsafe or uninviting, which could increase anxiety or stress for staff and patients.
- **Experience**: The condition of a building can also affect the perception of the community towards mental health services.
- **Professionalism**: A well-maintained building with walls in a good state can help convey a sense of professionalism and care, which could increase trust and engagement with mental health services.

This audit examined if the external walls of the Perinatal office building were clean or if they were dirty, with visible holes, flaking stone etc. Findings across Perinatal offices in Wales showed:



0%

of Perinatal offices walls had holes, flaking stone etc

14%

of Perinatal office walls were dirty

86%

of Perinatal office walls were clean and in a good state

Fig. 24

Gardens

Whether or not a Perinatal office has a garden area will depend on available space and resources, however, where possible it is desirable to create and maintain a garden for several reasons, such as:

- **Therapeutic benefits:** Spending time in nature can reduce stress and improve the mood of staff and patients. Gardening can be a therapeutic activity to improve mental health and wellbeing and patients could engage in gardening activities as part of their treatment plan.
- **Aesthetics**: A garden could improve the overall aesthetics of the Perinatal office and provide a pleasant environment for patients, visitors, staff and the wider community.

This audit examined if the Perinatal office building had a garden, and whether it was small/overgrown or well-kept. Findings across Perinatal offices in Wales showed:



71%

of Perinatal offices had no garden area



14%

of Perinatal offices had a small/overgrown garden



14%

of Perinatal offices had a well-kept garden



100%

of Perinatal offices with gardens (n=2) have repairs undertaken on request

Fig. 25

Internal Areas

This section explores if the internal areas of the Perinatal office were fit for purpose and well-maintained.

Internal Damp/Flooding

Damp in a Perinatal office can have effect the health and wellbeing of staff and patients, and it is essential the causes and consequences of damp are addressed for several reasons, such as:

- **Health:** Damp can lead to the growth of mold and mildew, which can trigger respiratory problems, such as asthma or allergies. Exposure to mold and mildew can also cause skin irritation, eye irritation, and headaches.
- **Productivity**: Damp or flooding can create an uncomfortable and unpleasant environment that can affect staff productivity and morale. It can also damage equipment and supplies, making it difficult for staff to carry out their work effectively.
- **Comfort**: Patients who visit the Perinatal office may be in a vulnerable state, and a damp environment can be distressing and exacerbate their mental health symptoms. A dry and comfortable environment supports their wellbeing and recovery.
- **Recruitment**: It will not aid recruitment of new staff or retention of existing staff to have visible damp or regular flooding of their workspace.

This audit examined if flooding occurs in the Perinatal office building, if damp was reported/observed, or if no damp was reported/observed. Findings across Perinatal offices in Wales showed:



0%

of Perinatal offices were flooded or staff reported regular flooding

14%

of Perinatal offices had reported/observed damp

86%

of Perinatal offices had no reported/observed damp

Fig. 26

Odour

It is essential that a Perinatal office should not have a bad odour, for several reasons, such as:

- **Health:** Bad odours can be an indicator of mold, mildew, or other environmental issues that can pose health risks to staff and patients. This can be particularly problematic for those with respiratory issues or allergies.
- **Professionalism**: A bad odour in a Perinatal office can create an unprofessional and unwelcoming environment for both staff and patients. It can give the impression that the office is poorly maintained, which can negatively affect the credibility of the service.
- **Comfort**: A bad odour can make people feel uncomfortable and even nauseous, which can be particularly challenging for those who are already struggling with mental health issues. This can make it difficult for patients to focus on their treatment and care.

This audit examined if internal areas of the Perinatal office building had a bad odour present, whether a bad odour was occasionally reported or if no bad odour was present or reported. Findings across Perinatal offices in Wales showed:



29%

of Perinatal offices had a bad odour

0%

of Perinatal offices had a bad odour reported occasionally

71%

of Perinatal offices did not have a bad odour

Fig. 27

Internal Lighting

It is essential that a Perinatal office is well-lit, for several reasons, such as:

- **Productivity:** A well-lit Perinatal office promotes alertness and productivity. Adequate lighting can help staff and patients stay focused and energised throughout the day.
- **Mood**: Lighting has a significant impact on mood, and a well-lit space can help to create a positive and welcoming atmosphere and make people feel more comfortable.
- **Safety:** Adequate lighting can help to prevent accidents and promote safety in the workplace. Well-lit areas allow staff and visitors to move around freely and avoid potential hazards.
- **Health**: Poor lighting can cause eyestrain and headaches, which can be particularly problematic for staff who spend long hours working in front of a computer. Adequate lighting can help to reduce eyestrain and improve overall comfort and wellbeing.

The use of natural light can improve mood and alleviate symptoms of depression and anxiety. It also improves regulation of the circadian rhythm, as adequate sunlight during the day can help individuals sleep better at night and improve their overall wellbeing.

This audit examined if the internal areas of the Perinatal office building was poorly lit, was well-lit artificially, or was well-lit with plenty of natural light. Findings across Perinatal offices in Wales showed:



14%

of Perinatal offices were poorly lit

14%

of Perinatal offices was well-lit using artificial light

71%

of Perinatal offices were well-lit with plenty of natural light

Fig. 28

Internal Flooring

It is essential that a Perinatal office should not have flooring in a poor state of repair, for several reasons, such as:

- **Safety:** Flooring with holes can pose a trip and fall hazard for individuals, especially those with balance or coordination issues.
- **Hygiene**: Holes in flooring can trap dirt, dust, and other particles that can be difficult to clean. This could lead to poor hygiene, which could negatively impact the health and wellbeing of individuals who use the space.
- **Experience**: Holes in carpets can be unsightly and could negatively affect the perception of the community about the service.

This audit examined if the flooring in the internal areas of the Perinatal office building was in a poor state of repair with holes, was adequate but dirty/stained/scuffed, or was in a good state of repair. Findings across Perinatal offices in Wales showed:



14%

of Perinatal office flooring was in a poor state of repair

29%

of Perinatal office flooring was adequate but dirty/scuffed

57%

of Perinatal office flooring was in a good state

Fig. 29

Internal Walls

It is essential that a Perinatal office should not have walls in a poor state of repair, for several reasons, such as:

- **Safety:** Walls in a poor state of repair could pose a safety risk to staff and patients. If walls are unstable, or in danger of collapsing, this could lead to injury or even death.
- **Health**: Walls in a poor state of repair could be a breeding ground for mold and other environmental hazards that can negatively impact the health of staff and patients.
- **Experience**: Perinatal office walls in a poor state of repair could negatively affect the perception of the community about the service.

This audit examined if the walls, in the internal areas of the Perinatal office, were in a poor state of repair with holes, were adequate but dirty/stained/scuffed or were in a good state. Findings across Perinatal offices in Wales showed:



0%

of Perinatal office walls were in a poor state of repair

43%

of Perinatal office walls were adequate but dirty/scuffed

57%

of Perinatal office walls were in a good state

Fig. 30

Internal Ceilings

It is essential that a Perinatal office should not have ceilings in a poor state of repair for several reasons, such as:

- **Safety:** Ceilings in poor repair could pose a safety risk to staff and patients. If the ceiling is damaged or falling apart, it may collapse and cause injury.
- **Health**: Poorly maintained ceilings could be a breeding ground for mold and other environmental hazards that can negatively affect the health of staff and patients.
- **Experience:** Ceilings in the Perinatal office in a poor state of repair could negatively affect the perception of the community about the service.

This audit examined if the ceilings in the internal areas of the Perinatal office building were in a poor state of repair with holes, were adequate but stained or were in a good state. Findings across Perinatal offices in Wales showed:



0%

of Perinatal office ceilings were in a poor state of repair

43%

of Perinatal office ceilings were adequate but stained

57%

of Perinatal office ceilings were in a good state

Fig. 31

Corridors



14%

of Perinatal office corridors were in a poor condition (stained/holes)



14%

of Perinatal office corridor conditions were deemed adequate, but were also old/worn



71%

of Perinatal office corridors were well decorated

Fig. 32



Experience, Privacy & Dignity

This section explores if the design and state of the Perinatal office promoted a positive patient experience, supported those with specific needs and protected their privacy and dignity.

Wi-Fi Access

Wi-Fi is a technology that provides wireless high-speed internet access. It is desirable that a Perinatal office should have reliable and good quality Wi-Fi for several reasons, such as:

- **Efficiency:** Wi-Fi can allow staff to access electronic health records and other important information quickly and easily, which can improve the efficiency of their work. Additionally, it can enable them to communicate easier with other professionals and partner organisations especially in areas of poor connectivity.

- **Support**: Wi-Fi in the office can allow patients to access resources online that may be helpful for their mental health, such as language support, virtual sign language, educational materials or support groups. It can also facilitate telehealth appointments, which can be a useful tool for providing mental health services remotely.

This audit examined if the Perinatal office building facilitated a Wi-Fi connection and the quality of that connection. Findings across Perinatal offices in Wales showed:



0%

of Perinatal offices had no Wi-Fi connection

100%

of Perinatal offices had Wi-Fi connection of poor quality

0%

of Perinatal offices had Wi-Fi connection of good quality

Fig. 33

Temperature Control

In many health settings, control over temperature is from a central control point and this may, or may not, result in a comfortable temperature at all times. It is desirable that Perinatal offices are able to maintain a comfortable ambient temperature for several reasons, such as:

- **Comfort:** A comfortable temperature can promote a sense of physical comfort, which can contribute to a feeling of relaxation and ease. Extreme temperatures, whether too hot or too cold, can be distracting and interfere with concentration. A good ambient temperature can help staff to stay focused on their work, which can improve the quality of care they provide.

- **Mood**: Temperature can affect mood, and an ambient temperature can help promote a positive mood among mental health professionals and patients, which can lead to more positive interactions and outcomes.

- **Physical health**: Extreme temperatures can have negative effects on physical health, such as dehydration, heat exhaustion, or hypothermia. By maintaining an optimal temperature, the Perinatal office can ensure the physical wellbeing of staff and patients.

This audit examined if Perinatal office staff had control over the office temperature and/or had air conditioning. Findings across Perinatal offices in Wales showed:



71%

of Perinatal office staff had no control over temperature and no air conditioning

29%

of Perinatal office staff had control over temperature but no air conditioning

0%

of Perinatal office staff had control over temperature and air conditioning

Fig. 34

Entrance Exclusivity

Although our vision is for mental health stigma not to exist we must acknowledge that it currently still does. Having an exclusive entrance to a Perinatal office for patients is desirable for several reasons, such as:

- **Confidentiality:** Patients may feel uncomfortable or embarrassed about others knowing they are seeking support. An exclusive entrance can help maintain confidentiality and protect privacy.
- **Stigma**: Mental health is still stigmatised in many communities, and having an exclusive entrance can help patients from these communities feel more comfortable seeking support.
- **Access**: Some patients may be hesitant to seek mental health support if they have to enter through a public or non-exclusive entrance. Having an exclusive entrance may encourage people to seek help, which could lead to increased access to care and improved outcomes.

This audit examined if there was an exclusive entrance for patients at the Perinatal office or if the entrance was shared with other services, including other mental health services. Findings across Perinatal offices in Wales showed:



100%

of Perinatal offices did not have an exclusive entrance for patients

0%

of Perinatal offices had an exclusive entrance for patients

Fig. 35

Entrance Signage

Having clear signage at the entrance to a Perinatal office for patients is essential for several reasons, such as:

- **Accessibility:** Clear entrance signage can make it easier for patients and visitors to locate the Perinatal office, which ensures that they can easily access the services provided. People who are seeking support from mental health services may be in distress and it is important to minimise any confusion or frustration they may experience when navigating to the right place.
- **Safety:** In the event of an emergency, clear entrance signage helps emergency responders, such as paramedics or police, locate the Perinatal office quickly and efficiently. This can be crucial in situations where time is of the essence and immediate medical attention is required.
- **Privacy**: Clear entrance signage deters people who do not need the service from entering by mistake.
- **Professionalism**: Clear entrance signage indicates a professional and well-organised service.

This audit examined if there was clear signage at the entrance of the Perinatal office. Findings across the Perinatal offices in Wales showed:



43%

of Perinatal offices did not have entrance signage

14%

of Perinatal offices had unclear entrance signage

43%

of Perinatal offices had clear entrance signage

Fig. 36

Managed Reception Area

It is essential that a Perinatal office have either a staffed reception, or a staff call system, for several reasons, such as:

- **Impression:** Reception staff are usually the first point of contact for Perinatal office visitors, responsible for greeting, answering their queries, and directing them to the appropriate staff. This initial interaction can set the tone for patient experience and can help to create a positive first impression.
- **Support**: Reception staff can provide important administrative support to the Perinatal team, responsible for scheduling appointments, managing the team's calendar, and handling paperwork. Reception staff can free up time for clinical staff to focus on patient care.
- **Communication**: Reception staff can help to facilitate communication and coordination between Perinatal team staff. They may also be responsible for coordinating with external agencies, such as hospitals or families.
- **Security**: A staffed reception area can control access to the Perinatal office.
- **Efficiency**: Reception staff or a staff call system can improve efficiency and support good flow by enabling appointments to be on time.

In the absence of reception staff, it is important for patients to have access to a staff call system in the reception area to prevent prolonged and possibly frustrating waits.

This audit examined if there were dedicated reception staff, or staff call system at the Perinatal office. Findings across the Perinatal offices in Wales showed:



29%

of Perinatal offices did not have reception staff or a staff call system

14%

of Perinatal offices had reception staff for some periods and/or a staff call system

57%

of Perinatal offices had reception staff

Fig. 37

Reception Area Seating Availability

It is essential for Perinatal office reception/entrance areas to have sufficient seating for visitors for several reasons, such as:

- **Comfort: Patients** may be experiencing high levels of stress, anxiety, or other emotional states. Having sufficient seating can help them feel more at ease and comfortable while waiting for appointments.
- **Accessibility**: Patients may have physical disabilities or mobility issues. Having sufficient seating can ensure that they can sit comfortably whilst waiting for appointments.
- **Privacy**: Having reception seating in a designated area can help maintain confidentiality and privacy. If people stand or wait outside the Perinatal staff work space or interview rooms, they may be more likely to overhear private conversations.
- **Safety**: Having sufficient seating can help prevent overcrowding and maintain social distancing.

This audit examined if there was sufficient seating in the Perinatal office reception/entrance area for patients. Findings across the Perinatal offices in Wales showed:



14%

of Perinatal offices did not have reception seating

29%

of Perinatal offices had insufficient reception seating

57%

of Perinatal offices had sufficient reception seating

Fig. 38

Reception Area Seating State

It is essential that seating in the reception area of the Perinatal office be well maintained for several reasons, such as:

- **Safety:** Worn out or broken seating can be a safety hazard, especially for patients with mobility issues or who may have difficulty sitting down or getting up from a chair. This can lead to accidents, falls, or other injuries.
- **Comfort:** Patients visiting the Perinatal office may already be experiencing issues that cause discomfort and anxiety. Providing comfortable seating can help put them at ease and make their visit more relaxing.
- **Professionalism**: A well-maintained reception area can contribute to the overall professionalism and image of the service. It can create a welcoming environment that shows patients that their comfort is important to the service.

This audit examined if seating in the reception area of the Perinatal office was in a very poor state of repair, being torn and/or heavily stained, was in a poor state of repair, being worn and/or frayed, or was well maintained. Findings across Perinatal offices in Wales showed:



14%

of Perinatal offices did not have reception seating

14%

of Perinatal offices had reception seating in a poor state of repair

71%

of Perinatal offices had reception seating in a good state

Fig. 39

Reception Area State

It is desirable that the reception area of the Perinatal office be appealing and well decorated for several reasons, such as:

- **Impression:** The reception area is often the first point of contact for patients and sets the tone for their experience with the Perinatal team. A well-decorated reception area can create a welcoming and calming environment for patients who may be feeling anxious or stressed.
- **Professionalism**: A well-decorated reception area can help to create a professional image for the Perinatal. It shows that the team takes pride in their workspace and cares about the comfort and experience of patients.
- **Staff Retention**: A well-decorated reception area contributes to the overall ambiance and atmosphere of the office, making it a more pleasant and enjoyable place to work. This can have a positive impact on staff morale, job satisfaction, and productivity.

This audit examined if the reception area of the Perinatal office was in a poor state of repair, with stained/damaged walls and/or broken reception desk, was in an adequate state of repair, with dirty walls and/or tattered reception desk, or was in a good state. Findings across the Perinatal offices in Wales showed:



14%

of Perinatal offices had no reception area

29%

of Perinatal offices had a reception area in an adequate state of repair

57%

of Perinatal offices had a reception area in a good state

Fig. 40

Patient Feedback

Perinatal teams may employ local or Health Board feedback mechanisms for patients to use. Perinatal offices can signpost patients or families to this the feedback process through such tools as texts/emails or QR codes, or have in place a local mechanism, such as a suggestion box. It is essential for patients and their families to have a mechanism to provide feedback for several reasons, such as:

- **Improvement:** Feedback from patients can provide valuable insights into the effectiveness of the care they are receiving and identify areas where the Perinatal team may need to improve.
- **Satisfaction**: When given the opportunity to provide feedback, patients are more likely to feel valued. This can lead to improved engagement and increased satisfaction with their care.
- **Participation**: Feedback mechanisms can provide an outlet for patients to voice their concerns, or ask questions about the care they receive.
- **Communication**: Feedback mechanisms can support communication between patients and the Perinatal team. Patients may not always feel comfortable raising concerns or asking questions directly, and feedback mechanisms such as suggestion boxes can provide a way to do so anonymously or indirectly.

This audit examined if the Perinatal office clearly signposted patients to the Health Board feedback process or had a local feedback mechanism in place. Findings across the Perinatal offices in Wales showed:

Suggestion Box



14%

of perinatal offices have no reception areas



43%

of Perinatal offices have no suggestion box and no signage requesting feedback

Fig. 41



14%

of perinatal offices have unclear signage requesting feedback



29%

of Perinatal offices have a suggestion box/clear signage requesting feedback

Internal Navigation Signage

Clear signage, indicating exits and rooms, help staff and patients navigate inside a Perinatal office and is essential for several reasons, such as:

- **Accessibility:** Clear navigation signage helps people find their way around the Perinatal office, which is particularly important for patients who are sight impaired or experience confusion or anxiety.

- **Safety:** Clear navigation signage helps to ensure the safety of patients and staff by clearly indicating emergency exits, stairwells, and other important areas.

- **Efficiency**: Clear navigation signage can save time and ensure appointments are not delayed by patients being unable to find their way around the Perinatal office quickly and efficiently.

- **Professionalism**: Clear navigation signage can create a professional and welcoming environment that instills confidence in patients and visitors. It demonstrates that the facility is well organised and takes patients experience seriously.

This audit examined if there was clear signage inside the Perinatal office indicting such areas as exits, stairwells and clinics. Findings across Perinatal offices in Wales showed:

Reception Signage



14%

of perinatal offices have no reception areas



43%

of Perinatal offices have no dedicated patient notice board in reception

Fig. 42



14%

of perinatal offices have a dedicated notice board in reception, but with cluttered/old notices



29%

of Perinatal offices have a dedicated notice board in reception, with easy read current information

Patient Signage



14%

of perinatal offices have no reception areas



29%

of Perinatal offices have no signage

Fig. 43



0%

of perinatal offices have poor signage



57%

of Perinatal offices has signage to assist patients in navigation

Patient Toilet Facilities

It is essential to have toilet facilities available for patients attending a Perinatal office for several reasons, such as:

- **Access:** Using the toilet is a basic human need.
- **Comfort:** Providing access to toilet facilities can help ensure that patient's feel comfortable and maintain their dignity while receiving care.
- **Health**: Some medications used to treat mental health conditions can cause gastrointestinal problems, such as diarrhoea or constipation, making access to toilet facilities especially important.
- **Anxiety**: Anxiety and stress can be common in patients and access to toilet facilities can help alleviate some of these feelings.
- **Hygiene**: Ensuring that patients have access to toilet facilities can help promote good hygiene and prevent the spread of infections.

This audit examined if patients had access to toilet facilities at the Perinatal office, and the state of repair of such facilities. Findings across Perinatal offices in Wales showed:



14%

of Perinatal offices did not have patient or shared toilets

0%

of Perinatal offices had patient toilets available but in a poor state of repair

86%

of Perinatal offices had patient toilets available in a good state

Fig. 44

Shared Staff & Patient Toilet Facilities

It is desirable to have shared toilet facilities for staff and patients in a Perinatal office for a several reasons, such as:

- **Equality:** Sharing toilets promotes equality among staff and patients. It eliminates any perception of hierarchy or segregation, promotes dignity and helps to create a sense of community.
- **Stigma:** Sharing toilets helps reduce the stigma associated with mental illness.
- **Trust:** Sharing toilets helps to build trust and rapport between staff and patients.
- **Costs**: Having separate toilets for staff and patients may not be cost-effective, especially for small Perinatal offices. Sharing toilets helps to reduce the cost of constructing and maintaining separate facilities.

This audit examined if there were shared staff and patients toilet facilities at the Perinatal office, and the state of repair of such facilities.



71%

of Perinatal offices did not have shared staff/patient toilets

0%

of Perinatal offices had shared staff/patient toilets, but they were in a poor state of repair

29%

of Perinatal offices had shared staff/patient toilets, and they were in a good state

Fig. 45

Toys & Play Area

Facilities for babies and siblings eg toys, safe area



14%

of perinatal offices didn't see patients at the office space

71%

of Perinatal offices didn't have a dedicated area

14%

of perinatal offices had a dedicated area

Fig. 46

Breastfeeding Facilities



14%

of perinatal offices didn't see patients at the office space

71%

of Perinatal offices didn't have a dedicated area

14%

of perinatal offices had a dedicated area

Fig. 47

Baby Changing Rooms

Dedicated space and provision for baby changing



14%

of perinatal offices didn't see patients at the office space



57%

of Perinatal offices didn't have a dedicated area



29%

of perinatal offices had a dedicated area

Fig. 48



Equity

This section explores if the design and state of the Perinatal office addressed barriers to access and equity, and helped support patients with specific needs or distinctive characteristics.

Patient Disabled Parking Availability

It is essential that disabled patients attending a Perinatal office have adequate parking for several reasons, such as:

- **Accessibility:** Without adequate parking, disabled patients may face difficulties in accessing the Perinatal office and may be discouraged from seeking support.
- **Compliance**: In the UK, providing accessible parking spaces is required by law. Failing to provide adequate disabled parking for patients may result in legal penalties and could harm the reputation of the Health Board.
- **Safety**: Providing disabled parking spaces close to the entrance of the Perinatal office can help prevent accidents and injuries that may occur due to the difficulty in accessing the building.
- **Comfort:** Disabled patients may have mobility issues, chronic pain, or other physical limitations that make it difficult to walk long distances. Having designated parking spaces close to the entrance can help ensure that they can comfortably access the Perinatal office.
- **Inclusivity**: Providing disabled parking spaces is an important part of creating an inclusive environment and essential to ensuring that disabled patients feel welcome and valued.

This audit examined if disabled patients who attend the Perinatal office had access to dedicated disabled parking and if enough spaces were available. Findings across Perinatal offices in Wales showed:



0%

of Perinatal offices provided no disabled parking for patients

100%

of Perinatal offices provided disabled parking for patients

Fig. 49

Staff Disabled Parking Availability

It is essential that disabled staff have dedicated parking at the Perinatal office for several reasons, such as:

- **Accessibility:** Accessible parking spaces close to the entrance of a workplace make it easier for staff with disabilities to access the building.
- **Compliance**: Accessible parking spaces is a legal requirement. Failing to provide adequate disabled parking for staff may result in legal penalties and could harm the reputation of the Health Board.
- **Recruitment:** By providing accessible parking, a Health Board can demonstrate that they value diversity, and are committed to creating an inclusive workplace. This can help improve recruitment, and retain skilled and experienced staff with disabilities, who might otherwise leave, or not join, due to accessibility issues.
- **Morale**: When staff with disabilities have access to designated parking, it can help to boost morale and increase productivity. It sends a positive message that the employer cares about their needs and is committed to creating an inclusive workplace.

This audit examined if disabled staff who work in the Perinatal office had access to dedicated disabled parking and if enough spaces were available. Findings across Perinatal offices in Wales showed:



0%

of Perinatal offices provided no disabled parking for staff

100%

of Perinatal offices provided disabled parking for staff

Fig. 50

Disabled Access

It is essential for individuals with disabilities to have facilitated access to the Perinatal office for several reasons, such as:

- **Equality:** Everyone has the right to access mental health services, regardless of their physical ability. Providing disabled access ensures that patients with disabilities can access the same mental health services as everyone else.
- **Compliance**: Disability access is a legal requirement. Failure to provide disabled access can result in legal action and financial penalties.
- **Outcomes**: Providing disabled access can improve the quality of care and outcomes for patients with disabilities. Accessible Perinatal offices can help patients with disabilities feel more comfortable and confident in seeking support, leading to better engagement and outcomes.
- **Recruitmen**t: By providing disabled access for staff a Health Board can demonstrate that they value diversity and are committed to creating an inclusive workplace. This can help improve recruitment, and retain skilled and experienced staff with disabilities, who might otherwise leave, or not join, due to accessibility issues.

This audit examined whether there was disabled access to the Perinatal office or if disabled access was through another entrance. Findings across Perinatal offices in Wales showed:



14%

of Perinatal offices provided no disabled access

14%

of Perinatal offices provided limited access or access by another entrance

71%

of Perinatal offices provided disabled access

Fig. 51

Disabled Toilet Access

It is essential for a Perinatal office to have disabled toilets for the use by staff and patients for several reasons, such as:

- **Equality:** For patients with disabilities, having accessible toilets can help to reduce any barriers to accessing services.
- **Compliance:** Having accessible toilets in the workplace is a legal requirement under the Equality Act and it is considered good practice for employers to provide such facilities.
- **Outcomes**: Accessible facilities and services can help patients with disabilities feel more comfortable and confident in seeking support, leading to better engagement and outcomes.
- **Recruitment**: For staff with disabilities, adapted toilets can make their workplace more accessible, accommodating, and inclusive, allowing them to perform their duties to the best of their abilities. By providing disabled toilets, a Health Board can demonstrate that they value diversity and are committed to creating an inclusive workplace. This can help improve recruitment, and retain skilled and experienced staff with disabilities, who might otherwise leave or not join due to accessibility issues.

This audit examined whether there was disabled toilets in the Perinatal office and the state of repair of such facilities. Findings across Perinatal offices in Wales showed:



14%

of Perinatal offices provided no disabled toilets

0%

of Perinatal offices provided disabled toilets but they were in a poor state of repair

86%

of Perinatal offices provided disabled toilets and they were in a good state

Fig. 52

Audio Induction Loops Availability

Audio induction loops, also known as 'hearing loops', are assistive listening devices designed to help individuals with hearing impairments better understand spoken language in noisy environments. It is essential that audio induction loops are installed in a Perinatal office for reasons such as:

- **Communication:** Audio induction loops can help services users with impaired hearing better understand spoken language and facilitate effective communication with staff. This can be especially important in mental health settings where clear communication can be critical for effective interactions.
- **Accessibility**: Audio induction loops demonstrate a commitment to accessibility and inclusivity, helping to ensure that patients with hearing impairments have equal access to services.
- **Stigma**: Providing assistive technology like audio induction loops can help reduce the stigma associated with hearing impairment by normalising the use of hearing assistive devices.
- **Compliance**: Installing audio induction loops can help ensure compliance with the legal requirements for services to provide accommodations for people with disabilities.

This audit examined whether there were audio induction loops installed in the Perinatal office. Findings across Perinatal offices in Wales showed:



86%

of Perinatal offices did not have audio induction loops installed

14%

of Perinatal offices had audio induction loops installed

Fig. 53

Sign Language Availability

It is essential for some or all staff at a Perinatal office to be proficient in British Sign Language (BSL) or for staff to have access to Virtual Sign Language (VSL) interpretation technology for such reasons as:

- **Inclusivity:** VSL technology or having BSL trained staff can support deaf patients overcome communication barriers, that make it difficult for them to express their thoughts and feelings, and to understand information being provided.
- **Equity**: Access to VSL technology or having BSL trained staff can ensure the Perinatal office is providing accessible care to the deaf community.
- **Quality**: Access to VSL technology or having BSL trained staff can improve the overall quality of care provided to deaf individuals. Staff who are fluent in BSL can deaf support patients navigate complex terminology and treatment options and make them feel more comfortable and confident in their interactions.

This audit examined whether Perinatal staff had BSL proficiency or if they had access to VSL technology in the Perinatal office. Findings across Perinatal offices in Wales showed:



71%

of Perinatal offices did not have any BSL proficient staff or access to VSL technology

29%

of Perinatal offices had BSL proficient staff and/or access to VSL technology

Fig. 54

Interpretation Service Availability

It is essential for Perinatal offices to have access to interpretation services for several reasons, such as:

- **Equity:** By having access to interpretation services, staff can communicate effectively with patients who have limited English/Welsh proficiency. This not only helps to improve outcomes but also helps to build trust and promote equity.

- **Access:** Access to interpretation services can support individuals overcome the language barriers that can be a major obstacle for seeking support for mental health issues. Language barriers can make it difficult for individuals to converse with professionals, communicate symptoms, comprehend diagnosis, and concord with treatment.

- **Compliance**: Providing access services for those with limited English/Welsh proficiency can be a legal, regulatory or policy requirement. Failing to provide language access services could result in legal and financial consequences for Health Board.

This audit examined whether Perinatal staff had access to interpretation services such as Language Line. Findings across Perinatal offices in Wales showed:



0%

of Perinatal offices did not have access to interpretation services

100%

of Perinatal offices had access to interpretation services

Fig. 55

Availability of Spoken Welsh Language

It is essential for Perinatal teams in Wales to have staff members who are able to converse proficiently in Welsh for several reasons, such as:

- **Inclusivity:** Wales is a bilingual country, and Welsh is an official language alongside English. Therefore, it is important to provide services in both languages in Wales to ensure that everyone can access and receive the support they need.
- **Access**: Access to Welsh speaking staff, aids Welsh speaking patients overcome the language barriers that can be a obstacle for seeking support for mental health issues. Language barriers can make it difficult for individuals to converse with professionals, communicate symptoms, comprehend diagnosis, and concord with treatment.
- **Compliance**: The Welsh Language (Wales) Measure 2011 places a duty on public bodies in Wales to provide services in both Welsh and English. Mental health services are included in this duty, and having Welsh-speaking staff members is necessary to meet this requirement.

This audit examined whether some or all Perinatal staff were able to converse proficiently in Welsh. Findings across Perinatal offices in Wales showed:



29%

of Perinatal offices did not have any staff able to converse in Welsh

71%

of Perinatal offices had some staff able to converse in Welsh

0%

of Perinatal offices had all staff able to converse in Welsh

Fig. 56

Supporting & Protecting Staff

This section explores if the design, state, or operation, of the Perinatal office, supports and enables staff to have a positive work experience and promotes safe and effective working.

Entry System

A Perinatal office entrance door which remains 'open', meaning unlocked and with no access control, during normal office hours, can have both advantages and disadvantages. An 'open' entrance door can create a more welcoming environment for patients however, it can also create security risks, such as unauthorised, or unwelcome visitors. For those Perinatal offices without an open door, it is essential to have an way of controlling entry, such as a bell/buzzer, for several reasons, such as:

- **Safety:** A controlled entry system can help ensure the safety of staff and visitors by allowing staff to monitor who enters the building.
- **Privacy**: A controlled entry system can help maintain the privacy of patients by preventing unauthorised individuals from entering the building.
- **Efficiency:** A controlled entry system can help the Perinatal office to operate more efficiently by allowing staff to know when patients arrive for appointments. This can help reduce wait times and ensure that patients receive timely care.

This audit examined if Perinatal offices had an 'open door' approach, or had a controlled entry system, such as a bell or buzzer. Note this audit does not state if an open door or controlled entry system is preferable. Findings across Perinatal offices in Wales showed:



29%

of Perinatal office doors were not 'open' and had no controlled entry system

29%

of Perinatal office doors were not 'open' but had an controlled entry system

43%

of Perinatal office doors were 'open' during office hours

Fig. 57

Workspace Capaciousness

It is essential that the space in Perinatal offices, where staff work, is capacious, and not overcrowded, for several reasons, such as:

- **Privacy:** It is more challenging to maintain confidentiality and privacy in an overcrowded office. Patients contacted by staff using telephone in an overcrowded Perinatal office may experience background noise, which can be frustrating, and lead to miscommunication.
- **Efficiency**: A spacious Perinatal office allows for better organisation and storage, reducing clutter and distractions. It also allows for more natural movement and collaboration among staff, which can lead to improved communication and teamwork.
- **Recruitment:** By providing an Perinatal office, which is not overcrowded, Health Boards can demonstrate they value staff wellbeing and this may improve recruitment and aide retention.
- **Expansion**: The has been a long term strategic move to deliver more mental health services from a community setting, and Perinatal offices need enough space to absorb new staff and deliver enhanced services.

This audit examined if Perinatal offices were overcrowded, barely adequate for the number of staff working in them, or spacious. Findings across Perinatal offices in Wales showed:



29%

of Perinatal office working space was overcrowded

29%

of Perinatal office working space was inadequate for the number of staff

43%

of Perinatal office working space was spacious

Fig. 58

Workspace State

It is desirable that ceilings, walls, windows, and floors in the Perinatal office staff workspace, be well-maintained and decorated, for several reasons, such as:

- **Morale:** A well-maintained staff workspace can improve morale and increase productivity. When staff feel comfortable and happy in their work environment, they are more likely to be motivated and focus on their work.
- **Impression**: A well-maintained staff workspace can make a positive first impression on visitors. It can convey a sense of professionalism which can help build trust and confidence in the services provided.
- **Safety**: A well-maintained staff workspace can contribute to the safety and health of staff members, and reduce absences due to ill health. Regular maintenance and cleaning can help reduce the risk of illness, accidents or injuries.
- **Recruitment:** By providing a well maintained staff workspace, Health Boards can demonstrate they value staff wellbeing and this may improve recruitment and aide retention.

This audit examined if Perinatal offices had a well-maintained and well-decorated workspace for staff. Findings across Perinatal offices in Wales showed:



14%

of Perinatal offices were poorly decorated

14%

of Perinatal offices were adequatley decorated

71%

of Perinatal offices were well decorated

Fig. 59

Staff Desks

It is essential that there are a sufficient numbers of well-maintained desks for staff working in Perinatal offices to use for several reasons, such as:

- **Productivity**: Having a dedicated workspace can help staff stay focused and productive throughout the day. If staff have to share desks or constantly move around to find a place to work, it can be disruptive, which can negatively affect their productivity.
- **Safety**: Scuffed, broken, and damaged desks may pose a health and safety risk.
- **Morale**: Providing a desk for each for staff can help create a sense of belonging and value. It shows that the Health Board values its employees and is committed to providing them with a comfortable and productive work environment.
- **Culture**: A well-organised and well-designed office space can help promote a positive organisational culture. When staff have access to their own desks, they can personalise and organise their workspace to suit their needs, which can enhance their sense of ownership and engagement in their work.

This audit examined if Perinatal offices had a sufficient number of well-maintained desks for the staff deployed. Findings across Perinatal offices in Wales showed:



71%

of Perinatal offices had an insufficient number of desks for staff

0%

of Perinatal offices had a sufficient number of desks for staff but some/all were in a poor state

29%

of Perinatal offices had a sufficient number of well-maintained desks

Fig. 60

Staff Personal Alarms / Room Alarms

It is essential that Perinatal office interview rooms are fitted with call alarms and that staff have personal alarms, for several reasons, such as:

- **Safety:** Room/personal alarms can provide staff with an immediate way to call for help if they feel threatened.
- **Confidence:** Having room/personal alarms can give staff greater confidence in their ability to deal with difficult situations. Knowing that they have a way to call for help may make staff feel safer.
- **Compliance**: It may be a legal or regulatory requirement for services to have in place safety measures to protect staff. Compliance with these requirements is important to avoid potential legal liabilities.

Alarms are usually fitted in reception/interview rooms and/or carried by staff. This audit examined if staff in Perinatal offices had access to alarms in rooms used for patient interactions or carried personal alarms. Findings across Perinatal offices in Wales showed:



14%

of Perinatal offices did not have room alarms or provide staff with personal alarms

86%

of Perinatal offices had room alarms and/or provided staff with personal alarms

Fig. 61

Staff Toilet Facilities

It is essential for staff based in Perinatal offices to have access to well-maintained toilets for several reasons, such as:

- **Comfort:** Access to toilets is a basic human need and providing staff with convenient access to them can help them feel more comfortable and at ease whilst at work.
- **Hygiene**: Access to toilets is essential for maintaining good hygiene and preventing the spread of infections. Providing staff with access to toilets ensures that they can maintain proper hygiene standards and reduce the risk of spreading illness.
- **Productivity**: When staff have access to toilets within the Perinatal office, they are less likely to need to leave the work area for long periods. This can help minimise disruptions and improve productivity.
- **Compliance**: Health Boards have a legal obligation to provide their employees with access to toilets.

This audit examined if staff had access to toilet facilities at the Perinatal office, and the state of repair of these facilities. Findings across Perinatal offices in Wales showed:



0%

of Perinatal offices did not have staff toilets

14%

of Perinatal offices had staff toilets in a poor state of repair

86%

of Perinatal offices had staff toilets in a good state

Fig. 62

Staff Shower Facilities

It is desirable for staff based in Perinatal offices to have access to shower facilities for several reasons, such as:

- **Environmental:** Having access to a shower can help promote eco-friendly staff transport options, such as walking or cycling.
- **Comfort**: Providing staff with the ability to shower before, during, or after, the workday can be beneficial for their mental and emotional wellbeing.
- **Reputation**: Providing staff with shower facilities can also enhance a Health Boards image and reputation. It demonstrates that the service values its staff and is willing to invest in their wellbeing and convenience.

This audit examined if staff had access to shower facilities at the Perinatal office, and the state of repair of such facilities. Findings across Perinatal offices in Wales showed:



86%

of Perinatal offices did not have staff shower facilities

0%

of Perinatal offices had staff shower facilities but in a poor state of repair

14%

of Perinatal offices had staff shower facilities in a good state

Fig. 63

Staff Rest Area

It is desirable for staff based in Perinatal offices to have access to a designated, comfortable and well-maintained rest area for several reasons, such as:

- **Well-being:** Working in a Perinatal can be emotionally demanding, and a rest area provides a quiet and comfortable space for staff to take breaks, reflect, and recharge.
- **Productivity**: By having a rest area, staff can be encouraged to take breaks leading to increased productivity and creativity.
- **Culture**: A rest area can serve as a space for staff to connect and build relationships. By spending time together in a more relaxed setting, staff can get to know each other better and build a sense of camaraderie, which can lead to better communication and collaboration.
- **Recruitment**: By providing a rest area with comfortable seating, Health Boards can demonstrate they value staff wellbeing and this may improve recruitment and aide retention.

This audit examined if staff at the Perinatal office had access to a designated, comfortable, and well-maintained rest area. Findings across Perinatal offices in Wales showed:



71%

of Perinatal offices did not have a designated staff rest area

14%

of Perinatal offices had a designated staff rest area which isn't routinely maintained

14%

of Perinatal offices had a designated well-maintained staff rest area

Fig. 64

Staff Rest Area Decoration

This audit examined if staff at the Perinatal office had access to a designated, comfortable, and well-maintained rest area. Findings across Perinatal offices in Wales showed:



71%

of Perinatal offices did not have a designated staff rest area



14%

of Perinatal office staff areas were poorly decorated



14%

of Perinatal office staff areas were well decorated

Fig. 65



Cold Drinks

It is essential for staff based in Perinatal offices to have access to clean drinking water/cold drinks for several reasons, such as:

- **Health:** Drinking enough water is important for overall health and wellbeing. Dehydration can lead to a range of negative effects, including fatigue, dizziness, and difficulty concentrating.
- **Comfort**: Providing access to clean drinking water/cold drinks can help staff feel more comfortable and supported in their work environment. The availability of cold water in hot weather can be a principal comfort factor.
- **Compliance**: Access to clean drinking water is a basic need, and failure to provide it can result in legal and regulatory issues for employers.
- **Recruitment**: By providing a cold-water dispenser, Health Boards can demonstrate they value staff wellbeing and this may improve recruitment and aide retention. Conversely, unsafe/discoloured drinking water will be unappealing to potential or existing staff.

This audit examined if staff at the Perinatal office had access to clean cold drinking water, and through what means. Any 'safe/unsafe' label has been determined by local staff alone. (Note: this audit does not state if tap water or a dispenser is preferable, although a water may be colder from a dispenser). Findings across Perinatal offices in Wales showed:



14%

of Perinatal offices did not, according to staff, provide access to 'safe' cold drinking water

71%

of Perinatal offices provided staff with access to 'safe' cold drinking water from a tap

14%

of Perinatal offices provided staff access to 'safe' cold drinking water from a cold water dispenser

Fig. 66

Hot Drinks

It is desirable for staff based in Perinatal offices to have means for making hot drinks for several reasons, such as:

- **Health:** Drinking enough water and other fluids is important for overall health and wellbeing. Providing staff with access to hot drinks can help them stay hydrated throughout the day.
- **Comfort:** Hot drinks can be a source of comfort and stress relief for staff who may be working in challenging and emotionally demanding situations. This can be especially important during cold weather periods.
- **Hospitality**: Offering hot drinks to patients can be a way of showing hospitality and building rapport.
- **Efficiency**: Having access to hot drinks in the workplace can save staff time and money spent buying drinks from outside the office.

In terms of means for making a hot drink, this is usually through a kettle or a built in hot water dispenser. Hot water dispensers are typically faster to use than kettles, have safety features such as automatic shut-off and overheat protection, and have built-in water filters. Kettles are generally cheaper, and more portable.

This audit examined if staff at the Perinatal office had access to a means of making a hot drink. (Note: this audit does not state if a kettle or dispenser is preferable). Findings across Perinatal offices in Wales showed:



14%

of Perinatal offices did not provide staff with means of making a hot drink

43%

of Perinatal offices provided staff access to a kettle

43%

of Perinatal offices provided staff access to a hot water dispenser

Fig. 67

Food Storage

It is desirable for staff based in Perinatal offices to have a means for storing food in a designated space, at room temperature, for several reasons, such as:

- **Availability**: Staff should be supported to have regular breaks. Access to food storage cupboards means that busy staff, who may not have time to leave the Perinatal office to purchase food, can have access to food.
- **Productivity**: Easy access to food can help prevent hunger and distraction and improve overall health and wellbeing for busy staff.
- **Cost-effective**: Providing access to food storage cupboards can be a cost-effective way to support staff. Access to food storage may mean staff have less need to purchase food from expensive nearby shops or cafés.
- **Recruitment**: By providing food storage Health Boards can demonstrate they value staff wellbeing and this may improve recruitment and aide retention.

This audit examined if staff at the Perinatal office had access to a means of storing food in a designated space and had sufficient capacity according to staff. Findings across Perinatal offices in Wales showed:



14%

of Perinatal offices did not provide staff with food storage cupboards

29%

of Perinatal offices provided staff with food storage cupboards but of an inadequate capacity

57%

of Perinatal offices provided staff with food storage cupboards of an adequate capacity

Fig. 68

Food Fridge

It is desirable for staff based in Perinatal offices to have access to a food storage fridge for several reasons, such as:

- **Safety:** Staff having access to a well-maintained fridge may prevent food or drinks otherwise being left in bags, or on desks which may get warm, spoil, or smell.
- **Health:** Staff may have long and busy schedules, which can make it difficult for them to find time to eat. Having access to a food fridge can ensure that they have access to food throughout the day, which can help them stay energised and focused.
- **Convenience**: Having a food fridge can be convenient for staff who may not have the time to leave the office to get food. This can save time and help staff members be more productive.
- **Recruitment**: By providing a fridge, Health Boards can demonstrate they value staff wellbeing and this may improve recruitment and aide retention.

This audit examined if staff at the Perinatal office had access to a working, adequately sized, food fridge. Findings across Perinatal offices in Wales showed:



0%

of Perinatal offices did not provide staff with a food fridge

29%

of Perinatal offices provided staff with a food fridge but it was of an inadequate size

71%

of Perinatal offices provided staff with a working food fridge of adequate size

Fig. 69

Access to Microwave / Toaster

Although it may be down to local guidance, it is desirable for staff based in Perinatal offices to have access to a microwave oven and/or toaster for several reasons, such as:

- **Health:** Eating a nutritious meal is essential for maintaining good health. A microwave can enable staff to bring their own healthy meals from home, which can help them avoid unhealthy options available from local shops or cafés.
- **Cost-effectiveness**: Buying lunch every day can be expensive. Having a microwave can encourage staff to bring their own meals from home, which could save money.
- **Inclusivity**: Having a microwave allows staff with dietary restrictions or preferences to bring their own meals from home and ensure that their specific dietary needs are met.
- **Convenience**: Providing a toaster and microwave enables staff to have access to a way of making quick, simple food.
- **Recruitment**: By providing a microwave and toaster, Health Boards can demonstrate they value staff wellbeing and this may improve recruitment and aide retention.

This audit examined if staff at the Perinatal office had access to a microwave and/or toaster. (Note: this audit does not state if the provision of a toaster, microwave, or both, is preferable as it may be due to local guidance and/or available space). Findings across Perinatal offices in Wales showed:



14%

of Perinatal offices did not have a microwave/toaster that staff could access

86%

of Perinatal offices had a microwave and/or toaster that staff could access

Fig. 70

Personal Lockers

It is desirable for staff based in Perinatal offices to have access to a personal storage facilities, or 'lockers', for several reasons, such as:

- **Security**: Lockers provide a secure place for staff to store their personal belongings whilst they are working, such as purses, wallets, and mobile phones. This can help to prevent theft or loss of personal items.
- **Privacy**: Lockers provide a place for staff to store personal items they may not wish to be visible to other staff or visitors such as items for hygiene care or medical devices.
- **Professionalism**: Having access to lockers can help staff maintain a professional appearance by allowing them to store personal items or clothes not required when working. This prevents them being visible in the workspace and creates a more positive image of the service.
- **Recruitment:** By providing personal storage lockers Health Boards can demonstrate they value staff wellbeing and this may improve recruitment and aide retention.

This audit examined if staff at the Perinatal office had access to personal storage lockers. Findings across Perinatal offices in Wales showed:



86%

of Perinatal offices did not provide staff with personal storage lockers

14%

of Perinatal offices provided staff with personal storage lockers

Fig. 71

Fire Evacuation

It is desirable that staff based in Perinatal offices practice fire evacuation drills for several reasons, such as:

- **Safety:** Fire evacuation drills are important to ensure that staff know what to do in an emergency. This is especially true in a Perinatal where some patients may require additional support during an evacuation.
- **Intelligence**: By practicing fire evacuation drills, staff can identify and address any potential obstacles or hazards that may impede a safe evacuation, such as blocked exits or faulty equipment.
- **Confidence**: Practicing fire drills may help staff remain confident, calm and organised, which can be reassuring for patients who may be experiencing anxiety or distress in a real emergency.

Local guidance should stipulate if, and how often, fire evacuation drills take place.

This audit examined how often staff at the Perinatal office practiced fire evacuation drills, according to records or staff recollection. Findings across Perinatal offices in Wales showed:



57%

of Perinatal offices did not hold fire evacuation drills

14%

of Perinatal offices held the last fire evacuation drill over 2 years ago

29%

of Perinatal offices held regular fire evacuation drills

Fig. 72

Fire Alarm Testing

Regularly testing fire alarms in a Perinatal office is essential for several reasons, such as:

- **Safety**: Fire alarms are designed to detect fires as early as possible so that people can evacuate the building quickly and safely. Regular testing ensures that the alarms are functioning correctly and provide early warning in the event of a fire.
- **Compliance**: Fire safety regulations require that fire alarms be tested regularly and failure to comply with these regulations can result in fines or even legal action.
- **Comfort**: Knowing that fire alarms are functioning correctly can give staff, and patients, comfort and reduce anxiety around the possibility of a fire.

This audit examined if the Perinatal office had regularly tested fire alarms, according to records or staff recollection. Findings across Perinatal offices in Wales showed:



0%

of Perinatal offices fire alarms had not been tested

0%

of Perinatal offices fire alarms were tested irregularly

100%

of Perinatal offices fire alarms were tested regularly

Fig. 73

Office Lone Working

Staff who visit services users in their own home will be subject to the Health Boards lone working policy. It is essential that staff working in a Perinatal office also have guidance in place and are discouraged from lone working for several reasons, such as:

- **Health**: If staff are alone in the Perinatal office, they may be at a higher risk of injury or harm if there is an accident or emergency. For example, if a lone staff member falls or hurts themselves they may not be able to call for help.
- **Security**: If staff are alone in the Perinatal office, the office may be more vulnerable to unauthorised entry.
- **Safety**: Lone working can put Perinatal office staff at risk of harm, especially if they are working with individuals who may become agitated.

This audit examined if staff at the Perinatal office worked alone, according to records or staff recollection. (Note: the potential risks of lone working will be affected by the location of the Perinatal office. In many services lone working was prohibited). Findings across Perinatal offices in Wales showed:



43%

of Perinatal offices had staff who regularly worked alone

43%

of Perinatal offices had staff who occasionally worked alone

14%

of Perinatal offices had staff who never worked alone

Fig. 74

Staff Away Days

When staff leave the office environment, to collectively attend workshops or events, it is often called an 'away day'. These away days can be challenging to organise or fund, but are desirable to organise, for several reasons, such as:

- **Team-building**: Away days provide an opportunity for staff to bond and build relationships outside of the office environment. This can lead to improved communication and collaboration.
- **Refresh**: Working in a Perinatal can be emotionally challenging. Away days can provide a break from normal routine and allow staff to recharge and refocus.
- **Training**: Away days can be used as an opportunity to provide training and development to staff. This can be a chance for staff to learn new skills or approaches to their work, which can improve the quality of care provided.
- **Reflection:** Away days can provide a space for staff to reflect on their work and share experiences with colleagues. This can be particularly valuable in a mental health context, where staff may be dealing with complex and challenging issues.
- **Recruitment**: By organising regular away days, Health Boards can demonstrate they value staff wellbeing and this may improve recruitment and aide retention.

This audit examined if staff in the Perinatal office regularly attended away days according to records or staff recollection. Findings across Perinatal offices in Wales showed:



43%

of Perinatal offices did not organise staff away days

0%

of Perinatal offices last organised away day occurred over 2 years ago

57%

of Perinatal offices away days were organised regularly

Fig. 75

Management Supervision

Management supervision is concerned with the personnel, operational and administrative aspects of service delivery, while clinical supervision focuses on the professional and clinical aspects. Both forms of supervision are important in ensuring that the Perinatal delivers high-quality care.

Receiving regular management supervision is essential for staff for several reasons, such as:

- **Support**: Management supervision provides a forum for staff to discuss issues or concerns related to their work, and receive support from their supervisor.
- **Accountability**: Management supervision ensures that staff are accountable for their actions and decisions in relation to attitude, behaviour, and adherence to policy.
- **Cohesion**: Regularly meeting their supervisor, and discussing challenging and positive team interactions, can help staff to create a more cohesive and effective Perinatal, which can ultimately benefit patients.
- **Retention**: Receiving regular management supervision can help to promote a culture of positive values and behaviour, continuous learning, and personal development within the Perinatal, which can lead to better job satisfaction and staff retention.

This audit examined whether that, according to records, or staff recollection, staff received regular management supervision from their supervisor. Findings across Perinatal offices in Wales showed:



0%

of Perinatal offices had staff that never received management supervision

0%

of Perinatal offices had staff that received irregular management supervision

100%

of Perinatal offices had staff that received regular management supervision

Fig. 76

Clinical Care

This section focuses on the professional and clinical aspects of service delivery, while management supervision is concerned with the operational and administrative aspects. Both forms of supervision are important in ensuring that the Perinatal delivers high-quality care. Receiving regular clinical supervision is essential for staff in a Perinatal for several reasons, such as:

- **Development**: Clinical supervision offers an opportunity for staff to enhance their skills, knowledge, and clinical expertise. It helps them to reflect on their practice, identify areas for improvement, and learn new ways of working.

- **Support:** Working in a Perinatal can be emotionally demanding, and staff may encounter challenging situations. Clinical supervision provides a safe and supportive space for staff to discuss their emotional reactions, process their feelings, and receive validation of their responses.

- **Accountability**: Clinical supervision ensures that staff are accountable for their practice and that they are adhering to professional and ethical standards. It provides an opportunity for staff to receive feedback about their clinical practice, discuss any concerns or issues, and develop strategies for addressing them.

- **Risk**: Clinical supervision helps to identify and manage risk factors that may affect staff, public or patient safety. In clinical supervision staff can discuss any risk issues related to their practice, such as safeguarding concerns, and receive guidance on how to manage them appropriately.

- **Improvement**: Regular clinical supervision can enhance the quality of care by promoting a culture of continuous learning and improvement. Staff can discuss cases, share ideas, and receive feedback on their interventions, leading to better outcomes for patients.

- **Recruitment**: Receiving regular clinical supervision can help to promote a culture of effective clinical care and personal development within the Perinatal, which can lead to better job satisfaction and staff retention.

Clinical Supervision

This audit examined whether, according to records or staff recollection, Perinatal staff received regular clinical supervision from their clinical supervisor. Findings across Perinatal offices in Wales showed:



0%

of Perinatal offices had staff that never received clinical supervision



0%

of Perinatal offices had staff that received irregular clinical supervision



100%

of Perinatal offices had staff that received regular clinical supervision

Fig. 77



Digital Care Notes

The use of digital care notes, an electronic system to hold and share historical and contemporaneous records and care plans, at a Perinatal office is essential for reasons, such as:

- **Accessibility**: Digital care notes enables the Perinatal to access information remotely, and coordinate care more effectively, if they are away from the office or working from home.
- **Efficiency**: Digital care notes can be created, edited, and stored quicker than paper notes, improving efficiency and reducing the time the Perinatal spend on administrative tasks.
- **Historical information**: Digital care notes can store a patients entire medical history enabling the Perinatal to have the full picture of the patient's journey through care. This historical picture enables greater understanding of the effectiveness and outcomes of past interventions and risk management strategies, so as to ensure current and future care is optimal.
- **Accuracy**: Digital care notes are typically more accurate than paper notes, as they can be checked for errors and inconsistencies using automated tools.
- **Integration**: Digital care notes can be integrated with other electronic health records systems, such as social care, primary care and physical care, allowing the Perinatal access to a holistic view of a patient's medical, social and mental health history and treatment.

This audit examined whether staff at the Perinatal office used digital care notes. Findings across Perinatal offices in Wales showed:



14%

of Perinatal offices had available digital care notes for some health or care staff only

86%

of Perinatal offices had available digital care notes

Fig. 78

Hand Sanitiser Dispenser

Having hand sanitiser dispensers available for staff and patients to use in a Perinatal office is essential for several reasons, such as:

- **Infection control:** Using hand sanitiser helps to prevent the spread of infections and illnesses, including COVID-19. Staff in a Perinatal may interact with various individuals, including colleagues, patients and carers. Staff using hand sanitiser between these contacts can help minimise the risk of cross-contamination and reduce the spread of germs within the community.

- **Confidence**: The visibility and use of hand sanitisers can help promote confidence in staff, visitors and patients that the Perinatal takes infection control seriously.

This audit examined whether hand sanitiser dispensers were available in the Perinatal office. Findings across Perinatal offices in Wales showed:



29%

of Perinatal offices did not have hand sanitiser dispensers available

71%

of Perinatal offices had hand sanitiser dispensers available

Fig. 79

Hand-Washing Facilities

Having hand-washing facilities available for staff to use, in all clinical areas of a Perinatal office, is essential for several reasons, such as:

- **Infection control:** Staff may engage in physical contact with patients, which may result in exposure to bodily fluids, such as blood or saliva, which can transmit infections. Hand-washing is one of the most effective ways to prevent the spread of infections and illnesses, including COVID-19. Staff may also handle medications, medical equipment, and other materials that could harbour harmful organisms and hand-washing minimises the spread of these and reduces the risk of cross-contamination.

- **Confidence**: The availability of hand-washing facilities in clinical areas can help promote confidence in staff that the service takes hygiene seriously.

This audit examined whether hand-washing facilities were available all clinical areas of the Perinatal office. Findings across Perinatal offices in Wales showed:



14%

of Perinatal offices did not have hand-washing facilities available in all clinical areas

86%

of Perinatal offices had hand-washing facilities available in all clinical areas

Fig. 80

Physical Health Examination Facilities

There is a well evidenced mortality gap between those with, and those without, severe and enduring mental illness and the importance of valuing mental health and physical health equally. The facility to undertake physical health examinations or interventions is desirable at a Perinatal office for several reasons, such as:

- **Holistic**: Many individuals with mental illness also have physical health issues that require attention. Having access to a physical health examination room enables staff to provide holistic care, including assessing vital signs, performing basic physical examinations, and monitoring chronic health conditions.

- **Efficiency**: Having a physical health examination room in the Perinatal office streamlines the care process for patients, reducing the need for them to visit multiple healthcare facilities for their mental and physical healthcare needs.

- **Urgency**: Having a physical health examination room in the Perinatal office will enable rapid response, diagnosis and/or interventions.

The physical health examination room may be for the exclusive use of the Perinatal or shared with other healthcare services, although shared facilities may compromise privacy.

This audit examined whether staff at the Perinatal office had access to an exclusive or shared physical health examination room. Findings across Perinatal offices in Wales showed:



86%

of Perinatal offices did not have a physical health examination room

0%

of Perinatal offices had a shared physical health examination room

14%

of Perinatal offices had a physical health examination room

Fig. 81

Physical health examination



71%

of Perinatal offices do not give a physical health examination



29%

of Perinatal offices give a physical health examination on initial assessment



0%

of Perinatal offices give a physical health examination throughout

Fig. 82



Weighing scales



71%

of Perinatal offices did not have this provision



29%

of Perinatal offices had this provision

Fig. 83

Ophthalmoscope



100%

of Perinatal offices did not have this provision



0%

of Perinatal offices had this provision

Fig. 84

Thermometer



57%

of Perinatal offices did not have this provision

43%

of Perinatal offices had this provision

Fig. 85

Pulse Oximeter



71%

of Perinatal offices did not have this provision

29%

of Perinatal offices had this provision

Fig. 86

Blood Glucose Monitoring Kit



Fig. 87

Blood Glucose Monitoring Machine



Fig. 88

Cardiopulmonary Resuscitation Training

While a Perinatal focuses on treating mental illness and promoting mental wellbeing, during patient interactions they may encounter patients who experience medical emergencies such as cardiac arrest. A quick response during a medical emergency may increase the individuals chances of survival. The availability of Perinatal office staff trained in cardiopulmonary resuscitation (CPR) is essential for several reasons, such as:

- **Preparedness**: Knowing that staff are trained in CPR can increase the sense of preparedness for both staff and patients. In the event of an emergency, CPR trained staff will feel more confident and capable of responding appropriately.

- **Response**: If staff are trained in CPR, they can begin administering aid immediately, potentially saving increasing the probability of survival, until emergency medical services arrive.

This audit examined whether the majority of clinical staff at the Perinatal office were trained in cardiopulmonary resuscitation. Findings across Perinatal offices in Wales showed:



100%

of Perinatal offices never practice cardiopulmonary resuscitation/CRASH

0%

of Perinatal offices have irregular practice of cardiopulmonary resuscitation/CRASH

0%

of Perinatal offices have regular practice of cardiopulmonary resuscitation/CRASH

Fig. 89

Medical Emergency Response Equipment

Having medical emergency response equipment, such as a cardiopulmonary resuscitation assistance machine, suction equipment, or emergency medical medications, available for staff based in a Perinatal office is desirable for several reasons, such as:

- **Preparedness**: Knowing here is medical emergency response equipment available in the Perinatal office can increase the sense of preparedness for both staff and patients.
- **Response**: Perinatal offices can be located in areas that may not have immediate access to emergency medical services. Having medical emergency response equipment available in the office can help Perinatal staff manage a medical emergency until emergency services arrive.

This audit examined whether medical emergency response equipment was available at the Perinatal office. Findings across Perinatal offices in Wales showed:



57%

of Perinatal offices did not have medical emergency response equipment available

43%

of Perinatal offices had medical emergency response equipment available

Fig. 90

Weight Assessment, Monitoring & Support

The ability to assess, and regularly monitor, the bodyweight of patients, and navigate those in need to weight management support, is essential for several reasons, such as:

- **Medication:** Some medications used to treat mental illness can cause weight gain or loss. Regular weight monitoring can help staff identify any changes in a patient's weight and determine if it is related to medication side effects.

- **Health**: Regular weight monitoring can help to identify any physical health issues that may be affecting the patient, such as diabetes, thyroid disorders, or other conditions that can cause weight changes.

- **Nutrition**: Weight monitoring can be used to assess a patient's nutritional status. Changes in weight can indicate whether a patient is overweight, has a healthy diet, or is experiencing malnutrition.

- **Outcomes:** For patients who are working towards weight loss or weight gain goals as part of their treatment plan, regular weight monitoring can help track progress and determine diet adjustments that may need to be made.

- **Adherence**: Adhering to a prescribed weight management regime can be challenging and the provision of dedicated support can increase the likelihood of achieving the desired outcomes.

The patient can weigh themselves at home or they can be weighed at the Perinatal office.

Having the facility to weigh the patient at the Perinatal office can be helpful in circumstances where the patient forgets, or is unable to do so at home, and ensures consistency, by using the same calibrated machine. Findings across Perinatal offices in Wales showed:

Weight Status Assessment of All Patients



86%

of Perinatal offices do not regularly weigh or ask patients about weight

14%

of Perinatal offices weigh or ask patients about weight at the initial assessment

0%

of Perinatal offices regularly weigh or ask patients about weight

Fig. 91

Weight Status Assessment of 'High Risk' Patients



57%

of Perinatal offices do not regularly weigh or ask 'high risk' patients about weight

0%

of Perinatal offices weigh or ask 'high risk' patients about weight at the initial assessment

43%

of Perinatal offices regularly weigh or ask 'high risk' patients about weight

Fig. 92

Weight Management Support

This audit examined whether Perinatal offices had information available, or patients were actively signposted, to weight management support resources, such as NHS provision or local support groups, which is essential.



14%

of Perinatal offices did not have information available on weight management resources

71%

of Perinatal offices signposted to local resources and services

14%

of Perinatal offices provided information leaflets

Fig. 93

Smoking Status Assessment & Cessation Support

Those individuals with a mental illness are more likely, than those without, to smoke. Assessing the smoking 'status' of a patient includes recording if they currently smoke, or have smoked in the past, the quantity and length of time they have smoked, and if they are trying to stop smoking and need support to do so. The ability to assess, and regularly monitor, the smoking status of patients, and navigate those in need to cessation support, is essential for several reasons, such as:

- **Health**: Smoking is a major risk factor for many major health issues, including lung cancer, heart disease, stroke, and respiratory diseases. Helping patients stop smoking can significantly reduce their risk of developing these health problems and improve their overall health outcomes.

- **Prevention**: Smoking increases anxiety and tension and smokers are also more likely than non-smokers to develop depression. Stopping smoking can help to improve mental wellbeing.

- **Medication**: Smoking can affect the effectiveness of certain medications used to treat mental health conditions. For example, smoking can reduce the effectiveness of some antidepressants, antipsychotics, and mood stabilisers. By helping patients to stop smoking, staff can improve the effectiveness of these medications and improve treatment outcomes.

- **Finance**: Smoking is an expensive habit, and patients may be more likely to smoke and have less financial resources. Patients can save money by stopping smoking.

Patients may be unable or unwilling to seek out support, act on support information provided, or engage with local smoking cessation services. Staff trained in smoking cessation can provide holistic care to patients that can improve their overall wellbeing. If staff are unable to undertake smoking cessation training then they can work in partnership with specialist smoking cessation staff who are trained to support individuals to reduce or stop smoking. Findings across Perinatal offices in Wales showed:

Smoking Status Assessment

The assessment, and regular monitoring, of a patient's smoking can prompt staff to identify and support the individual with any issues. This audit examined the frequency staff at the Perinatal office recorded the smoking status of patients. Findings across Perinatal offices in Wales showed:



14%

of Perinatal offices do not regularly assess smoking status

71%

of Perinatal offices assessed smoking status at initial assessment only

14%

of Perinatal offices assessed smoking status regularly

Fig. 94

Smoking Cessation Training / Pathway

Patients may be unable or unwilling to seek out support, act on support information provided, or engage with smoking cessation services. Staff trained in smoking cessation can provide holistic care to patients to improve their overall wellbeing. If staff are unable to undertake training in smoking cessation then they can work in partnership with specialists to better support the individual.



14%

of Perinatal offices did not have staff trained in smoking cessation or a pathway into smoking

71%

of Perinatal offices had a pathway into smoking cessation services

14%

of Perinatal offices had staff trained in smoking cessation

Fig. 95

Smoking Cessation Support

This audit examined whether Perinatal offices had information available, or patients were actively signposted, to smoking cessation resources, such as cessation aids, NHS provision or local support groups, which is essential.



14%

of Perinatal offices did not have information available on smoking cessation resources

57%

of Perinatal offices signposted to local resources and services

29%

of Perinatal offices provided information leaflets

Fig. 96

Alcohol Use Assessment & Harmful Use Support

This section refers to the harmful consumption of alcohol (Note: that specialist support services for this issue are commonly called 'Substance Use Services').

Assessing the alcohol use of a patient includes recording how many units of alcohol they consume, if they were trying to stop or reduce intake, and if they need support to do so. The assessment, and regular monitoring, of the alcohol use of patients and the navigation to harmful use support services, is essential for reasons such as:

- **Health**: Long-term alcohol use can lead to a range of physical health problems, including liver damage and heart disease. By helping patients reduce intake or stop using alcohol, staff can promote good physical health and wellbeing.

- **Prevention**: Alcohol use can exacerbate existing mental illness and some patients may use alcohol as a way to alleviate symptoms. However, alcohol use can worsen mental health symptoms and lead to more severe mental health problems.

- **Medication**: Some medications used to treat mental illness may be less effective when taken with alcohol or may interact negatively with alcohol. Therefore, helping patients stop, or reduce alcohol use, can improve the effectiveness of prescribed medication.

- **Financial**: Patients can save money by reducing, or stopping, purchasing alcohol.

- **Relationships**: Alcohol use can lead to strained relationships with family, friends, and significant others. By helping patients stop or reduce alcohol use, staff can support them to maintain healthy relationships.

- **Social**: By helping patients to stop, or reduce alcohol use, staff can support them to avoid its possible negative consequences such as loss of home, employment issues, or criminal justice involvement.

Alcohol Use Assessment

The assessment, and regular monitoring, of a patient's alcohol use can prompt staff to identify and support the individual with any issues. This audit examined the frequency staff at the Perinatal office recorded the alcohol use of patients. Findings across Perinatal offices in Wales showed:



0%

of Perinatal offices do not assess the status of alcohol use

86%

of Perinatal offices assessed status of alcohol use at initial assessment only

14%

of Perinatal offices regularly assessed status of alcohol use

Fig. 97

Alcohol Use Training / Pathway

Patients may be unable or unwilling to seek out support, act on support information provided, or engage with substance use services. Staff trained in alcohol use assessment and treatment can provide holistic care to patients to improve their overall wellbeing. If staff are unable to undertake training in alcohol use then they can work in partnership with specialists to better support the individual.



0%

of Perinatal offices did not have staff available to support

86%

of Perinatal offices had arrangements where a referral can be made to local alcohol misuse trained staff

14%

of Perinatal offices had arrangements for staff in CMHT trained/or trained staff to support

Fig. 98

Alcohol Use Support

This audit examined whether Perinatal offices had information available, or patients were actively navigated, to alcohol use support resources, which is essential.



0%

of Perinatal offices did not have information available on alcohol misuse resources

71%

of Perinatal offices signposted to local resources and services

29%

of Perinatal offices provided information leaflets

Fig. 99

Substance Use Assessment & Support

For the purposes of this audit, 'substance use', refers to the consumption of illegal drugs, or the misuse of prescription or over-the-counter medications with negative or harmful consequences. It excludes alcohol, addressed in the previous section.

Assessing the substance use of a patient includes recording if they consume substances, of what kind and quantity, if they were trying to stop or reduce consumption, and if they need support to do so. The assessment, and regular monitoring, of the substance use of patients and the navigation to appropriate support, is essential for several reasons, such as:

- **Health:** Substance use can lead to a range of physical health problems, including overdose, injury, and long-term health complications. By supporting patients to reduce, or stop using harmful substances, staff can reduce the risk of harm.

- **Prevention:** Substance use can worsen the symptoms of mental illness and interfere with treatment. By addressing substance abuse, staff can help patients achieve better mental health outcomes.

- **Social:** By supporting patients to stop, or reduce substance use, staff can support them to avoid its negative consequences, such as loss of home, employment issues, or criminal justice involvement.

- **Functioning:** Substance use can interfere with a person's ability to function in their daily life, including their ability to form and maintain positive relationships and participate in social activities. By addressing substance use, staff can support patients to improve their social functioning.

- **Treatment:** Substance use can interfere with a person's ability to adhere to their care and treatment plan. By addressing substance abuse, staff can improve a patient's adherence to treatment and increase the likelihood of positive treatment outcomes.

- **Financial:** Patients can save money by reducing or stopping the use of harmful substances.

Substance Use Assessment

The assessment, and regular monitoring, of a patient's substance use can prompt the Perinatal to identify and support the individual with any issues. This audit examined the frequency staff at the Perinatal office recorded the substance use of patients.



0%

of Perinatal offices do not assess the status of substance use

86%

of Perinatal offices assessed status of substance use at initial assessment only

14%

of Perinatal offices regularly assessed status of substance use

Fig. 100

Substance Use Training / Pathway

Patients may be unable or unwilling to seek out support, act on support information provided, or engage with substance use services. Staff trained in substance use assessment and treatment can provide holistic care to patients to improve their overall wellbeing. If staff are unable to undertake training in substance use, then they can work in partnership with specialists to better support the individual.



0%

of Perinatal offices did not have staff available to support

86%

of Perinatal offices had arrangements where a referral can be made to local substance use trained staff

14%

of Perinatal offices had arrangements for staff in CMHT trained/or trained staff to support

Fig. 101

Substance Use Support

This audit examined whether Perinatal offices had information available, or patients were actively navigated, to substance use support services which is essential.



0%

of Perinatal offices did not have information available on substance use resources

71%

of Perinatal offices signposted to local resources and services

29%

of Perinatal offices provided information leaflets

Fig. 102

Breakdown of Findings

Build & Location

- **86%** of Perinatal offices are designated as 'reuse'
- **14%** of Perinatal offices are designated as refurbished & redesigned for a perinatal
- **0%** of Perinatal offices are purposely built for a perinatal team

- **56%** of Perinatal offices are situated in/near town centre
- **29%** of Perinatal offices are situated on a hospital/gp/health hub site
- **14%** of Perinatal offices are situated far from the city centre

The follow statistics present the position against optimum conditions for a Perinatal office

Maintenance

- **29%** of Perinatal offices reported that they did receive a prompt response to requests for maintenance, repair or redecoration from the responsible departments
- **29%** of Perinatal offices were routinely maintained as part of a schedule

External

- **100%** of Perinatal office external areas were tidy
- **100%** of Perinatal offices with gardens (n=2) have repairs undertaken on request
- **86%** of Perinatal office entrance doors were in a good state
- **86%** of Perinatal office entrance areas were well kempt
- **86%** of Perinatal office entrance area were well-lit
- **86%** of Perinatal offices had external doors/windows framing that was in a good state
- **86%** of Perinatal office walls were clean and in good state
- **71%** of Perinatal offices had external guttering that was in a good state
- **14%** of Perinatal offices had a well-kept garden

Internal

- **86%** of Perinatal offices had no reported/observed damp
- **86%** of Perinatal offices had patient toilets available in a good state
- **71%** of Perinatal offices did not have a bad odour
- **71%** of Perinatal offices was well-lit with plenty of natural light
- **71%** of Perinatal office corridors were wel decorated
- **71%** of Perinatal offices had reception seating in a good poor state of repair
- **57%** of Perinatal office flooring was in a good state
- **57%** of Perinatal office wals were in a good state
- **57%** of Perinatal office ceilings were in a good state
- **57%** of Perinatal offices had reception staff
- **57%** of Perinatal offices had sufficient reception seating
- **57%** of Perinatal offices had a reception area in a good state
- **57%** of Perinatal offices has signage to assist patients in navigation
- **43%** of Perinatal offices had clear entrance signage
- **29%** of Perinatal offices have a suggestion box/clear signage requesting feedback
- **29%** of Perinatal offices have a dedicated notice board in reception, with easy read current information
- **29%** of Perinatal offices had shared staff/patient toilets, and they were in a good state
- **29%** of Perinatal offices had a dedicated area for baby changing
- **14%** of Perinatal offices had a dedicated area for toys and play
- **14%** of Perinatal offices had a dedicated area for breastfeeding
- **0%** of Perinatal offices had a Wi-Fi connection of good quality
- **0%** of Perinatal office staff had control over temperature and air conditioning
- **0%** of Perinatal offices had an exclusive entrance for patients

Parking & Transport

- **100%** of Perinatal offices had free parking for staff
- **100%** of Perinatal offices had free parking for patients
- **100%** of Perinatal offices had available disabled parking for staff
- **100%** of Perinatal offices had available disabled parking for patients
- **100%** of Perintal offices were less than 5 minutes walk from a bus stop
- **57%** of Perintal office parking areas were well-lit
- **43%** of Perinatal office parking areas were secure
- **29%** of Perinatal offices provided adequate dedicated staff parking spaces
- **14%** of Perinatal offices provided adequate dedicated patient parking spaces
- **14%** of Perinatal offices had a covered cycle bay available for staff
- **0%** of Perinatal offices had free oranised transportation available to patients
- **0%** of Perinatal offices had a covered cycle bay available for patients
- **0%** of Perintal offices had an electric vehicle charging point available to staff
- **0%** of Perintal offices had an electric vehicle charging point available to patients

Equity

- **100%** of Perinatal offices had access to interpretation services
- **71%** of Perinatal offices provided a dedicated disabled access entrance
- **43%** of Perinatal offices were 'open door' during office hours
- **29%** of Perinatal offices had BSL proficient staff and/or access to VSL technology
- **14%** of Perinatal offices had audio induction loops installed
- **0%** of Perinatal offices had al staff able to converse in Welsh
    - 71% of Perinatal offices had some staff able to converse in Welsh
- 0% of Perinatal offices had relevant assistive technology equipment (such as handrails)

Reception

- **71%** of Perinatal offices had seating in a good state
- **57%** of Perinatal offices had good decoration within reception
- **57%** of Perinatal offices had sufficient seating for waiting patients
- **29%** of Perinatal offices had a dedicated notice board with information that was easy-read, and current
- **29%** of Perinatal offices had a suggestion box with clear signage that requested feedback

Toilets

- **86%** of Perinatal offices had staff toilets in a good state
- **86%** of Perinatal offices had patient toilets available in a good state
- **86%** of Perinatal offices provided disabled toilets and they were in a good state
- **29%** of Perinatal offices had shared staff/patient toliets, and they were in a good state
- **14%** of Perinatal offices had staff shower facilities in a good state

Staff

- **100%** of Perinatal offices fire alarms were tested regularly
- **100%** of Perinatal offices had staff that received regular management supervision
- **86%** of Perinatal offices had room alarms and/or provided staff with personal alarms
- **86%** of Perinatal offices had a microwave and/or toaster that staff could access
- **71%** of Perinatal offices were well decorated
- **71%** of Perinatal offices provided staff with a working food fridge of adequate size
- **57%** of Perinatal offices provided staff with food storage cupboards of an adequate capacity
- **57%** of Perinatal offices away days were organised regularly
- **43%** of Perinatal office working space was spacious
- **43%** of Perinatal offices provided staff access to a hot water dispenser
- **29%** of Perinatal offices had a sufficient number of well maintained desks
- **29%** of Perinatal offices held regular fire evacuation drils

- **14%** of Perinatal offices had a designated well maintained staff rest area
- **14%** of Perinatal office staff areas were well decorated
- **14%** of Perinatal offices provided staff with personal storage lockers
- **14%** of Perinatal offices provided staff access to 'safe' cold drinking water from a cold water dispenser
- **14%** of Perinatal offices had staff who never worked alone

Clinical

- **100%** of Perinatal offices had staff that received regular clinical supervision
- **86%** of Perinatal offices had available digital care notes
- **86%** of Perinatal offices had hand-washing facilities available in al clinical areas
- **71%** of Perinatal offices had hand sanitiser dispensers available
- **57%** of Perinatal offices had a blood glucose monitoring machine
- **43%** of Perinatal offices had a thermometer
- **43%** of Perinatal offices had medical emergency response equipment available
- **43%** of Perinatal offices regularly weigh or ask 'high risk' patients about weight
- **29%** of Perinatal offices had weighing scales
- **29%** of Perinatal offices had a pulse oximeter
- **29%** of Perinatal offices had a blood glucose monitoring kit
- **29%** of Perinatal offices provided information leaflets on smoking cessation support
- **29%** of Perinatal offices provided information leaflets on alcohol use support
- **29%** of Perinatal offices provided information leaflets on substance use support
- **14%** of Perinatal offices had a physical health examination room
- **14%** of Perinatal offices provided information leaflets on weight management
- **14%** of Perinatal offices regularly assessed status of substance use
  - 86% of Perinatal offices assessed status of substance use at initial assessment only
- **14%** of Perinatal offices assessed smoking status regularly
  - 71% of Perinatal offices assessed smoking status at initial assessment only
- **14%** of Perinatal offices had staff trained in smoking cessation and/or specialist smoking
- **14%** of Perinatal offices regularly assessed status of alcohol use
  - 86% of Perinatal offices assessed status of alcohol use at initial assessment only
- **14%** of Perinatal offices had arrangements for staff in CMHT trained/or trained staff can attend for alcohol use
- **14%** of Perinatal offices had arrangements for staff in CMHT trained/or trained staff can attend for substance use
- **0%** of Perinatal offices give a physical health examination throughout
  - 29% of Perinatal offices give a physical health examination on initial assessment
- **0%** of Perinatal offices had a ophthalmoscope
- **0%** of Perinatal offices have regular practice of cardiopulmonary resuscitation/CRASH
- **0%** of Perinatal offices regularly weigh or ask patients about weight
  - 14% of Perinatal offices weigh or ask patients about weight at the initial assessment

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