



4. The 15 Steps Challenge – what to look out for

This section is not a checklist but will help structure your observations. It may be useful to detach this section and take it on your walkaround (or you can download just this section from www.institute.nhs.uk/productives/15StepsChallenge).

Welcoming

Questions to ask yourself	Comments:
<ul style="list-style-type: none"> • How have the staff made me feel? • What made me feel welcome? • Did any staff members introduce themselves? • What is the atmosphere like? • What is the physical environment like? • Is there any information visible that is useful and reassuring? If so, what is it? • What interactions are taking place with staff? • How long did I have to wait to enter the ward? <p>Things to look out for</p> <ul style="list-style-type: none"> • Welcoming signs or welcoming information available. • Acknowledged by staff - eye contact, smiling, greeting you. • Time and attention given to people entering the ward. • Staff introducing themselves. • Service users able to approach staff. • Staff photo boards with names. • Body language of staff. • Visiting times displayed. • Contact details for the ward visible. • Area available for visitors. • Staff dressed appropriately. • Tidy and clean environment. • Well maintained decor. 	<p>What behaviours did I see that did, or did not, give me confidence?</p>



Visit undertaken on (date) by (names of Challenge team)



Safe

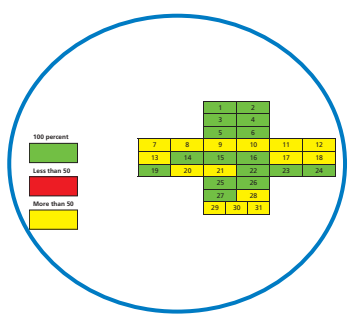
Questions to ask yourself	Comments:
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- What aspects of safety can I see?
- Is information visible that tells me about the quality of care and its link to safety?
- Can I identify staff? How are they identifiable?
- What tells me that staff take safety seriously?
- What did I experience that made me feel safe?
- How are medicines managed on the ward?
- What have I noticed that gave me confidence?
- What makes me less confident?

Things to look out for

- Information boards with transparent safety information e.g, safety crosses, graphs and charts.
- Reader friendly data displayed and understandable.
- Identifiable staff, with badges or lanyards clearly visible.
- Fire doors shut.
- No clutter or overflowing bins.
- Staff in communal areas.
- Equipment and environment well maintained.
- Security and fire procedures evident.
- Protected mealtimes.
- Separate male and female areas.
- Staff interacting with service users.
- First aider identified.
- Protected time/area for staff to dispense medication.
- Staff following hand hygiene procedures.
- Sharps appropriately disposed of.

What behaviours did I see that did, or did not, give me confidence?



Visit undertaken on (date) by (names of Challenge team)





Caring and involving

Questions to ask yourself	Comments:
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- What can I understand about the service user experience on this ward?
- Is there evidence that service users and carers are involved in their own care?
- How do staff interact with service users?
- Is the routine of the ward evident for service users and visitors?
- How is privacy and dignity maintained?
- What can I see about meeting the needs of diverse service users?
- What information is available about more support e.g, mental health forums, carer groups, PALS?
- What have I noticed that builds my confidence?
- What makes me less confident?
- Do I get a sense of community?

Things to look out for

- Staff and service users positively interacting.
- Meaningful activities taking place.
- Information visible about what to expect at different phases of treatment.
- Service users speaking positively about staff and the care being received.
- Staff acknowledging service users and visitors with warmth and kindness.
- A social presence.
- Activities suitable for all ages.
- Open ended questions being used.
- Information about how to complain and compliment.
- Service user feedback displayed openly.
- Named nurses identified.
- Appropriate language used.
- People not being patronised or put down.
- Able to identify nurse in charge for that shift.
- People being kept informed e.g, delays.
- Staff having time for service users.
- Signs that equality and diversity needs are being met.
- Staff available to discuss care and progress being made.
- Information about carer groups.
- Service user support information/contacts available.

What behaviours did I see that did, or did not, give me confidence?



Visit undertaken on (date) by (names of Challenge team)





Well organised and calm

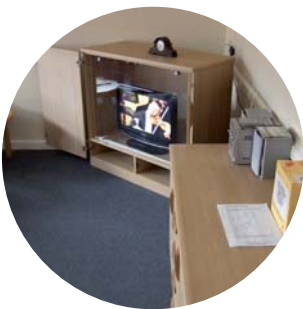
Questions to ask yourself	Comments:
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- Does the ward feel calm even though it may be busy?
- Are resources/equipment stored in designated places?
- Can I see colour coding or clear labelling for items?
- Is the environment well managed?
- What are the noise levels like on the ward?
- Does it feel like a therapeutic environment?
- Can I identify different areas of the ward?
- What can I tell about teamwork?

Things to look out for

- Noise levels e.g, loud music, slamming doors.
- Staff not looking like they are under pressure.
- Organised and tidy communal areas.
- Notice boards have up to date and relevant information.
- Evidence of a well organised ward.
- An uncluttered clean environment including the nurses' station, communal areas, kitchen etc.
- Positive comments from service users and carers.
- Clear signage to rooms, WC etc.
- Service users and visitors looking relaxed.
- Ward protocols displayed.
- Reasonable temperature.
- No raised voices.
- Information is visible and organised on a communal boards.

What behaviours did I see that did, or did not, give me confidence?



Visit undertaken on (date) by (names of Challenge team)





Your local priorities

Use this section to highlight things that are important to your own organisation:

Questions to ask yourself	Comments:
<p>(Agree these with the 15 Steps Challenge team in advance)</p> <p>Remember to ask questions about how this priority made you feel, what your senses can tell you from first impressions, what behaviours and interactions are linked.</p> <p>Things to look out for (What would service users, relatives and visitors notice about this priority from their first impression?)</p>	

Visit undertaken on (date) by (names of Challenge team)



The template below might be useful to record the overall comments of the 15 Steps team:

15 Steps Challenge



The Reviewers:

Service user representative/other

Non-executive Director

Staff

Ward area:

Date:

Welcoming:

Positives and good practice	Areas for improvement

Safe:

Positives and good practice	Areas for improvement

Caring and involving:

Positives and good practice	Areas for improvement

Well organised and calm:

Positives and good practice	Areas for improvement

Overall themes and comments:

With thanks to First Community Health & Care C.I.C.

