

An Assessment Tool for relatives who are in contact with Acute Inpatient Services

Please complete each section, adding further information where appropriate

Information about the Ward			
1.	Was the information provided: - clear, understandable at an appropriate time?	Y	N
2.	Did the information explain adequately what you wanted to know?	Y	N
3.	Comment on possible improvements:		
4.	Overall what is your assessment of the information provided (please underline) Very dissatisfied Dissatisfied Satisfied Very satisfied		
Information about clinical matters such as treatment, medication, side effects			
5.	Was the information provided: - clear, understandable at an appropriate time?	Y	N
6.	If you answered 'No', please explain what area(s) were unsatisfactory and why?		
7.	Did the information explain adequately what you wanted to know?	Y	N
8.	Comment on possible improvements:		
9.	Overall what is your assessment of the information provided (please underline) Very dissatisfied Dissatisfied Satisfied Very satisfied		
Sharing			
10.	Have you had a Carer's Assessment?	Y	N
11.	If yes, who carried this out eg Ward staff, Community worker ...etc?		
12.	Have your identified needs been passed to ward staff?	Y	N
13.	Were you given opportunities to talk about your relative and your concerns about the development of their problems?	Y	N
14.	...and about what they did and what they were like before?	Y	N
15.	Did you feel that your expertise as someone close to the patient was recognised and valued?	Y	N
16.	Comment on possible improvements to the sharing process: -		
17.	Overall, how involved have you felt in your relative's treatment / care - (underline)? Not at all involved Not much involved Involved Very involved		

Questions			
18.	Were your questions to the team, taken seriously?	Y	N
19.	Were your questions well answered?	Y	N
20.	Comment on possible improvements: -		
21.	Overall how do you rate the way your questions were dealt with? Very dissatisfied Dissatisfied Satisfied Very satisfied		
Confidence			
22.	Did you feel to blame in any way, for the illness?	Y	N
23.	How confident do you now feel in dealing therapeutically with your relative/friend and with the connected problems? (Please underline) Very insecure Somewhat insecure Confident Very confident		
24.	What else would have been helpful?		
Discharge			
25.	If the plan was for your relative to return to your home, was this discussed beforehand?	Y	N
26.	Was the time of discharge discussed?	Y	N
27.	Were you given information about what action to take in an emergency?	Y	N
28.	Were you given help with recognising signs of a relapse in your relative?	Y	N
29.	Were you satisfied with the information provided at discharge?	Y	N
30.	If this is not your relatives <u>first</u> admission how adequate were the arrangements made for discharge? (Please underline) Totally unacceptable Barely acceptable Adequate Highly satisfactory	Y	N
31.	Overall, how do you rate your satisfaction with the discharge arrangements? Very dissatisfied Dissatisfied Satisfied Very satisfied	Y	N
32.	Comment on possible improvements to the discharge.		
Finally			
	Please add any suggestions to improve the way that staff could improve their involvement with carers / relatives and significant friends.		

Thank you for taking the time to think about these issues and answer these questions it will be very helpful in improving our services for other people