

<b>Tab: MANAGEMENT</b>				
<b>a) Efficient and effective use of staff</b>				
		Yes	No	N/A
<b>Ba1</b>	Were there any new or bank staff working in the area during the work periods?			
<b>Ba2</b>	Were there any students working in the area during the work period?			
<b>Ba3</b>	Were you able to release staff to give support/assistance to other areas?			
<b>Ba4</b>	Did you have to request assistance from another team/area out with normal practice?			
<b>Ba5</b>	Did you reschedule any planned visits/appointments due to workload?			
<b>Ba6</b>	Did you delay 1st visits/assessments/appointments due to workload?			
<b>Ba7</b>	Was quality of care affected due to workload?			
<b>b) Well organised working environment</b>				
		Yes	No	N/A
<b>Bb1</b>	Were you able to check/order clinical and non-clinical supplies and/or equipment?			
<b>Bb2</b>	Were you able to ensure general administrative duties were carried out?			
<b>Bb3</b>	Was the environment well organised and accessible?			
<b>Bb4</b>	Was your workstation (area) left in an organised, user friendly state at the end of your shift?			
<b>Bb5</b>	Would someone entering your team be able to navigate your environment and what they need?			
<b>c) Supervision &amp; Teaching</b>				
		Yes	No	N/A
<b>Bc1</b>	Were clinical supervision opportunities available during this period?			
<b>Bc2</b>	Did planned support/supervision sessions have to be cancelled or deferred due to workload?			

<b>Bc3</b>	Were staff able to plan and deliver health promotion events?			
<b>Bc4</b>	Did you miss, cancel or defer any teaching sessions due to workload?			
<b>Bc5</b>	Were you able to orientate new/bank staff to the area appropriately? (Skip If you answered No or N/A to Ba1)			
<b>Bc6</b>	Did new staff receive adequate time for supervision/support to achieve their objectives? (Skip If you answered No or N/A to Ba1)			
<b>Bc7</b>	Were you able to orientate students to the area appropriately? (Skip If you answered No or N/A to Ba2)			
<b>Bc8</b>	Did students receive adequate time for supervision/support to achieve their objectives? (Skip If you answered No or N/A to Ba2)			
<b>Bc9</b>	Did you have to cancel mandatory training due to workload?			
<b>Bc10</b>	Did you have to cancel non-mandatory training due to workload?			
<b>Tab: CARE DELIVERY</b>				
<b>a) Assessment and Plan of Care</b>				
		Yes	No	N/A
<b>Ca1</b>	Were all new referrals contacted within locally agreed timescales?			
<b>Ca2</b>	Is care delivered timeously within locally agreed timescales?			
<b>Ca3</b>	Where care is delivered in the patient's home is the patient offered a time band for a visit as per local protocols?			
<b>Ca4</b>	Were patients assessed using a locally agreed assessment tool?			
<b>Ca5</b>	Was a plan of care initiated?			
<b>Ca6</b>	Were patients involved in agreeing the plan of care?			
<b>Ca7</b>	Was the preparation of a care plan deferred to the next visit for any new patient due to workload?			
<b>Ca8</b>	Did you defer the assessment of any existing patient and/or the updating of care plans to the next contact due to workload?			
<b>Ca9</b>	Did you manage to carry out visits as planned? (Skip If you answered Yes to Ba5)			
<b>Ca10</b>	Did you manage to carry out all care as planned?			

<b>Ca11</b>	Did you manage to complete all essential paperwork for this period?			
<b>b) Documentation (either written or IT based)</b>				
		Yes	No	N/A
<b>Cb1</b>	Was there a delay in dealing with essential documentation during this period due to workload?			
<b>Cb2</b>	Was there a delay in dealing with any patient related documentation which should have been completed before the end of the period due to workload?			
<b>Cb3</b>	Was there a delay in dealing with all documentation/paperwork/recordkeeping which should have been completed before the end of the period due to workload?			
<b>c) Communications (team communications/support)</b>				
		Yes	No	N/A
<b>Cc1</b>	Was there sufficient time to share and/or communicate essential information with members of the team within working hours?			
<b>Cc2</b>	Did you miss, cancel or defer any meetings due to workload?			
<b>Cc3</b>	Did you have any difficulties in accessing members of the Multi-Disciplinary Team or outside agencies resulting in delay in communication due to workload?			
<b>Cc4</b>	Were you able to respond appropriately to phone calls/texts/emails?			
<b>Cc5</b>	Have there been opportunities for the team to have a shared set of objectives?			
<b>Cc6</b>	Do the team meet regularly to discuss the team's effectiveness?			
<b>c) Communications (team communications/support)</b>				
		Yes	No	N/A
<b>Cc7</b>	Were there occasions where joint working with Multi-Disciplinary Team/partner agencies was delayed due to workload?			
<b>Cc8</b>	Were there occasions where staff were unavailable for a joint visit due to workload?			
<b>Cc9</b>	Were there any occasions where staff were unable to attend and contribute to the working of the Multi-Disciplinary Team due to workload?			
<b>Cc10</b>	Do staff feel supported by their peers?			
<b>d) Patient communications/support</b>				
		Yes	No	N/A

<b>Cd1</b>	Were any patients wishing to discuss their care/condition delayed/deferred attention due to pressure of workload?			
<b>Cd2</b>	Were discussions with relatives deferred due to workload?			
<b>Cd3</b>	Was there enough time to meet the care and support needs of family/friends/carers?			
<b>Cd4</b>	Was there enough time to meet the care and support needs of family/friends/carers who are dealing with a difficult experience, e.g. bad news?			
<b>Tab: SAFE AND EFFECTIVE CARE</b>				
<b>a) About the team</b>				
		<b>Yes</b>	<b>No</b>	<b>N/A</b>
<b>Da1</b>	Do staff have clear, planned goals and objectives for their jobs?			
<b>Da2</b>	Does the team communicate closely with each other to achieve the team's objectives?			
<b>Da3</b>	Do staff often have difficulty working out whether they are doing well or poorly in their job?			
<b>Da4</b>	Is communication within the team effective to ensure continuity of care?			
<b>Da5</b>	Do staff feel confident in supporting people who are dealing with a difficult experience, e.g. bad news?			
<b>b) About Capacity and Care Delivery</b>				
		<b>Yes</b>	<b>No</b>	<b>N/A</b>
<b>Db1</b>	Is capacity such that there is enough staff in this locality for me to do my job properly?			
<b>Db2</b>	Was capacity such that the provision of holistic care was ensured?			
<b>Db3</b>	Was capacity such that the care delivered was safe, effective and person centred?			
<b>Db4</b>	Was capacity such that staff are satisfied with the quality of the interventions of care given to patients?			
<b>Db5</b>	Was capacity such that staff were able to deliver individual health promotion interventions?			
<b>c) About the Organisational Culture</b>				
		<b>Yes</b>	<b>No</b>	<b>N/A</b>

<b>Dc1</b>	Are staff involved in deciding on changes introduced that affect the work area/team/department?			
<b>Dc2</b>	Is there a culture of openness and shared learning from significant events?			
<b>Dc3</b>	Are staff given feedback about changes made in response to reported errors, near misses and incidents?			
<b>d) Perceived Patient Satisfaction</b>				
		Yes	No	N/A
<b>Dd1</b>	Do patients report a high level of satisfaction with their care?			
<b>Dd2</b>	Do patients feel there is enough time to provide care to family/friends/carers?			