

Survey Builder

A collection of questions to support you in building your own survey.

Understand what has happened

1. Do you know why you were referred or admitted?
2. Have you been given a diagnosis and had it explained to you?
3. Has someone explained your treatment options and choices? Have you been given any medication? Why were you given it and how does it affect you?
4. Do you know your rights? Have you been detained under a section of the Mental Health Act? Are you under Liberty Protection Safeguards? Have observation levels been explained?
5. Are you free to leave, either for a few hours or permanently?
6. Do you know how to complain?

On the ward

1. Is there a noticeboard with pictures of staff alongside their name?
2. Were you welcomed by staff?
3. Were you introduced to your named nurse?
4. Were you given a welcome pack and do you understand it?
5. What is the daily routine? What is there to do all day?
6. Have you been shown round? Do you know what each of the rooms are used for? Which rooms can you enter?
7. Do you know where the toilets and bathrooms are?
8. Where can people smoke?
9. Is the place clean?
10. When are the mealtimes and have you been asked about dietary requirements and food preferences? Can you make a drink when you want one?
11. Are there laundry facilities and do you know how to use them?

Privacy and quality of life

1. Do you have your own bedroom?
2. Can you choose a same-sex service (as determined by you, of course)? Can you choose same sex staff to support you?
3. Do staff knock and wait to be invited in?
4. Are the toilets, showers and bathrooms ensuite or private?
5. Can you personalise your bedroom? Are there rules here that say what you can do or bring in and what is not allowed?
6. Are your environmental and sensory needs recognised and met? Can you have your favourite things with you?

Kindness

1. Do you feel safe here?
2. Could you talk to staff when you wanted to?
3. Do you feel listened to and understood?
4. Are staff compassionate – do they treat people with dignity and respect?
5. Are Easy read materials available and is someone available to talk you through it?

Assessment and treatment

1. Has your mental capacity been assessed? What have you consented to?
2. Has your physical health been checked?
3. Has a risk assessment been done with you?
4. Are you under the Care Programme Approach and what does that mean for you?
5. Do you have a care plan or a Care and Treatment Review?
6. Do you have a discharge plan?
7. Is there a ward round, what happens, are you involved, and what are you expected to do?

Wider support

1. Have you been offered an interpreter?
2. Are there any barriers to access by disabled people?
3. Do you know how to get in touch with the Advocacy service?
4. How do you get help with welfare benefits?
5. Has someone offered to talk to your tutor or your boss at work?

Stay in touch

1. Can you make and receive telephone calls?
2. Can you invite visitors? How do you get them a drink? Can they stay for a meal?
3. Have arrangements been made to support your spiritual identity and relationships?
4. Are relatives, carers and friends invited to visit or attend meeting? Do you have to have them present?

Please send any additional contributions to this list to peter.bates@ndti.org.uk

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