Inspections of Services for Older People in Acute Hospital Settings in NHS Scotland

Non-Participant Observation: Information Sheet for Staff

During the inspection, the views and experiences of people who use services are central to helping us make a judgement. A number of different tools will be used to allow patients and visitors to share their views and experiences with us. Observation is a useful and practical method that can help us to build up a picture of the care experiences of older people who are unable to tell us themselves.

Our inspectors and public partners have been trained in the use of an observation tool called Quality of Interaction Schedule (QUIS). This tool uses a simple coding system to record interactions between staff, older patients and visitors. The tool recognises that many older people in hospital will be cognitively frail and has been written with this patient group in mind. Detailed information on this tool is available on request from our Edinburgh Office on 0131 623 4753.

The observations in your ward will last for 20 minutes each. There may be two or three separate periods of observation.

We would be grateful if you could help the observers to find a position in the ward that will not interfere with care giving. Please ask staff to try to ignore the observers as much as possible.

Please be assured that the observation will take place in an unobtrusive way that preserves people’s dignity and human rights.

Patients should be told that the observation is taking place as part of the inspection process and assured of confidentiality.

If anyone becomes distressed by the observers’ presence, the observation will immediately stop.

Thank you for your support.