



## Closed Cultures survey



Thank you for answering these questions.



These questions are going to help train inspectors to do their jobs better.



Inspectors are people who visit and check that hospitals or homes are good and not doing bad things.



If you would like help, you can choose someone to help fill this out with you.



Answer these questions saying what you think **are the GOOD things**. This is about what YOU think - there are no right and wrong answers.

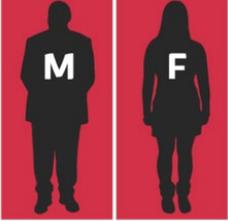


Please answer what you think **SHOULD** happen in a **GOOD** hospital (not what actually happened in the past).



These questions are about hospitals like this one.

## Some information about you

<b>Are you:</b>	
Male	
Female	
Transgender	
Other	
Prefer not to say	
<b>Are you:</b>	
Lesbian	
Gay	
Heterosexual	
Bisexual	

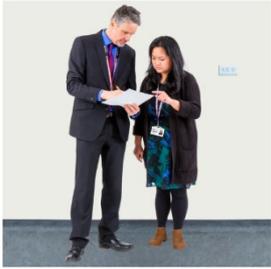
Other	
Prefer not to say	
<b>Are you:</b>	
White	
Multiple / mixed ethnicity	
Asian / Asian British	
Black / African/ Caribbean / Black British	
Prefer not to say	
<b>Do you have a disability:</b>	
Yes	
No	
Prefer not to say	

Here are the questions – please tick ✓ what you think SHOULD happen in a good hospital

<p><b>1.Saying how I want people to care for me</b></p>	
<p>I want to go to meetings that are about me</p>	
<p>I don't want to go to meetings about me</p>	
<p>I am not sure</p>	
<p>I think staff should talk clearly</p>	
<p>I think staff should use long words and jargon</p>	
<p>I am not sure</p>	
<p>Staff should know how to communicate with me (how to sign / use a communication board, etc)</p>	

Staff don't need to know any signs or use symbols, photos or easy read to communicate	
I am not sure	
<hr/>	
I should know when I'm going to leave hospital	
I should not know when I'm going to leave hospital	
I am not sure	
<hr/>	
I should know where I'm living after hospital	
I don't need to know where I'm living after hospital	
I am not sure	
<hr/>	
Doctors should ask for my choice (consent) before doing things	
Doctors don't need to ask for my choice (consent) before doing things	

I am not sure	
My family / friend should come to meetings to help me	
My family / friend doesn't need to be allowed to come to meetings to help me	
I am not sure	
<p><b>2. What do we do all day in hospital?</b></p>	
We should do fun activities	
We should not do activities	
I am not sure	
We should choose activities during the day	
Staff should tell us what is happening	

I am not sure	
<b>3. How staff manage it if I get upset</b>	
When I get upset, staff should talk to me about it afterwards in a kind way	
When I get upset, staff should ignore it afterwards	
I am not sure	
<b>4. Attitudes in a service (culture)</b>	
To check if staff are kind, inspectors should:	
Ask me and my family	
Not ask me and my family	
I am not sure	

Watch the staff working	
Not watch the staff working	
I am not sure	
Ask us who our favourite staff are	
Not ask us about the staff	
I am not sure	
<b>5. My family and friends and values</b>	
Some of these things may be important to you when you are in hospital. Tick which ones you think inspectors should check:	
If my family / friends think I am being well looked after	
If I can call my family any time	
If family / friends can visit me in hospital	

That staff use respectful and kind words	
That staff get on with me well and are kind and friendly	
<b>6. Making a complaint</b>	
When staying in hospital:	
I should be able to complain if things are going badly	
I should be too scared to complain	
I am not sure	
I should know who to complain to	
I should not know who to complain to	
I am not sure	

I should know what happened after I complain

I should not hear anything after I've complained

I am not sure

**7. Anything else you want to tell us?**



About having a safe stay in hospital? About not being scared in hospital?