



Audit tool for achieving
age equality in health and social care

B1.5: Experience of inpatient care

B1.5.1: Experience of inpatient care

RED

Analysis of data about patient- reported experiences by age highlight marked differences that may indicate less favourable treatment on the basis of age. Possible areas for investigation may include:

- being repeatedly moved from one ward to another for non-clinical reasons
- being cared for in mixed sex bays/ wards
- food and drink being placed out of reach and not being assisted to access/take it
- long waits for consultations, diagnostic facilities, call bells
- the reported experience of staff talking in front of patients, as if they were not there, varies by age.

AMBER

Analysis of data about the experience of inpatient care reveals marked differences between age groups which have been investigated and a plan to address any sources of potential discrimination drawn up.

GREEN

Plans to address potential sources of discrimination identified from patient experience surveys have started to be implemented. Survey data is supplemented by proactive engagement with patient forums, carer groups, LINKs and PALS are to identify concerns and take measures to improve patient experience and outcomes in all hospital areas, across all ages (including in recruitment, induction and training).