

Template for observation

Ongoing – throughout the assessment

Criteria	Issues to cover	Meets Criteria Y/N	Remarks
1.2	Did you observe the service description information in the service unit's reception area or other common area?		
9.1	Ask to see the safety equipment. Observe whether the equipment appears to be accessible and in good order.		
9.3	Is there any evidence of obvious safety problems?		
13.2	Is (Are) there any place(s) for service users to keep their private property? If yes, is (are) the place(s) secure? If yes, is (are) the place(s) accessible?		
14.1	Are service users treated in a manner that their needs for privacy and dignity are respected and upheld?		
14.2	Do the arrangements/setting of the service unit facilitate the conduct of personal care activities in a manner which respects and upholds the needs for private and dignified care of service users?		
14.3	Are service users' files and personal information stored in a secure manner?		
16.2	Is there evidence that service users' rights of freedom from verbal, physical and sexual abuse are (or are not) protected?		

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