# 5 Observation of Facility Tool

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| **OST service provider:** |  |
| **Name of unit/team:** |  |
| **Contact person:** |  |
| **Reviewed by:** |  |
| **Date:** |  |

### Guidance notes

We recommend observing the facility as part of the manager / team leader / lead clinician interview during the on-site audit visit.

An observation guide is provided below. We recommend that you familiarise yourself with the provisions within the relevant sector standards. You should also record any additional observations relevant to the audit.

|  | **Attainment** | **Risk** | **Comments** |
| --- | --- | --- | --- |
| **a. Facility appropriateness and environment** | | | |
| Description of facility |  |  |  |
| Appropriate reception facilities (consider physical attractiveness, welcoming nature, therapeutic environment, adequate number of reception staff and space) |  |  |  |
| Appropriate waiting area (consider physical attractiveness, adequate space, relevant reading material, prompt access to welcoming reception staff)  Client rights/advocacy information visible |  |  |  |
| Clinic area:   * Adequate and appropriate equipment * Adequate space * Drug safe attached to building – appropriate staff access, appropriately secured and locked when not in use * Appropriate key handling * Adequate observation of medication administration |  |  |  |
| Safety features of facilities:   * Evacuation procedure in the event of fire or other emergency * Safety mechanisms for staff and clients (eg, alarm buttons in relevant places) * Adequate interviewing facilities (including space, setting, sound proofing) * Safety features balanced with a treatment ethos (ie, promoting client engagement and maintaining a therapeutic relationship) |  |  |  |
| Toilet facilities:   * Adequate access, including disability access * If observation is required, staff of the same sex can observe * Infection control information available |  |  |  |
| Security of facilities:   * All external doors have adequate locks * Public areas are clearly marked (distinguished from private areas) * Adequate security lighting * Attended by security personnel after hours and as required |  |  |  |
| **b. Filing systems / privacy of information** | | | |
| * Only appropriate staff have access to the filing system * Clinical records are not accessible to the public * Cabinets holding clinical records are able to be appropriately secured * Adequate privacy of client information (eg, computer screens, clinical records) in reception and other public areas |  |  |  |