



Planetree Person-Centred Care Environmental Audit

14 Apr 2023 / Sheena Cartwright

Complete

Score	100%	Flagged items	0	Actions	0
Site conducted	Southside Endoscopy Centre				
Conducted on	14.04.2023 11:45 AEST				
Prepared by	Sheena Cartwright				
Location	66 Bryants Rd, Loganholme QLD 4129, Australia (-27.6627239, 153.1784048)				

Inspection	100%
WELCOMING (Exterior, Interior, Accessibility)	100%
Encourages Positive initial human interaction	Yes
Accessible, welcoming entryways	Yes
Barrier-Free check in and registration design (aware that Covid perspex screens installed)	Yes
Signage wording and patient information language is welcoming	Yes
No use of physical or psychological barriers (aware that Covid perspex screens installed)	Yes
Waiting areas are aesthetically pleasing, chairs arranged in a manner that allows groups to be together; availability of reading materials while waiting (covid precautions with no magazines in waiting room)	Yes
Comments:	
NOISE/AUDITORY	100%
Noise in waiting areas is appropriate	Yes
Noise in patient recovery areas is appropriate	Yes
Comments	
OLFACTORY (SMELL)	100%
Pleasant/Neutral Aroma	Yes
No harsh cleaning smells	Yes
Comments	
FURNISHINGS/FINISHES	100%
Variety of soft seating options in waiting room	Yes
all cleanable due to infection control	
Variety of soft seating options in patient seated recovery	Yes
Comfortable	Yes

Contribute to way-finding (signage to toilets etc, no furniture blocking access to amenities)	Yes
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Comments

CLEANLINESS 100%

Good general cleanliness of space	Yes
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Floor surfaces free from damage and maintained	Yes
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Wall surfaces free from damage and maintained	Yes
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Comments

WAY-FINDING AND SIGNAGE 100%

Signage and maps are understandable and accessible	Yes
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Welcoming and consistent in language	Yes
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Accommodates Literacy Levels	Yes
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Minimises patients getting lost	Yes
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No physical barriers to accessing staff (aware that Covid perspex screens installed)	Yes
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Encourages Human interaction for assistance	Yes
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Decentralised nurse station	Yes
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Comments:

PRIVACY (FOR PATIENTS/FAMILY) 100%

Privacy at Check-in / Registration	Yes
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Privacy when making appointments (done over phone only for privacy & covid restrictions)	Yes
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Private single bathroom facilities	Yes
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ARTWORK / WALL POLLUTION 100%

Artwork is prevalent and healing	Yes
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Announcements are graphically appealing and neatly managed within display area (i.e bulletin board)	Yes
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Lighting is appropriate	Yes
Comments	
ACCESS TO DAY LIGHTING / VIEWS	100%
Patient care areas have access to day lighting and views	Yes
Staff areas have access to day lighting and views	Yes
Comments	
Staff areas have access to food and drink (i.e. staff kitchen, fridge and hot/cold tap)	Yes
Staff spaces within department are comfortable	Yes
Comments	
Patients have control of Temperature (blankets available?)	Yes
Measures are taken to provide patient privacy during all areas of patient admission/interaction.	Yes
Patients and staff have access to day lighting and views	Yes
Visible areas for patient and staff recycling	Yes
Patients and staff have convenient access to nature	Yes
Comments	
Healthy food options available to patients in recovery post procedure	Yes
Comments	

ANY ADDITIONAL COMMENTS:

Both hospitals are working towards and devising new ways of recycling and creating a sustainable and comfortable environment for all stakeholders in the business.