than one difficulty. Seven did not know what to do with the packet, 20 could not open it, four tried to pour alcohol out of the opened packet, one could not get the wipe out of the packet and eight could not unfold the wipe. Of the 34 patients who struggled with the alcohol wipes, four were in their sixties, 13 were in their seventies and 16 were in their eighties. One patient was in their twenties but had restricted dexterity.

The upright design of the sink was problematic. Patients who were bed bound found it difficult to lean over to reach it and those who were chair bound struggled to reach up and get close enough to it.

Products requiring an electrical outlet were problematic as sockets were not always available. Each bed headspace in the wards surveyed had two sockets. Thirty of the 200 patients surveyed (15%) did not have a spare socket as both were already being used for devices such as mattresses, fans and pumps. Patients without free sockets beside their beds were also more likely to be bed bound or chair bound (Table 5).