




What inspectors found when they visited **Ross Thomson Unit**

Easy to read report.

	<p>Ross Thomson Unit Causeway Hospital 4 Newbridge Road Coleraine BT52 1HS</p>																																										
 <p>Northern Health and Social Care Trust</p>	<p>Trust: Northern Health and Social Care Trust</p>																																										
<p>February 2018</p> <table border="1"> <thead> <tr> <th>MONDAY</th> <th>TUESDAY</th> <th>WEDNESDAY</th> <th>THURSDAY</th> <th>FRIDAY</th> <th>SATURDAY</th> <th>SUNDAY</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> </tr> <tr> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> <td>11</td> </tr> <tr> <td>12</td> <td>13</td> <td>14</td> <td>15</td> <td>16</td> <td>17</td> <td>18</td> </tr> <tr> <td>19</td> <td>20</td> <td>21</td> <td>22</td> <td>23</td> <td>24</td> <td>25</td> </tr> <tr> <td>26</td> <td>27</td> <td>28</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY				1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28					<p>Date of RQIA inspection: 13-14 February 2018</p>
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY																																					
			1	2	3	4																																					
5	6	7	8	9	10	11																																					
12	13	14	15	16	17	18																																					
19	20	21	22	23	24	25																																					
26	27	28																																									
	<p>Type of Ward: Male and female, Mental Health admissions ward.</p>																																										

Who are RQIA?



The Regulation and
Quality Improvement
Authority



Alan



Nan

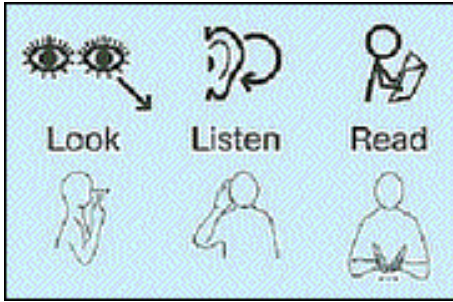
Who are RQIA?

RQIA is the group of people in Northern Ireland that visit wards in hospitals, homes and other services to check that they are good and make sure that they are safe for everyone.

RQIA call these visits inspections. The people from RQIA that visit the ward are called inspectors.

The inspectors who spoke to the patients on Ross Thomson were called Alan and Nan.

What did Alan and Nan do?



What did Alan and Nan do?

Alan and Nan

- looked around the ward
- talked with patients on the ward
- talked to the staff working on the ward
- talked to the people who are in charge of Ross Thomson

Alan also

- read some of the notes that the staff write
- looked at some of the forms that the staff fill out

After Alan and Nan visited the ward Alan wrote a report of what they found and sent it to the ward.

RQIA asked the staff who work on the ward and the people that are in charge of the ward to make some changes.

These will make the ward a better place to be.

Alan and Nan found it was good that:



The ward was clean.



The ward was appropriately staffed.



The ward staff had made a number of positive changes.



The atmosphere on the ward was relaxed.



Staff were attentive and responded to patient requests quickly.



Staff who met with inspectors said they enjoyed working on the ward.



Patients were positive regarding their relationships with ward staff.

Alan was concerned
that:



The ward's design and layout was not good.



One patient's risk assessment had not been completed in accordance to guidance.



The ward had a number of ligature points that needed to be removed or replaced.



Ventilation and patient alert systems within the ward toilets needed to be serviced and repaired.



There was not enough staff trained to help patients use the gym equipment.

What next?



What next?

After the inspection Alan met with the staff and managers from Ross Thomson.

Alan wrote a report about what he found and sent it to the ward.

The managers from the ward are going to write back to Alan and tell him how they are going to make the ward a better place for patients.

One of the inspectors will visit the ward again.