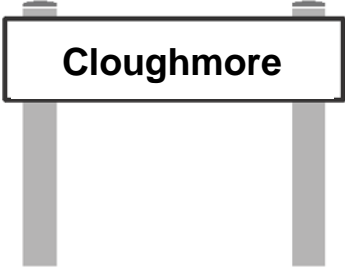




What we found when we spoke to patients on Cloughmore Ward
Easy to read report.

	<p>Cloughmore Ward Bluestone Hospital Craigavon Area Hospital 68 Lurgan Road Portadown BT63 5QQ</p>																																										
	<p>Trust: Southern Health and Social Care Trust</p>																																										
<p style="text-align: center;">June 2014</p> <table border="1" data-bbox="113 1211 571 1514"> <thead> <tr> <th>Sunday</th> <th>Monday</th> <th>Tuesday</th> <th>Wednesday</th> <th>Thursday</th> <th>Friday</th> <th>Saturday</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> </tr> <tr> <td>8</td> <td>9</td> <td>10</td> <td>11</td> <td>12</td> <td>13</td> <td>14</td> </tr> <tr> <td>15</td> <td>16</td> <td>17</td> <td>18</td> <td>19</td> <td>20</td> <td>21</td> </tr> <tr> <td>22</td> <td>23</td> <td>24</td> <td>25</td> <td>26</td> <td>27</td> <td>28</td> </tr> <tr> <td>29</td> <td>30</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	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	29	30						<p>Date of Patient Experience Interviews: 10 June 2014</p>
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	<p>Type of Ward: Assessment and treatment ward for male and female patients who have a mental illness</p>																																										

Who is RQIA?



The Regulation and Quality Improvement Authority

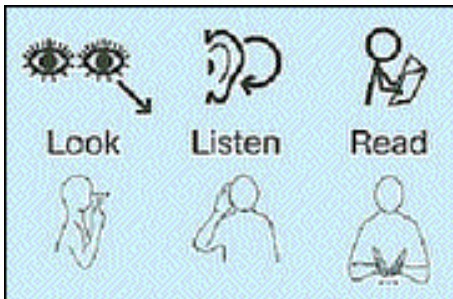


Who is RQIA?

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 RQIA also talk to patients, these are called Patient Experience Interviews. The people from RQIA that visit the wards and talk to patients are called inspectors.

The inspectors that spoke to the patients on Cloughmore ward were called Alan and Audrey

What did Alan and Audrey do?



What did Alan and Audrey do?

Alan and Audrey

- looked around the ward
- talked with patients on the ward
- talked to the people that are in charge of Cloughmore ward

After Alan and Audrey finished speaking to the patients, they told the people in charge of the ward what patients said.

The patients said it was good that



They knew why they were in hospital



They were involved in their care and treatment



There was information available on how to make a complaint and how to contact the advocacy service



They felt safe on the ward



They could access the garden



They knew who to speak to if something was wrong



The care on the ward was of good quality

Alan and Audrey were concerned that



patients could not access beverages and food after 8pm.

What next?



What next?

After the Patient Experience Interviews

Alan and Audrey wrote a report about what the patients said and sent it to the ward. RQIA asked the people that are in charge of the ward to make some changes.

The people in charge of the ward will write back to Alan and Audrey and tell them how they are going to fix the problems on the ward and make it a better place for patients.

One of the inspectors will visit the ward again to see if the ward has improved.