

What we found when we visited **Cloughmore Ward**

Easy to read report.



Cloughmore Ward
Bluestone Unit
Craigavon Area Hospital
68 Lurgan Road
Portadown
BT63 5QQ



Trust:

Southern Health and Social Care Trust

September 2015

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			

Date of RQIA inspection:

14 - 18 September 2015



Type of Ward:

Male and female, Mental Health

Who is RQIA?



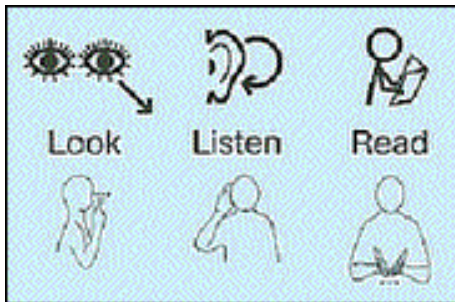
Who is RQIA?

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 people from RQIA that visit the ward are called inspectors.

The inspectors who visited Cloughmore were called Audrey, Kieran, Patrick and Brian.

What did Audrey, Kieran, Patrick and Brian do?



What did Audrey, Kieran, Patrick and Brian do?

They

- 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 Cloughmore

they also

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

After Audrey, Kieran, Patrick and Brian visited the ward Audrey 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.

Audrey, Kieran, Patrick and
Brian found it was good that



There were psychological therapies for patients.



Safety plans were personal and up to date.



The ward was clean and tidy.



Patients knew how to make a complaint



Patients said that staff had told them about their rights.



Staff took time every day to speak with patients about their care and treatment.



Patients' well-being plans were person centred.



There was a therapy timetable.



The Bluestone Hospital was in the process of recruiting a clinical psychologist.



Patients detention on the ward was reviewed often



An advocate called to the ward to speak with patients.

Audrey, Kieran, Patrick and Brian were concerned that



Risk assessments were not in place for patients sleeping in profiling beds and only one patient had a well-being plan in place. But this had not been reviewed with all other plans.



All well-being plans were not completed on the PARIS system.



Staff had difficulty getting information from other Trusts for new patients being admitted onto the ward.



The ward needed to be repainted.



The ward had completed an environmental/infection control audit and a fire risk assessment but there was no record of when recommendations would be completed.



Patients were not involved in their own personal safety plans.



The ward round template was not always completed in full.



A number of policies and procedures were not up to date.



Nursing staff were unhappy about how all professionals on the ward were working together.



A number of staff did not have all their training up to date.



Patients did not attend their meetings with the doctors, nurses and other ward staff involved in their care and treatment.



Patients did not have therapeutic and leisure activity care plans.

What next?



What next?

After the inspection Audrey, Kieran, Patrick and Brian met with the staff and managers from Cloughmore.

Audrey wrote a report about what they found and sent it to the ward.

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

One of the inspectors will visit the ward again.