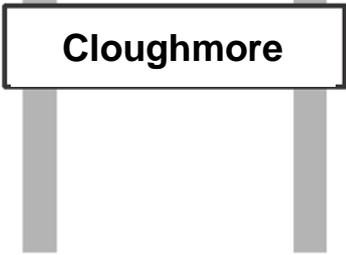


What the inspector found when he visited the Cloughmore Ward

Easy to read report.

|  | <p>Cloughmore Ward Bluestone Hospital Craigavon Are Hospital 68 Lurgan Road Portadown BT635QQ</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---------|-----------|-----------|----------|----------|----------|--|--|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|--|--|--|
|  | <p>Trust: Southern Health and Social Care Trust</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>July 2014</p> <table border="1"> <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></td> <td></td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> <tr> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> <td>11</td> <td>12</td> </tr> <tr> <td>13</td> <td>14</td> <td>15</td> <td>16</td> <td>17</td> <td>18</td> <td>19</td> </tr> <tr> <td>20</td> <td>21</td> <td>22</td> <td>23</td> <td>24</td> <td>25</td> <td>26</td> </tr> <tr> <td>27</td> <td>28</td> <td>29</td> <td>30</td> <td>31</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 | 31 | | | <p>Date of inspection: 2 and 3 July 2014</p> |
| 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 | 31 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | <p>Type of Ward: Male and Female care and treatment ward for patients with a mental illness</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Who are RQIA?



The Regulation and Quality Improvement Authority

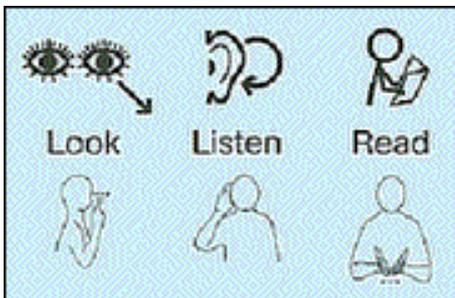


Who is RQIA?

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 visited the Cloughmore ward were called Alan and Nichola

What did Alan and Nichola do?



What did Alan and Nichola do?

Alan and Nichola

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

Alan and Nichola also

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

After Alan and Nichola visited the ward they wrote a report of what they found and sent it to the ward. RQIA asked the staff that work on the ward and the people that are in charge of the ward to make some changes. These will make the ward better place to be.

Alan and Nichola it was good that



patient progress was reviewed by the ward staff team every week



patient and staff meetings were held every two weeks



patients could attend the ward meeting held each week



patients could meet with their consultant in private each week



patient's risk assessments were reviewed regularly



when admitted to the ward patients were given information about the ward's advocate



patients and their relative or carer were involved in planning the patient's care and treatment



children could use a special room when visiting the hospital



patients were given information that was easy to read



patients told inspectors that their contact with the nurses was good

Alan and Nichola were concerned that



some staff had not completed up to date training



patients could not attend the gym on a regular basis



some staff with special training were not able to use their skills



the ward's rules for managing patients property needed to be reviewed



the ward did not provide enough therapy for patients



some staff felt that the doctor did not always listen to them



patients could not talk to or meet a psychologist during their admission to the Cloughmore ward

What next?



What next?

After the inspection Alan and Nichola met with the managers from the Cloughmore ward. They are going to write back to Alan and tell him 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.