

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

MAY 2017						
SUN	MON	TUE	WED	THU	FRI	SAT
	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			

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Date of RQIA inspection:

24-25 May 2017



Type of Ward:

Male and female, Mental Health

Who is RQIA?



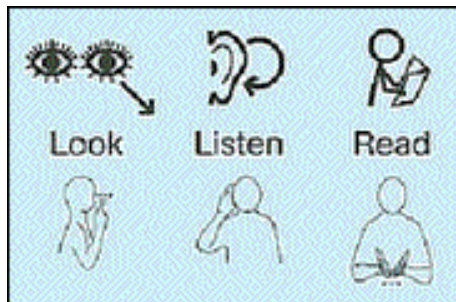
Who is RQIA?

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 and Brian.

What did Audrey and Brian do?



What did Audrey 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 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 and Brian found it was good that



The ward was clean and tidy.



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



Patients said they were happy with the care and treatment they had received on the ward.



There was a therapy timetable in place for patients.



A clinical psychologist worked with patients on the ward.



Staff were working on a number of projects to help improve care on the ward.



Staff were monitoring and reviewing incidents that happened on the ward.



Relationships within the multidisciplinary team had improved.



Patients attended their meetings each week with the doctors, nurses and other ward staff.



Policies and procedures in relation to the ward were up to date.



The ward had input from a pharmacist.

Audrey and Brian were concerned that



The medical section of the ward round template had not been completed each week by medical staff.

What next?



What next?

After the inspection Audrey 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.