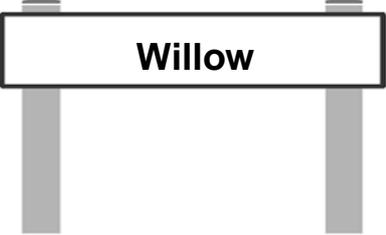
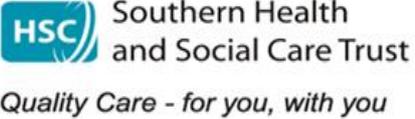


What we found when we visited Willow ward

Easy to read report.

	<p>Willow Ward Craigavon Area Hospital 68 Lurgan Road Portadown BT63 5QQ</p>																																																	
	<p>Trust: Southern Health and Social Care Trust</p>																																																	
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Who is RQIA?

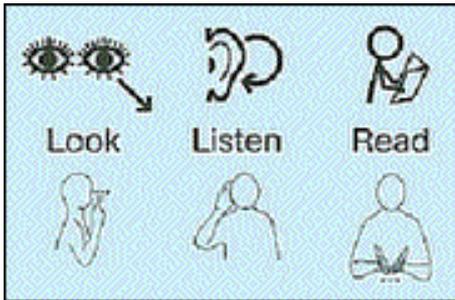


Who is RQIA?

RQIA is the group of people in Northern Ireland who 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 who visit the ward are called inspectors.

The inspectors who spoke to the patients on Willow ward were called Cairn and Chris.

What did Cairn and Chris do?



What did Cairn and Chris do?

They;

- looked around the ward
- talked with patients on the ward
- talked to patients' families and carers
- talked to the staff working on the ward
- talked to the people who are in charge of Willow ward.

Cairn and Chris also

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

After Cairn and Chris visited the ward they 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 who are in charge of the ward to make some changes. These will make the ward a better place to be.

Cairn and Chris found it was good that



The ward was tidy and welcoming and had a relaxed atmosphere;



Patients said they were treated with dignity and respect;



Patients said staff were easy to talk to and they were kind and caring;



Patients said staff responded to their requests quickly;



Staff said they were supported by their colleagues and the line manager;



Staff enjoyed working on the ward;



Relative said the care and treatment on the ward was good;



Members of the multi-disciplinary team work well together.



Relatives told inspectors they were happy with the service provided by the ward.



The patient's advocate visited the ward weekly;

Cairn and Chris were concerned that



Some patients did not know they could make a complaint;



Activities were not recorded in patients notes on the days when the Occupational Therapy Technician was not on the ward.

What next?



What next?

After the inspection Cairn met with the staff and managers from Willow ward. Cairn wrote a report about what they found and sent it to the ward.

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

One of the inspectors will visit the ward again.