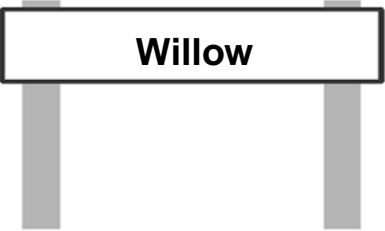
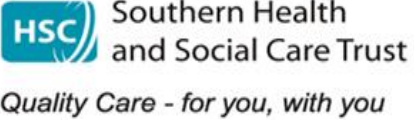



## What we found when we visited Willow ward

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>																																																	
<p>2016 JULY</p> <table border="1"> <thead> <tr> <th>SUN</th> <th>MON</th> <th>TUE</th> <th>WED</th> <th>THU</th> <th>FRI</th> <th>SAT</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td>1</td> <td>2</td> </tr> <tr> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> </tr> <tr> <td>10</td> <td>11</td> <td>12</td> <td>13</td> <td>14</td> <td>15</td> <td>16</td> </tr> <tr> <td>17</td> <td>18</td> <td>19</td> <td>20</td> <td>21</td> <td>22</td> <td>23</td> </tr> <tr> <td>24</td> <td>25</td> <td>26</td> <td>27</td> <td>28</td> <td>29</td> <td>30</td> </tr> <tr> <td>31</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	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							<p>Date of RQIA inspection:          26 - 28 July 2016</p>
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	<p>Type of Ward:          Assessment and treatment</p>																																																	

## Who is RQIA?



The Regulation and  
Quality Improvement  
Authority

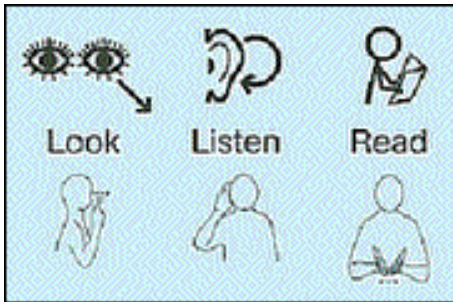


## Who is RQIA?

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 Alan and Dr Fleming.

What did Alan and Dr Fleming do?



What did Alan and Dr Fleming 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.

Alan and Dr Fleming also

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

After Alan and Dr Fleming 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 better place to be.

Alan and Dr Fleming  
found it was good that



The ward was clean, tidy and  
welcoming;



Patients said they felt safe on the ward;



Staff had completed up to date training;



Staff enjoyed working on the ward;



Patients said they were treated with  
dignity and respect;



The care and treatment on the ward was  
good;



Patients could access the advocate  
service as required;



Staff were caring;



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

Alan and Dr Fleming were concerned that



Not all of the Trust's policies and procedures were up to date;



Patient care records held on the Trust's PARIS patient information system needed to be completed better;



The ward's occupational therapist was only available three days per week.

What next?



What next?

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

The managers from the ward are going to write back to Alan and Dr Fleming 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.