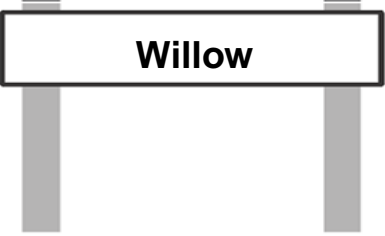
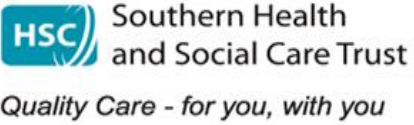



What we found when we visited Willow ward

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>July 2015</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></td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> </tr> <tr> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> <td>11</td> </tr> <tr> <td>12</td> <td>13</td> <td>14</td> <td>15</td> <td>16</td> <td>17</td> <td>18</td> </tr> <tr> <td>19</td> <td>20</td> <td>21</td> <td>22</td> <td>23</td> <td>24</td> <td>25</td> </tr> <tr> <td>26</td> <td>27</td> <td>28</td> <td>29</td> <td>30</td> <td>31</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 RQIA inspection: 29 July 2015</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: Assessment and treatment</p>																																										

Who is RQIA?



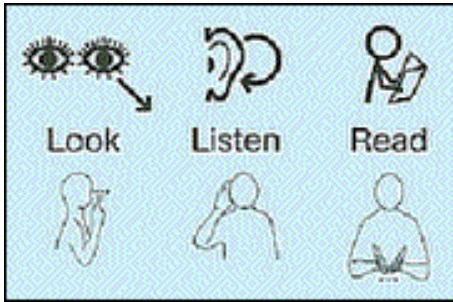
Who is RQIA?

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 visit inspections. The people from RQIA who visit the ward are called inspectors.

The inspectors who spoke to the patients on Willow ward were called Wendy and Audrey.

A lay assessor called Margaret also spoke to patients on the ward.

What did Margaret,
Wendy and Audrey do?



What did Margaret, Wendy and Audrey
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.

Wendy and Audrey also

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

After Wendy and Audrey 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.

Wendy and Audrey
found it was good that



Patients said the staff were good;



They saw staff help patients as soon as they needed help;



There was guidance for staff on how to look after patients' monies;



Staff wrote down when patients attend their meetings;



Staff checked and wrote down how the patients were doing every day;



Each patient had a restrictive care plan in place;



Staff checked every day if patients agreed to their care and treatment.



Staff were supporting patients to take part in activities on the ward;



The ward was clean and tidy;

Wendy and Audrey were concerned that



The staff were not writing down if it was safe for patients to sleep in profiling beds; (A profiling bed has moving parts that patients could hurt themselves with);



The technical instructor was not writing down when patients were taking part in activities;



Not all patients had an activity plan that would help them get better;



Staff were writing down about patients care in two places. Staff were writing in patients' paper notes and in the patient electronic recording system;



Not all patients had an assessment done by the occupational therapist (O.T);

What next?



What next?

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

The managers from the ward are going to write back to Wendy 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.