



What we found when we visited **Downe Acute Ward**

Easy to read report.

	<p>Downe Acute Downe Hospital 2 Struell Wells Downpatrick BT30 6RL</p>																																																	
	<p>Trust: South Eastern Health and Social Care Trust</p>																																																	
<p>2017 DECEMBER</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: 5 – 6 December 2017</p>
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	<p>Type of Ward: Males and Female Acute Admission</p>																																																	

Who is RQIA?



The **Regulation** and
Quality Improvement
Authority



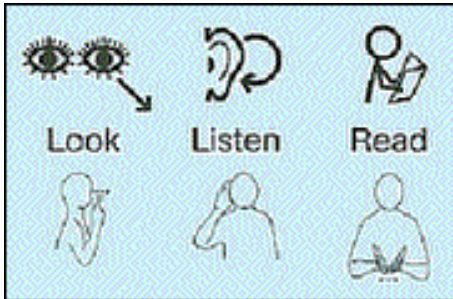
Wendy

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 inspector who spoke to the patients on Downe Acute Ward was called Wendy.

What did Wendy do?



What did Wendy do?

Wendy

- 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 Downe Acute.

Wendy also

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

After Wendy visited the ward, Wendy wrote a report of what she 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.

Wendy found it was good that



The ward was clean and tidy.



There was new furniture on the ward.



The garden had been made safe and the door to the garden was opened.



There were enough chairs for patients on the ward.



Patients said that the staff were caring and kind.



Patients said that being on the ward had helped them to get better.



The ward had an occupational therapist.



There were activities every day.



Relatives said they were happy with the care their family member was receiving.



Staff said they were well supported.

Wendy was concerned that



Patient information was stored in two different places.



Patients' risk assessments did not include a management plan.



There was no pharmacy support on the ward.



The doctors were not writing about patients in the same place as the rest of the staff.

What next?



What next?

After the inspection Wendy met with the staff and managers from Downe Acute. 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.