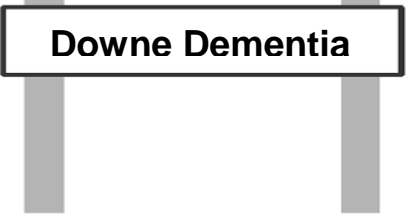

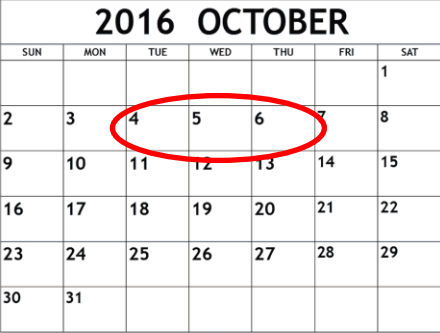



What we found when we visited **Downe Dementia Ward**  
Easy to read report.

	<p>Downe Dementia Ward Downe Hospital 3 Struell Wells Road Downpatrick BT30 6RL</p>
	<p>Trust: South Eastern Health and Social Care Trust</p>
	<p>Date of RQIA inspection: 4 – 6 October 2016</p>
	<p>Type of Ward: Downe Dementia ward provides care and treatment to male and female patients who have dementia.</p>

Who is RQIA?



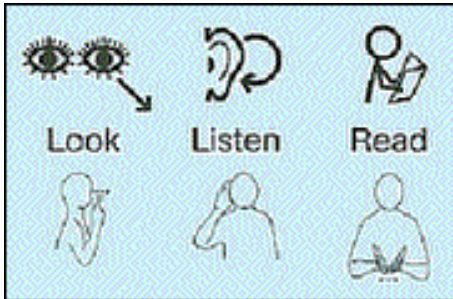
**Wendy**

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 Dementia 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 Dementia.

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 better place to be.

Wendy found it was good that

-  Relatives could visit their family member at any time.
-  There were lots of activities for patients to do.
-  There was an occupational therapy service.
-  Relatives said staff were very caring.
-  Staff were good at helping patients who were confused and upset.
-  Staff knew the patients very well. Staff knew how to keep patients safe.
-  Staff said they were well supported.
-  Managers made sure that the ward was good.
-  Patients and relatives were involved in care and treatment decisions.
-  Staff asked patients if it was ok to help them with their care.
-  The ward social worker helped patients when they were ready to leave the ward.
-  Patients said the doctors were good.
-  Patients and relatives were asked if the care was good on the ward.

Wendy was concerned that



Staff did not always report an incident through in the correct time.



The ward had not been checked to make sure it was safe.



The doctors did not always write all the information on the patient's prescription sheet.



Staff did not always write all the information in the patient's files.



Staff did not always write all the information in the patient's files.



Not all of the toilet seats were a different colour to the walls. This made it difficult for patients' to see the toilet.



There was no dining room for a small number of patients.

What next?



What next?

After the inspection Wendy met with the staff and managers from Downe Dementia. Wendy wrote a report about what they 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.