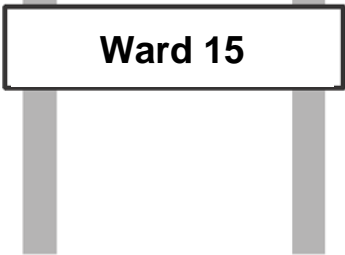




What we found when we spoke to patients on **Ward 15**

Easy to read report.

	<p>Ward 15 Downshire Hospital Ardglass Road Downpatrick BT30 6RA</p>																																										
	<p>Trust: South Eastern Health and Social Care Trust</p>																																										
<p>June 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>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> </tr> <tr> <td>7</td> <td>8</td> <td>9</td> <td>10</td> <td>11</td> <td>12</td> <td>13</td> </tr> <tr> <td>14</td> <td>15</td> <td>16</td> <td>17</td> <td>18</td> <td>19</td> <td>20</td> </tr> <tr> <td>21</td> <td>22</td> <td>23</td> <td>24</td> <td>25</td> <td>26</td> <td>27</td> </tr> <tr> <td>28</td> <td>29</td> <td>30</td> <td></td> <td></td> <td></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					<p>Date of Patient Experience Interviews: 2 June 2015</p>
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	<p>Type of Ward: Male and female, Addictions and rehabilitation</p>																																										

Who are RQIA?



Kieran



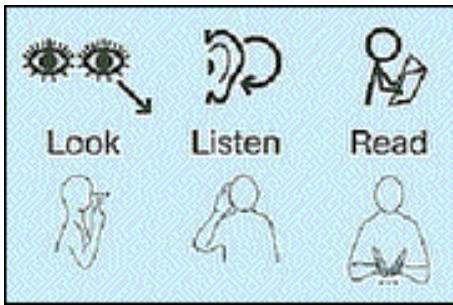
Who is RQIA?

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 that spoke to the patients on Ward 15 was called Kieran.

What did Kieran do?



What did Kieran do?

Kieran

- looked around the ward
- talked with patients on the ward
- talked to the staff working on the ward
- talked to the people who are in charge of Ward 15




Kieran also

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

After Kieran visited the ward he wrote a report of what he found and sent it to the ward.

RQIA asked the staff who work on the ward and the people that are in charge of the ward to make some changes.

These will make the ward a better place to be.

<p>Kieran found it was good that</p> <p></p> <p></p>	<p>There was an advocate.</p> <p>Patients could make a phone call in private.</p>
<p>Kieran was concerned that</p> <p></p>	<p>All the showers were locked at certain times of the day.</p>

What next?



What next?

After the inspection Kieran met with the staff and managers from Ward 15.

Kieran wrote a report about what he found and sent it to the ward.

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

One of the inspectors will visit the ward again.