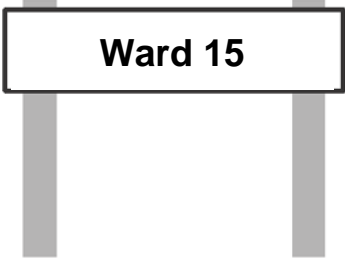




## What we found when we spoke to patients on **Ward 15**

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>																																																	
<table border="1"> <thead> <tr> <th colspan="7">2016 NOVEMBER</th> </tr> <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>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> <tr> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> <td>11</td> <td>12</td> </tr> <tr> <td>13</td> <td>14</td> <td>15</td> <td>16</td> <td>17</td> <td>18</td> <td>19</td> </tr> <tr> <td>20</td> <td>21</td> <td>22</td> <td>23</td> <td>24</td> <td>25</td> <td>26</td> </tr> <tr> <td>27</td> <td>28</td> <td>29</td> <td>30</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	2016 NOVEMBER							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				<p>Date of Patient Experience Interviews:  2 November 2016</p>
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	<p>Type of Ward:  Male and female, detox from addiction, stabilisation and rehabilitation</p>																																																	

## Who are RQIA?



**Cairn**

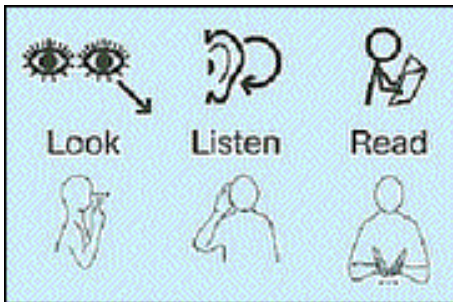
## Who is RQIA?

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 Cairn.

What did Cairn do?



What did Cairn do?

Cairn

- 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

Cairn also

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

After Cairn visited the ward she 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 that are in charge of the ward to make some changes.

These will make the ward a better place to be.

Cairn found it was good that



The ward was clean, tidy, warm and welcoming.



Patients were given information before they were admitted to Ward 15.



Staff gathered information on patients to help assess their needs.



Patients were involved in their care and treatment and had a workbook to help them.



Staff had time to spend with patients to talk to them and help them get better.



Community addiction recovery support groups were held on the ward to help patients recover from alcohol abuse.



Staff asked patients permission before they delivered care to them.

Cairn was concerned  
that



Patients did not have access to a quiet room.



Patients did not have comfortable seats to sit on when they were in groups.



Patients wanted more community addiction recovery support groups on the ward to help them recover from drug addiction.



The minutes of the weekly team meeting did not say who was to follow up actions agreed at the meeting.

What next?



What next?

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

Cairn wrote a report about what she found and sent it to the ward.

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