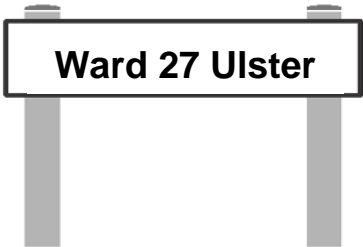




What we found when we visited **Ward 27 Ulster Hospital**

Easy to read report.

	Ulster Hospital, Ward 27 Upper Newtownards Road, Dundonald, County Down, BT16 IRH																																										
	Trust: South Eastern Health and Social Care Trust																																										
<div>2016 NOVEMBER</div> <table><tr><th>SUN</th><th>MON</th><th>TUE</th><th>WED</th><th>THU</th><th>FRI</th><th>SAT</th></tr><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></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				Date of RQIA inspection: 8 – 10 November 2016
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	Type of Ward: Ward 27 provides care and treatment to male and female patients with mental health problems. This includes patients over the age of 65.																																										

Who are RQIA?



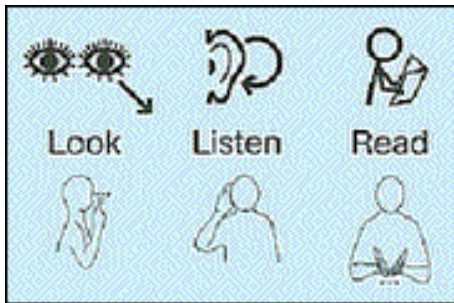
Who is RQIA?

RQIA is the group of people in Northern Ireland that 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 that visit the ward are called inspectors.

The inspectors who spoke to the patients on ward 27 were called Alan (picture) and Dr Fleming.

What did Alan and Dr Fleming do?



What did Alan and Dr Fleming do?

Alan and Dr Fleming

- 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 27

They also

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

After Alan and Dr Fleming visited the ward Alan wrote a report of what he and Dr Fleming 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.

Alan and Dr Fleming
found it was good that



The ward was welcoming and relaxed;



patients were involved in planning their
care and treatment;



patients said the care and treatment was
good



staff were caring ;



patient care records were up to date;



the ward's senior management team
continued to review and improve the
service;



inspectors saw that the relationships
between patients and staff were good;



the ward's multi-disciplinary team
worked well together

Alan and Dr Fleming
were concerned that



The multi-disciplinary team did not have
enough senior doctors;



The ward had too many patient
information systems.

What next?



What next?

After the inspection Alan and Dr Fleming met with the staff and managers from Ward 27.

Alan wrote a report about what he and Dr Fleming found and sent it to the ward.

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