What we found when we visited Carrick 4 Ward

Easy to read report.

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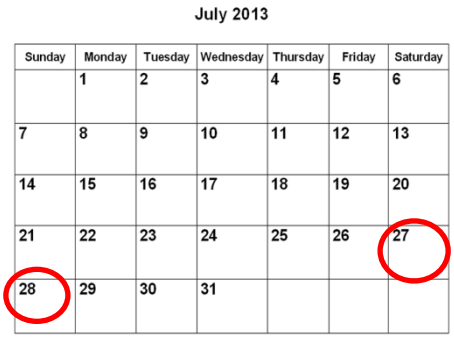
|  | Carrick 4<br>Holywell Hospital<br>60 Steeple Road<br>Antrim<br>BT41 2RJ |
| HSC Northern Health and Social Care Trust | Trust:<br><br>Northern Health and Social Care Trust |
|  | Date of RQIA inspection:<br><br>27 & 28 October 2014 |
|  | Type of Ward:<br><br>Male and female patients who have an enduring mental illness |

## Who is RQIA?

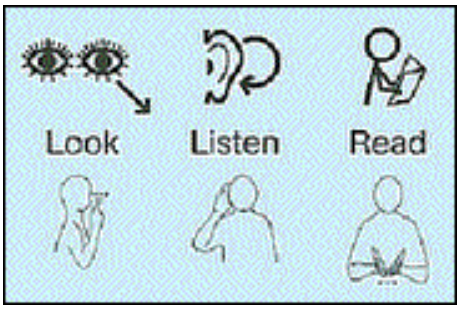
The Regulation and Quality Improvement Authority

## 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 inspectors who spoke to the patients on Carrick 4 ward were called Audrey and Wendy.

## What did Audrey and Wendy do?




## What did Audrey and Wendy do?

Audrey and Wendy
- 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 Carrick 4 Ward

Audrey and Wendy also
- read some of the notes that the staff write
- looked at some of the forms that the staff fill out

After Audrey and Wendy visited the ward they wrote a report of what they 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 better place to be.

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| Audrey and Wendy found it was good that | |
|  | Advocates are supporting patients more often on the ward. An information leaflet on this service was on the ward |
|  | Staff on the ward talk about any complaints raised by patients at their daily morning meetings. |
|  | Information on complaints was available throughout the ward and in the patient's individual handbook. |
|  | Training to keep patients safe from abuse was part of the training for staff when they started their job in the ward |
|  | All patients have a health check when they come onto the ward |
|  | Patients are encouraged to give up smoking on the ward and if they say they want to give up support is provided |
|  | Occupational therapy assessments are completed for each patient. |
|  | The pay phone on the ward has been moved so that patients have a private room to make calls |
|  | Staff talk to the patients about their care plans so that they understand their care and treatment |
|  | Patients had individual activity timetables |
|  | Meetings about patients moving out of the ward were held every month for patients on the patient transfer list |

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| Audrey and Wendy were concerned that | |
|  | Records of how many patients had plans in place to keep them safe from abuse had not been completed |
|  | Care plans about patients freedom being taken away were not person-centred and did not link to patients risk assessments. |
|  | Staff had not received training in areas about patients ability to make decisions, human rights and about why some patients may not have the same freedom when in hospital. |
|  | Information about patients having to stay in hospital when the law says they have to and on the mental health review tribunal was not in the patients individual handbook |
|  | All risk assessments had not been completed in line with the guidance documents |
|  | Patients felt that the recreational activity schedule for evenings and weekends was not good |
|  | The space for female patients on the ward was very small |
|  | Staff were unsure of the role of the ward since it joined up with other wards. |

| What next? | What next? |
| --- | --- |
|  | After the inspection Audrey and Wendy met with the staff and managers from Carrick 4 ward. Audrey wrote a report about what she found and sent it to the ward.<br><br>The managers from the ward are going to write back to Audrey and tell her how they are going to make the ward a better place for patients.<br><br>One of the inspectors will visit the ward again. |