




## What we found when we visited **Carrick 4**

Easy to read report.

	<p>Carrick 4 Holywell Hospital 60 Steeple Road Antrim BT41 2RJ</p>																																																	
	<p>Trust: Northern Health and Social Care Trust</p>																																																	
<p style="text-align: center;">May 2015</p> <table border="1" data-bbox="113 1361 625 1597"> <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></td> <td></td> <td></td> <td></td> <td>1</td> <td>2</td> </tr> <tr> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> </tr> <tr> <td>10</td> <td>11</td> <td>12</td> <td>13</td> <td>14</td> <td>15</td> <td>16</td> </tr> <tr> <td>17</td> <td>18</td> <td>19</td> <td>20</td> <td>21</td> <td>22</td> <td>23</td> </tr> <tr> <td>24</td> <td>25</td> <td>26</td> <td>27</td> <td>28</td> <td>29</td> <td>30</td> </tr> <tr> <td>31</td> <td></td> <td></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	31							<p>Date of RQIA inspection:</p> <p>8 and 15 May 2015</p>
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	<p>Type of Ward:</p> <p>Male and female, Recovery and rehabilitation</p>																																																	

Who is RQIA?



The Regulation and  
Quality Improvement  
Authority



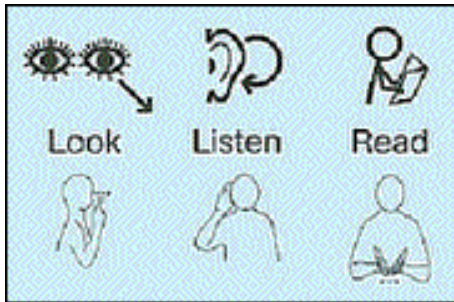
Who is RQIA?

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 inspector who spoke to the patients on Carrick 4 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 Carrick 4

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.

Kieran found it was good that



Patients consent was obtained and staff had completed training for this.



There was sufficient medical and occupational therapy cover.



Promoting quality care documentation was completed.



Patients were given information about their rights.



Patients' human rights were considered.



Activities were available.



Female patients had a new communal space and area.



All staff knew the purpose and function of the ward.

Kieran was concerned  
that



The bath on the ward was broken.



There was no psychologist.



Some staff did not have up to date  
training.



Some risk assessments need  
completed.



The patient handbook needed updated.



Some arrangements need to be made  
for managing patients finance.

What next?



What next?

After the inspection Kieran met with the staff and managers from Carrick 4.

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.