



What we found when we visited Carrick 4 Ward

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>October 2015</p> <table border="1" data-bbox="97 1115 576 1442"> <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>1</td> <td>2</td> <td>3</td> </tr> <tr> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> </tr> <tr> <td>11</td> <td>12</td> <td>13</td> <td>14</td> <td>15</td> <td>16</td> <td>17</td> </tr> <tr> <td>18</td> <td>19</td> <td>20</td> <td>21</td> <td>22</td> <td>23</td> <td>24</td> </tr> <tr> <td>25</td> <td>26</td> <td>27</td> <td>28</td> <td>29</td> <td>30</td> <td>31</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: 19 – 23 October 2015</p>
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	<p>Type of Ward: Mental health Male and female</p>																																										

Who is RQIA?



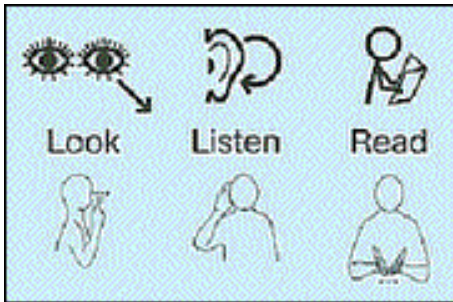
The **Regulation** and
Quality Improvement
Authority

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 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 a better place to be.

Audrey and Wendy
found it was good that



Patients said being on the ward was helping them to get better;



The ward was clean and tidy;



Patients were involved in their care plans and risk assessments;



Patients had privacy;



Staff said they had good support;



There was a good multi-disciplinary team;



Staff told patients about their rights;



There was a good range of activities every day and in the evenings;



Staff told patients that they were getting better;



The care records were organised;



Staff asked patients if they agreed to their care and treatment;



Staff were compassionate;

Audrey and Wendy
were concerned that



Patients said the staff were very good;



Patients said they were happy with their care;



Staff and patients had not signed risk assessments;



An up to date safety assessment was not available for the ward;



Staff did not complete an incident report when there was a vulnerable adult referral;



Not all staff had attended training;



Not all trust policies were up to date;



Staff did not record when they had met with each patient on their own



Not all staff wrote in the multi-disciplinary record;

What next?



What next?

After the inspection Audrey and Wendy met with the staff and managers from Carrick 4 ward. Wendy wrote a report about what she found and sent it to the ward.

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