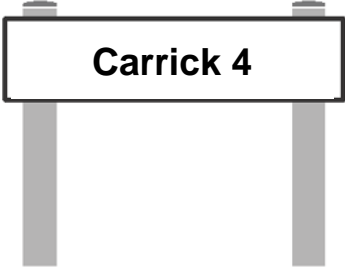




What we found when we spoke to patients on Carrick 4 Ward
Easy to read report.

	<p>Carrick 4 Holywell Hospital 60 Steeple Road Antrim BT41 2RJ</p>																																										
	<p>Trust: Northern Health and Social Care Trust</p>																																										
<p>May 2014</p> <table border="1" data-bbox="113 1216 491 1473"> <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 Patient Experience Interviews: 20 May 2014</p>
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	<p>Type of Ward: Male and female rehabilitation</p>																																										

Who is RQIA?



The Regulation and
Quality Improvement
Authority

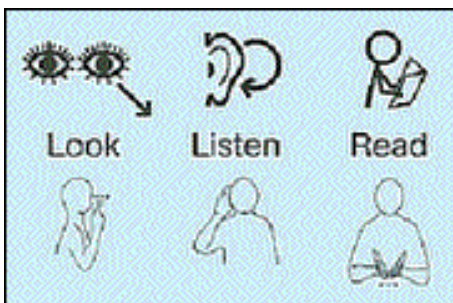


Who is RQIA?

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 RQIA also talk to patients, these are called Patient Experience Interviews. The people from RQIA that visit the wards and talk to patients are called inspectors.

The inspector that spoke to the patients on Carrick 4 was called Wendy.

What did Wendy do?



What did Wendy do?

Wendy

- looked around the ward
- talked with patients on the ward
- talked to the people that are in charge of Carrick 4 ward

After Wendy finished speaking to the patients, they told the people in charge of the ward what patients said.

The patient said it was good that



They knew why they were in hospital



They knew about the Mental Health Review Tribunal



Staff had explained why they had removed certain items and they could get these items if they wanted



They got time off the ward



There was an occupational therapist



They attended a cookery session



They knew who to speak to if something was wrong

The patients said they were concerned that



Their care plans were not fully discussed with them

Wendy saw that



Staff did not interact with the patients very much

What next?



What next?

After the Patient Experience Interviews

Wendy wrote a report about what the patients said and sent it to the ward. RQIA asked the people that are in charge of the ward to make some changes.

The people in charge of the ward will write back to Wendy and tell her how they are going to fix the problems on the ward and make it a better place for patients.

One of the inspectors will visit the ward again to see if the ward has improved.