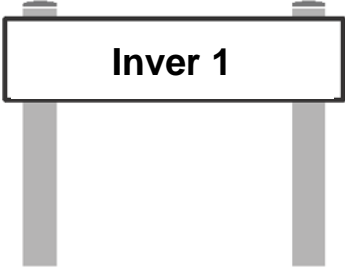




What we found when we spoke to patients on Inver 1 Ward  
Easy to read report.

	<p>Inver 1 Holywell Hospital 60 Steeple Road Antrim BT41 2RJ</p>																																										
	<p>Trust:  Northern Health and Social Care Trust</p>																																										
<table border="1"> <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>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> </tr> <tr> <td>7</td> <td>8</td> <td>9</td> <td>10</td> <td>11</td> <td>12</td> <td>13</td> </tr> <tr> <td>14</td> <td>15</td> <td>16</td> <td>17</td> <td>18</td> <td>19</td> <td>20</td> </tr> <tr> <td>21</td> <td>22</td> <td>23</td> <td>24</td> <td>25</td> <td>26</td> <td>27</td> </tr> <tr> <td>28</td> <td>29</td> <td>30</td> <td>31</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 Patient Experience Interviews:  12 August 2014</p>
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	<p>Type of Ward:  Inver 1 is an assessment and treatment ward</p>																																										

## Who are RQIA?



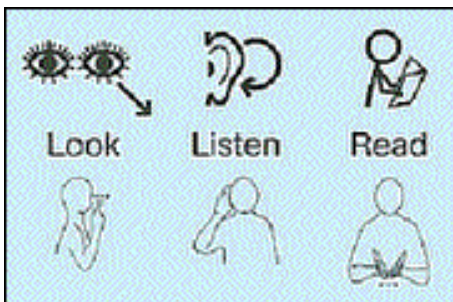
The **Regulation** and  
**Quality Improvement**  
Authority

## 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 Inver 1 ward was called Audrey

## What did Audrey do?



## What did Audrey do?

Audrey

- looked around the ward
- talked with patients on the ward
- talked to the people that are in charge of Inver 1 ward

The patients said it was good that



They knew why they were in hospital



They were involved in their care and treatment plans



They had access to an advocate



They were allowed time off the ward and could access the garden area



They knew who to speak to if something was wrong



The care on the ward was good



The ward was clean and tidy



Audrey thought that the patients in Inver 1 ward were being well cared for.



Audrey liked how the staff and patients in Inver 1 ward spoke to each other.



Audrey did not ask the staff on the ward to make any changes to how they care for patients

What next?



What next?

After the Patient Experience Interviews  
Audrey wrote a report about what she saw on  
the ward.

An inspector will visit the ward again.

