




## What we found when we visited Inver 4

Easy to read report.

	<p>Inver 4 Holywell Hospital 60 Steeple Road Antrim BT41 2RJ</p>																																										
	<p>Trust: Northern Health and Social Care Trust</p>																																										
<p>January 2015</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></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:  21 &amp; 22 January 2015</p>
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	<p>Type of Ward:  Male and female assessment and treatment ward for patients with dementia</p>																																										

Who is RQIA?

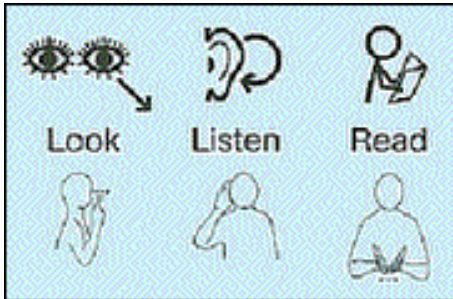


Who is RQIA?

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 Inver 4 ward was called Wendy.

What did Wendy do?



What did Wendy do?

Wendy

- looked around the ward
- talked with patients on the ward
- talked to patients' families and carers
- talked to the staff working on the ward
- talked to the people who are in charge of Inver 4.

Wendy also

- read some of the notes that the staff write
- looked at some of the forms that the staff fill out

After Wendy visited the ward she wrote a report of what she found and sent it to the ward. RQIA asked the staff who work on the ward and the people who are in charge of the ward to make some changes. These will make the ward a better place to be.

Wendy found it was good that



Staff were caring and friendly to the patients



Staff had time to talk to the patients



Staff had time to talk to families



There was an advocate



Families could visit when they wanted to



Patients had a book about their life



Staff had checked what each patient needed



There were suitable activities for the patients



Families knew what to do if they were unhappy about something



There was a good way to help patients with dementia

Wendy was concerned that



Staff did not write down if they asked the patient did they want help



Staff did not follow the guidance when checking about patients risks



Care plans were not personal



Staff did not follow the guidance about how to write things down



Not all staff were trained in how to look after patients when they were distressed



Not all patients saw a speech and language therapist

What next?



What next?

After the inspection Wendy met with the staff and managers from Inver 4. 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.