




What we found when we visited Inver 4 Ward

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>March 2018</p> <table border="1"> <thead> <tr> <th>MONDAY</th> <th>TUESDAY</th> <th>WEDNESDAY</th> <th>THURSDAY</th> <th>FRIDAY</th> <th>SATURDAY</th> <th>SUNDAY</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> </tr> <tr> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> <td>11</td> </tr> <tr> <td>12</td> <td>13</td> <td>14</td> <td>15</td> <td>16</td> <td>17</td> <td>18</td> </tr> <tr> <td>19</td> <td>20</td> <td>21</td> <td>22</td> <td>23</td> <td>24</td> <td>25</td> </tr> <tr> <td>26</td> <td>27</td> <td>28</td> <td>29</td> <td>30</td> <td>31</td> <td></td> </tr> </tbody> </table>	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY				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: 5 March 2018</p>
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	<p>Type of Ward: Male and female Dementia Intensive Care</p>																																										

Who are RQIA?



Audrey

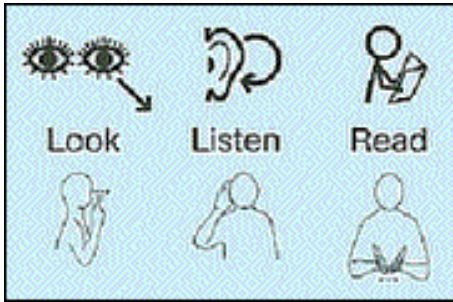
Who are RQIA?

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 visited Inver 4 Ward was called Audrey

A lay assessor called Alan also spoke to patients on the ward.

What did Audrey and Alan do?



What did Audrey and Alan do?

- 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 Ward

Audrey

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

After Audrey 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.

Audrey found it was good that



Patient's families were involved in their care and treatment plans.



Staff were kind and caring.



The ward was clean and tidy.



There was an advocacy service.



Staff were well supported



A psychologist had been appointed to work on the ward.



Patients said they felt safe and were well cared for.



Staff said they enjoyed working on the ward and they felt supported by the ward manager.

Audrey was concerned that



The ward environment did not meet best practice standards for Dementia care.



There were a number of risks in the ward environment. These could be used by a patient to hurt themselves.



The policy on enhanced observations was not clear.

What next?



What next?

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

Audrey wrote a report about what she found and sent it to the ward.

One of the inspectors will visit the ward again.