



The **Regulation** and
Quality Improvement
Authority

What we found when we visited Inver 4 Ward

Easy to read report.

	Inver 4 Holywell Hospital 60 Steeple Road Antrim BT41 2RJ
 Northern Health and Social Care Trust	Trust: Northern Health and Social Care Trust
 <p>A calendar for March 2017 showing days from Sunday to Saturday. The dates are: Sun 1, Mon 2, Tue 3, Wed 4, Thu 5, Fri 6, Sat 7, Sun 8, Mon 9, Tue 10, Wed 11, Thu 12, Fri 13, Sat 14, Sun 15, Mon 16, Tue 17, Wed 18, Thu 19, Fri 20, Sat 21, Sun 22, Mon 23, Tue 24, Wed 25, Thu 26, Fri 27, Sat 28, Sun 29, Mon 30, Tue 31. The dates 6, 7, and 8 are circled in red.</p>	Date of RQIA inspection: 6 and 8 March 2017
	Type of Ward: Male and female Dementia Intensive Care

Who is RQIA?



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Alan



Anne

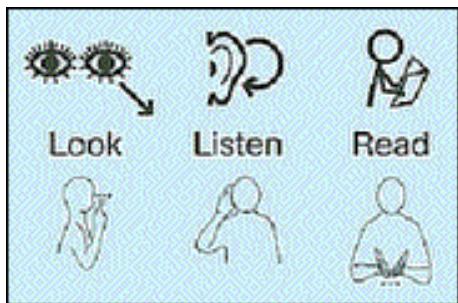
Who is RQIA?

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 visited Inver 4 Ward were called Alan and Dr Brian Fleming.

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

What did Alan, Brian and Anne do?



What did Alan, Dr Fleming and Anne 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

Alan and Dr Fleming

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

After the inspectors 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 who are in charge of the ward to make some changes. These will make the ward better place to be.

Alan, Dr Fleming and Anne found it was good that

-  Patient's families were involved in their care and treatment plan.
-  Staff were well trained in supporting patients with dementia.
-  Care records were very good..
-  Staff met every week to talk about how each patient was doing.
-  There was a good range treatment options available for patients.
-  Staff were kind and caring.
-  The ward was clean and tidy.
-  There was an advocacy service.
-  Staff were well supported

Alan, Dr Fleming and Anne were concerned that



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



The staff need to write down why a patient is on enhanced observations.



Patients could not easily access the psychology service.

What next?



What next?

After the inspection Alan and Dr Fleming met with the staff and managers from Inver 4 Ward.

Alan wrote a report about what they found and sent it to the ward.

One of the inspectors will visit the ward again.