




## What we found when we visited **Tobernaveen Lower**

Easy to read report.

	<p>Tobernaveen Lower</p> <p>Holywell Hospital</p> <p>60 Steeple Road</p> <p>Antrim</p> <p>BT41 2RJ</p>																																										
	<p>Trust:</p> <p>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:</p> <p>6 and 7 January 2015</p>
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	<p>Type of Ward:</p> <p>Male and female, Mental Health</p>																																										

Who is RQIA?



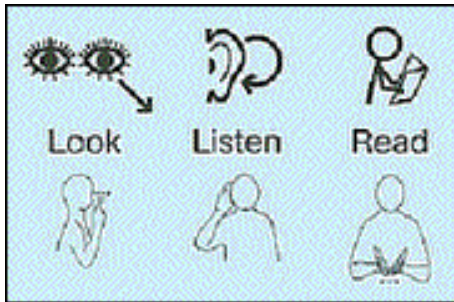
Who is RQIA?

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 Tobernaveneen Lower was called Kieran.

What did Kieran do?



What did Kieran do?

Kieran

- looked around the ward
- talked with patients on the ward
- talked to the staff working on the ward
- talked to the people who are in charge of Tobernaveen Lower

Kieran also

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

After Kieran visited the ward he wrote a report of what he found and sent it to the ward.

RQIA asked the staff who work on the ward and the people that are in charge of the ward to make some changes.

These will make the ward a better place to be.

Kieran found it was good that



The bath and shower are available at all times.



Patients had things to do during the day.



Patients could have their say at meetings with staff.



Patients could go outside.



The ward was well lit and clean.



There was good communication between staff and patients.



Staff treated patients with respect.



Staff helped the patients.



There was an advocate.



Staff helped patients prepare to go home.



Patients could talk to nurses, doctors, occupational therapist and social worker.



Patients had 1-1 time with their nurse.



Staff knew patients likes and dislikes.



Patients could choose what they wanted to do.



Relatives said staff are understanding and attentive to patients.



Patients said the ward was good.

Kieran was concerned  
that



Patients care plans were all the same.



Patients care plans were not reviewed.



Staff did not write down all information.



Patients and relatives were not told  
about restrictions.



Patients could not access psychology  
services.



Patients had not signed all their care  
plans.



Some staff did not have up to date  
training.



Some staff needed retrained in  
medication management.



The managers needed to change some  
of the beds.

What next?



What next?

After the inspection Kieran met with the staff and managers from Tobernaveen Lower.

Kieran wrote a report about what he found and sent it to the ward.

The managers from the ward are going to write back to Kieran and tell him how they are going to make the ward a better place for patients.

One of the inspectors will visit the ward again.