




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> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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|  | <p>Trust:</p> <p>Northern Health and Social Care Trust</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>May 2015</p> <table><tr><th>Sunday</th><th>Monday</th><th>Tuesday</th><th>Wednesday</th><th>Thursday</th><th>Friday</th><th>Saturday</th></tr><tr><td></td><td></td><td></td><td></td><td></td><td>1</td><td>2</td></tr><tr><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td></tr><tr><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td></tr><tr><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr><tr><td>24</td><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td></tr><tr><td>31</td><td></td><td></td><td></td><td></td><td></td><td></td></tr></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>14 May 2015</p> |
| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| 31 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | <p>Type of Ward:</p> <p>Male and female, Mental Health</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Who is RQIA?



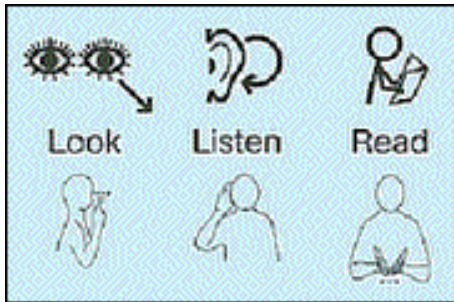
Who is RQIA?

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 Tobernavene 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



Patients' property was recorded.



The manager helped look after
patients' money.



The ward shared information with
others where necessary.



Care plans were personal and
reviewed regularly.



Staff had wrote down when they asked
a patient if they agreed to something.



Patients' were involved in their care
plans could review their care plans.



Patients' human rights were
considered.



There were new beds on the ward.



Staff had completed mandatory
training.



Activities were available.

Kieran was concerned
that



The bath on the ward was broken.



Some staff did not have up to date
training.



There was no psychologist.

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.