




What we found when we visited **Tobernaveen Upper**

Easy to read report.

	<p>Tobernaveen Upper Holywell Hospital 60 Steeple Road Antrim BT41 2RJ</p>																																										
 <p>Northern Health and Social Care Trust</p>	<p>Trust:</p> <p>Northern Health and Social Care Trust</p>																																										
<p>October 2015</p> <table><tr><td>Sunday</td><td>Monday</td><td>Tuesday</td><td>Wednesday</td><td>Thursday</td><td>Friday</td><td>Saturday</td></tr><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></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>5 to 9 October 2015</p>
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	<p>Type of Ward:</p> <p>Male and female, Mental Health</p>																																										

Who is RQIA?



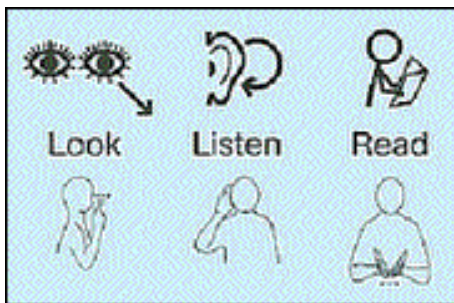
Who is RQIA?

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 inspectors who spoke to the patients on Tobernavene Upper were called Alan (pictured) and Dr Rea.

What did Alan and Dr Rea do?



What did Alan and Dr Rea do?

Alan and Dr Rea

- 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 Tobernavene Upper

Alan and Dr Rea also

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

After Alan and Dr Rea visited the ward Alan wrote a report of what inspectors 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.

<p>Alan and Dr Rea found it was good that</p>	<div data-bbox="504 280 564 353"></div> Patients said good things about the ward; <div data-bbox="504 409 564 483"></div> Patients felt safe and secure; <div data-bbox="504 504 564 577"></div> The ward staff team worked well to together; <div data-bbox="504 633 564 707"></div> Staffing levels were good; <div data-bbox="504 741 564 815"></div> Patients helped plan their care; <div data-bbox="504 835 564 909"></div> Patients felt that staff were helpful; <div data-bbox="504 929 564 1003"></div> The ward was clean; <div data-bbox="504 1037 564 1111"></div> The ward's atmosphere was relaxed; <div data-bbox="504 1153 564 1227"></div> Inspectors noticed that staff were friendly and supportive;
<p>Alan and Dr Rea were concerned that</p>	<div data-bbox="504 1429 564 1503"></div> The trust needed to review some policies; <div data-bbox="504 1552 564 1626"></div> Some patient risk assessments had not been fully completed; <div data-bbox="504 1727 564 1800"></div> The ward's ligature safety plan was not clear; <div data-bbox="504 1832 564 1906"></div> The ward's dishwasher was broken.

What next?



What next?

After the inspection Alan and Dr Rea met with the staff and managers from Tobernaveen Upper.

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

The managers from the ward are going to write back to Alan 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.