




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

Easy to read report.

	<p>Tobernaveen Upper</p> <p>Holywell Hospital</p> <p>60 Steeple Road</p> <p>Antrim</p> <p>BT41 2RJ</p>																																										
 <p>Northern Health and Social Care Trust</p>	<p>Trust:</p> <p>Northern Health and Social Care Trust</p>																																										
<p>June 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>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td></tr><tr><td>7</td><td>8</td><td>9</td><td>10</td><td>11</td><td>12</td><td>13</td></tr><tr><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td></tr><tr><td>21</td><td>22</td><td>23</td><td>24</td><td>25</td><td>26</td><td>27</td></tr><tr><td>28</td><td>29</td><td>30</td><td></td><td></td><td></td><td></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					<p>Date of RQIA inspection:</p> <p>8 June 2015</p>
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	<p>Type of Ward:</p> <p>Male and female, Mental Health</p>																																										

Who is RQIA?



Kieran



Alan

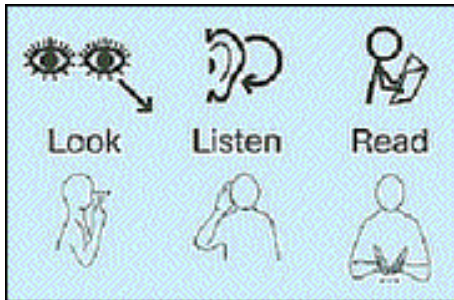
Who is RQIA?

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 Kieran and Alan.

What did Kieran and Alan do?



What did Kieran and Alan do?

Kieran and Alan

- 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

Kieran and Alan also

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

After Kieran and Alan 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 that are in charge of the ward to make some changes.

These will make the ward a better place to be.

Kieran and Alan found
it was good that



Patients had person centered care plans.



Staff looked after patients' money and property safely.



Patients' records were completed properly.



Patients care plans were regularly reviewed.



Staff asked patients if they agreed to their care.



Patients could review their care plans.



Patients had been given information about their rights.



Staff had completed their training.

Kieran and Alan were concerned that



An environmental assessment had not been updated.



One of the corridors was cluttered.



Staff did not write down all information.



There was no psychologist.



Activities did not always happen.



The ward dining room was not big enough for all patients on the ward.

What next?



What next?

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

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

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

One of the inspectors will visit the ward again.