




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

Easy to read report.

	Tobernaveen Upper Holywell Hospital 60 Steeple Road Antrim BT41 2RJ																																																	
	Trust:  Northern Health and Social Care Trust																																																	
<div>2017 JULY</div> <table><tr><th>SUN</th><th>MON</th><th>TUE</th><th>WED</th><th>THU</th><th>FRI</th><th>SAT</th></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td><td>1</td></tr><tr><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td></tr><tr><td>9</td><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td></tr><tr><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr><tr><td>23</td><td>24</td><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td></tr><tr><td>30</td><td>31</td><td></td><td></td><td></td><td></td><td></td></tr></table> <div>www.free-printable-calendar.com</div>	SUN	MON	TUE	WED	THU	FRI	SAT							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						Date of RQIA inspection:  24-25 July 2017
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	Type of Ward:  Male and female, mental health																																																	

## Who is RQIA?



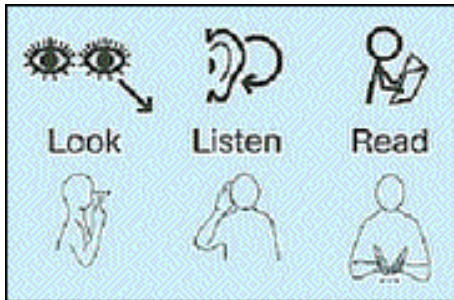
## Who is RQIA?

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 Audrey (pictured) and Dr. Rea.

## What did Audrey and Dr. Rea do?



## What did Audrey and Dr. Rea do?

### Audrey 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

### Audrey 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 Audrey and Dr. Rea visited the ward Audrey 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.

Audrey and Dr. Rea  
found it was good that



Staff were reviewing incidents that  
happened on the ward.



Staff said the ward team worked well  
together.



A clinical psychologist was now working  
on the ward.



There was a peer support worker on the  
ward who worked closely with patients.



The ward was clean and tidy.



The ward's atmosphere was relaxed.



Patients said staff were friendly and  
caring.

Audrey and Dr. Rea were concerned that



Some patients' risk assessments had not been fully completed.



The occupational therapist (OT) did not have all their training up to date.



A number of medical records were difficult to read.



There were still some risks in the ward environment which the ward were planning to remove.

What next?



What next?

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

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

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

One of the inspectors will visit the ward again.