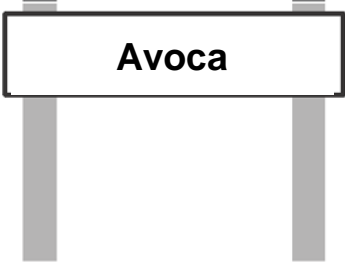




What we found when we visited Avoca Ward
Easy to read report.

	<p>Avoca Knockbracken Healthcare Park Saintfield Road Belfast BT8 8BH</p>																																			
	<p>Trust: Belfast Health and Social Care Trust</p>																																			
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	<p>Type of Ward: Avoca is a psychiatric intensive care unit providing acute assessment and treatment</p>																																			

Who are RQIA?



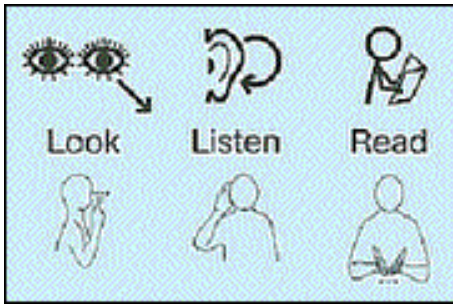
Alan

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 were called Alan and Dr Fleming

What did Alan and Dr Fleming do?



What did Alan and Dr Fleming do?

Alan and Dr Fleming

- looked around the ward
- talked with patients on the ward
- talked to patients' families and carers
- talked to the staff working on the ward
- talked to the people who are in charge of Avoca ward.

Alan and Dr Fleming 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 Fleming 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 who are in charge of the ward to make some changes. These will make the ward better place to be.

Alan and Dr Fleming
found it was good that



The ward was clean and tidy;



Patients said that they had good
relationships with staff;



Care was described as being good;



Staff were caring;



Patients were involved in planning their
care;



The ward had an effective team;



Relatives said they felt the ward was
very good;



The ward's senior management team
continued to review and improve the
service.

Alan and Dr Fleming were concerned that



agency nursing staff did not always have the required training;



a summary of each patient's circumstances was not available;



Some Trust policies and procedures were not up to date.

What next?



What next?

After the inspection Alan met with the staff and managers from Avoca.

Alan wrote a report about what he 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.