




## What we found when we visited the **Neuro-Behavioural Rehabilitation Unit (NRU)**

Easy to read report.

	<p>Neuro-Behavioural Rehabilitation Unit Innishfree Knockbracken Health Care Park Saintfield Road Belfast BT8 8BH</p>																																										
 <p>Belfast Health and Social Care Trust</p>	<p>Trust: Belfast Health and Social Care Trust</p>																																										
<p>2017 AUGUST</p> <table border="1"> <thead> <tr> <th>SUN</th> <th>MON</th> <th>TUE</th> <th>WED</th> <th>THU</th> <th>FRI</th> <th>SAT</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> <tr> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> <td>11</td> <td>12</td> </tr> <tr> <td>13</td> <td>14</td> <td>15</td> <td>16</td> <td>17</td> <td>18</td> <td>19</td> </tr> <tr> <td>20</td> <td>21</td> <td>22</td> <td>23</td> <td>24</td> <td>25</td> <td>26</td> </tr> <tr> <td>27</td> <td>28</td> <td>29</td> <td>30</td> <td>31</td> <td></td> <td></td> </tr> </tbody> </table> <p><small>www.free-printable-calendar.com</small></p>	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			<p>Date of RQIA inspection:</p> <p>15-17 August 2017</p>
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	<p>Type of Ward:</p> <p>Male, Brain Injury</p>																																										

Who is RQIA?



The Regulation and  
Quality Improvement  
Authority



**Cairn**

Who is RQIA?

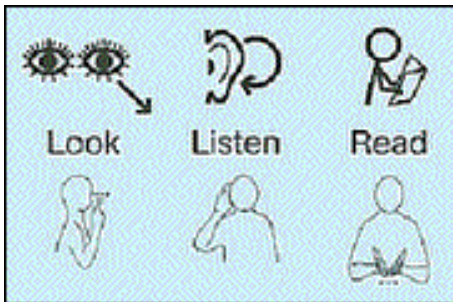
RQIA is the group of people in Northern Ireland that visit wards in hospitals, homes and other services to check that they are good and make sure that they are safe for everyone.

RQIA call these visits inspections. The people from RQIA that visit the ward are called inspectors.

The inspector who spoke to the patients on NRU was called Cairn.

A lay assessor called Neill also spoke to patients.

What did the inspector and lay assessor do?



What did the inspector and lay assessor do?

They

- 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 NRU

The inspector also

- Read some of the notes that the staff write
- Looked at some of the forms that the staff fill out

After Cairn and Neill visited the ward Cairn 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.

Cairn and Neill found it was good that



A GP visited the ward every week. .



Patients were referred to specialist's doctors if they needed more help.



Medicine was given safely.



Staff knew how to support patients who were upset.



Staff treated patients with respect.



Patients could contact advocates.



All staff worked well together.



Minutes of meetings were shared with staff to help them learn when things go wrong (incidents).

Cairn and Neill were concerned that



The ward was not clean.



Floor coverings was stained and marked.



The ward needs new furniture



Patient's clothes went missing when they went to be washed.



Staff training was not up to date.



Staff did not follow fire procedures.



Hand written notes were hard to read.



Patient's records were not stored in the proper place.



There was no occupational therapy room on the ward.



The visitor's room was not welcoming.



There was no action taken to make the ward a safer place.





Patients could not call for help when in the bathrooms



The ward did not have enough staff.



No-one knew if the ward was staying open or closing.

What next?



What next?

After the inspection Cairn met with the staff and managers from NRU.

Cairn wrote a report about what she and Neill found and sent it to the ward.

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