

What we found when we visited Valencia

Easy to read report.



Valencia Ward
Knockbracken Health Care Park
Saintfield Road
Belfast
BT8 8BH



Trust:

Belfast Health and Social Care Trust

2017 NOVEMBER						
SUN	MON	TUE	WED	THU	FRI	SAT
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5	6	7	8	9	10	11
12	13	14	15	16	17	18
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Date of RQIA inspection:

2 November 2017



Type of Ward:

Male and female, Mental Health -
Patients over 65 with Dementia

Who is RQIA?



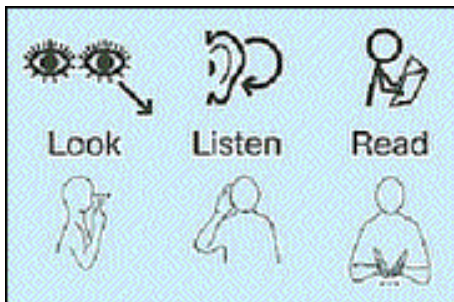
Who is RQIA?

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 inspector who spoke to the patients on Valencia was called Alan.

What did Alan do?



What did Alan do?

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 Valencia

Alan also

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

After Alan visited the ward he wrote a report of what he 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.

Alan found it was good
that



Patients were treated with dignity and respect.



Patients said they felt better since being admitted to the ward.



Patients physical and mental health needs were being addressed.



The ward was relaxed and welcoming.



Staff had completed up-to-date training.

Alan was concerned that



The ward's floor needed to be repaired/replaced.



Some patient risk assessments had not been completed in accordance to the required guidance.



Not all patient care plans had evidence to demonstrate relative/family involvement in patient care.

What next?



What next?

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

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.