

What we found when we visited **Rathlin Ward**

Easy to read report.

|  | <p>Rathlin Ward Knockbracken Health Care Park Saintfield Road Belfast BT8 8BH</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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|  | <p>Trust: Belfast Health and Social Care Trust</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>OCTOBER 2017</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>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> </tr> <tr> <td>8</td> <td>9</td> <td>10</td> <td>11</td> <td>12</td> <td>13</td> <td>14</td> </tr> <tr> <td>15</td> <td>16</td> <td>17</td> <td>18</td> <td>19</td> <td>20</td> <td>21</td> </tr> <tr> <td>22</td> <td>23</td> <td>24</td> <td>25</td> <td>26</td> <td>27</td> <td>28</td> </tr> <tr> <td>29</td> <td>30</td> <td>31</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> | 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: 17 – 19 October 2017</p> |
| SUN | MON | TUE | WED | THU | FRI | SAT | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| 29 | 30 | 31 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | <p>Type of Ward: Male and Female Mental Health</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Who is RQIA?



Audrey



Dr Simpson

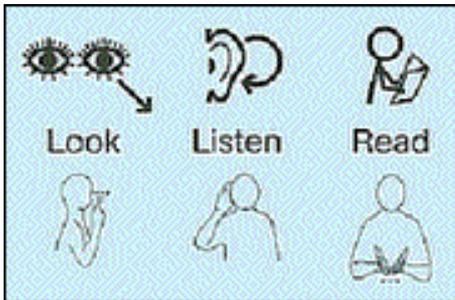
Who is RQIA?

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 inspectors who visited Rathlin were called Audrey and Dr. Simpson.

What did Audrey and Dr. Simpson do?



What did Audrey and Dr. Simpson do?

Audrey and Dr. Simpson

- 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 Rathlin

Audrey and Dr. Simpson 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. Simpson 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.

Audrey and Dr.
Simpson found it was
good that:



The Trust had employed a caretaker to attend to the garden areas outside.



Patients had access to more therapeutic interventions.



Nursing staff were going to be trained in therapeutic interventions.



Patients said they felt safe on the ward



Patients knew how to make a complaint.



Patients said they were treated with dignity and respect



There were activities for patients every day.



Staff said they were supported to do their job well.

Wendy, Audrey and Dr. Daly were concerned that:



Patients' records were held in two separate places



Staff were using a number of different care plan templates to complete care plans.



There were no assessments in place to assess patients' overall physical health care needs.



Some bedrooms needed curtains and some furniture needed replaced.



Not all professionals were recording on the electronic recording system.



Patients' risk assessments were not completed properly.



Patients did not attend their multi-disciplinary meetings.

What next?



What next?

After the inspection Audrey and Dr Simpson met with the staff and managers from Rathlin.

Audrey wrote a report about what they 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.

Inspectors will visit the ward again.