

## What we found when we visited Shannon Clinic Ward 2

Easy to read report.

	Shannon Clinic Ward 2 Knockbracken Healthcare Park Saintfield Road Belfast BT8 8BH																																																	
 Belfast Health and Social Care Trust	Trust:  Belfast Health and Social Care Trust																																																	
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	Type of Ward:  Male and Female Mental health																																																	

Who is RQIA?

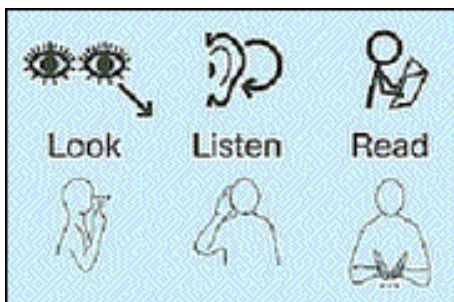


Who is RQIA?

RQIA is the group of people in Northern Ireland 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 who visit the ward are called inspectors.

The inspector who visited Shannon Clinic Ward 2 was called Wendy McGregor.

What did Wendy do?



What did Wendy do?

Wendy

- 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 Shannon Clinic Ward 2.

Wendy also

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

After Wendy visited the ward she wrote a report of what she 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 a better place to be.

Wendy found it was good that



All staff had been trained in how to keep patients safe from harm



Patients were told every day what was happening on the ward



There were lots of things for the patients to do



Staff wrote down when a patient told them they weren't happy about something



Staff were always available for patients



The advocate was available for patients



Staff asked the patients if they could help them



There was a women's activity group



Patients were told about their rights



Staff and patients talked together about care and treatment

Wendy was concerned that



Patients had to wait to see a psychologist



All patients did not have a plan to help them leave hospital

What next?



What next?

After the inspection Wendy met with the staff and managers from Shannon Clinic Ward 2. Wendy wrote a report about what they found and sent it to the ward.

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