




What we found when we visited Shannon Clinic Ward 3

Easy to read report.

	<p>Shannon Clinic Ward 3 Knockbracken Healthcare 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>November 2015</p> <table border="1"> <thead> <tr> <th>Sunday</th> <th>Monday</th> <th>Tuesday</th> <th>Wednesday</th> <th>Thursday</th> <th>Friday</th> <th>Saturday</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></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	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						<p>Date of RQIA inspection: 23 – 27 November 2015</p>
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	<p>Type of Ward: Male rehabilitation</p>																																										

Who is RQIA?

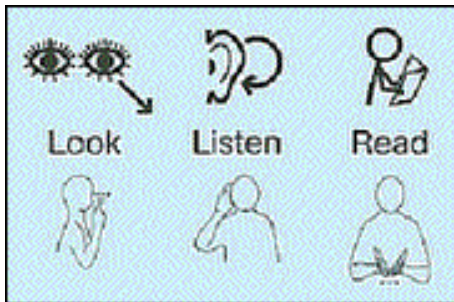


Who is RQIA?

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.

Inspectors who visited Shannon 3 were call Wendy and Brian.

What did Wendy and Brian do?



What did Wendy and Brian do?

Wendy and Brian

- 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 Shannon 3
- read some of the notes that the staff write
- looked at some of the forms that the staff fill out

After Wendy and Brian visited the ward they wrote a report of what they found and sent it to the ward.

Wendy and Brian found
it was good that



Patients and their representatives said that staff listened to them;



Patients and their representatives said that being on the ward had helped patients get better;



Patients said staff treated them with dignity and respect;



Patients said they were involved in their care plans;



Patients said they only have to ask once when they need help;



Patients attended meetings held about them;



Patients could attend work skills courses;



Patients were informed about their rights;



Patients could access a multi-disciplinary team;



Patients had access to the ward kitchen;



Staff asked patients if they agreed to their care and treatment;



A G.P visited two times a week;



Patients were kept up to date regarding ward routine and activities;



Patients could talk to staff about how good the ward is or where it needed to improve;

Wendy and Brian were concerned that



Care and treatment goals were not written down;



There was not enough psychology services;



The multi-disciplinary team were not all working the same way;



Some patients said they were unhappy about how long they had to wait to get time off the ward;



There were patients whose discharge was delayed;



There was poor in reach from the community;

What next?



What next?

After the inspection Wendy and Brian met with the staff and managers from Shannon ward 3. 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.