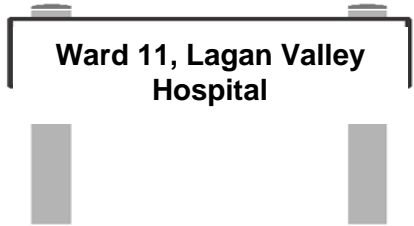




What we found when we visited Ward 11, Lagan Valley Hospital.

Easy to read report.

	Ward 11 Lagan Valley Hospital 39 Hillsborough Road, Lisburn BT28 IJP																																			
 South Eastern Health and Social Care Trust	Trust: South Eastern Health and Social Care Trust																																			
<p>February 2015</p> <table><tr><th>Sunday</th><th>Monday</th><th>Tuesday</th><th>Wednesday</th><th>Thursday</th><th>Friday</th><th>Saturday</th></tr><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></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	Date of RQIA inspection: 18 and 19 February 2015
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22	23	24	25	26	27	28																														
	Type of Ward: Male and female functional mental illness over 65 and dementia assessment and treatment.																																			

Who are RQIA?

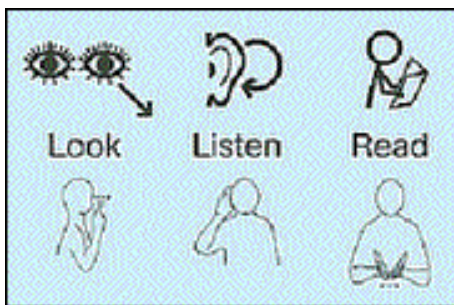


Who is RQIA?

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 that visit the ward are called inspectors.

The inspectors that visited ward 11 were called Alan and Shelagh Mary Rea.

What did Alan and Shelagh Mary do?



What did Alan and Shelagh Mary do?

Alan and Shelagh Mary

- 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 that are in charge of ward 11

Alan and Shelagh Mary also

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

After Alan and Shelagh Mary visited the ward they wrote a report of what they found and sent it to the ward. RQIA asked the staff that work on the ward and the people that are in charge of the ward to make some changes. These will make the ward better place to be.

The patients said it was good that



Staff listened



Staff were helpful and easy to speak to



Doctors and nursing staff had discussed their treatment and medication with them.



They could meet with the advocate



They felt safe on the ward



They could access the garden



They knew who to speak to if something was wrong



The care on the ward was of good quality

Alan and Shelagh Mary
were concerned that



some staff had not completed all of their
refresher training



some staff had not received supervision
sessions from their manager



some of the ward's care records needed
to be reviewed



the advocate did not visit all of the ward



some patient care plans were not
reviewed on time



some patients had not signed their care
plan



the occupational therapist (OT) did not
attend the ward every day during the
week



the OT room needed some repairs



activities for patients were not always
available at nights and at weekends



some patient care records did not
explain why the ward's door had to be
locked.

What next?



What next?

After the inspection Alan met with the managers from ward. They are going to write back to Alan and tell him how they are going to fix the problems on the ward and make it a better place for patients.

One of the inspectors will visit the ward again to see if the ward has improved.