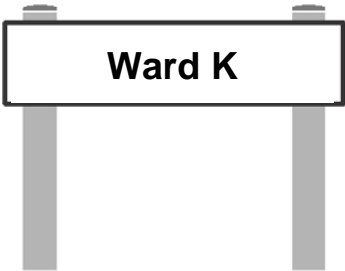




What the inspector found when he visited **Ward K**

Easy to read report.

	<p>Ward K Mater Hospital 45-51 Crumlin Road Belfast BT14 6AB</p>																																										
 <p>Belfast Health and Social Care Trust</p>	<p>Trust: Belfast Health and Social Care Trust</p>																																										
<p>December 2014</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></td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> </tr> <tr> <td>7</td> <td>8</td> <td>9</td> <td>10</td> <td>11</td> <td>12</td> <td>13</td> </tr> <tr> <td>14</td> <td>15</td> <td>16</td> <td>17</td> <td>18</td> <td>19</td> <td>20</td> </tr> <tr> <td>21</td> <td>22</td> <td>23</td> <td>24</td> <td>25</td> <td>26</td> <td>27</td> </tr> <tr> <td>28</td> <td>29</td> <td>30</td> <td>31</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	31				<p>Date of Patient Experience Interviews: 2 and 3 December 2014</p>
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	<p>Type of Ward: Assessment and treatment ward for male patients who have a mental illness</p>																																										

Who are RQIA?



The Regulation and
Quality Improvement
Authority

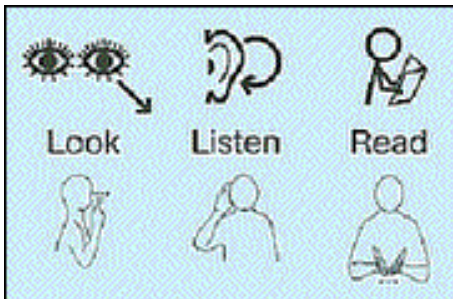


Who is RQIA?

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 visited Ward K 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 that are in charge of Ward K.

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 better place to be.

Alan found it was good that



patients could attend the weekly ward meeting



the smoking area was being kept clean



all nursing staff had completed special training to help keep patients safe



patients told the inspector they were happy with how staff treated them



patients were involved in planning their treatment and care



there were activities for patients to get involved in and patients liked the oasis room








patients could meet with the psychologist and the occupational therapist



the ward provided information for patients in easy to read leaflets



the ward was reviewing how it looked after patients' records.

<p>Alan was concerned that</p>	<ul style="list-style-type: none"> the Oasis room did not have internet access not all nursing staff had received supervision from their manager the ward's bathrooms had not been fully redecorated some staff had not read important information about patients' rights
<p>What next?</p> 	<p>What next?</p> <p>After the inspection Alan met with the managers from Ward K. 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.</p> <p>One of the inspectors will visit the ward again to see if the ward has improved.</p>