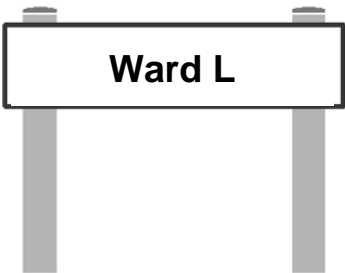




What we found when we visited **Ward L**

Easy to read report.

	<p>Ward L Mater Hospital 45-51 Crumlin Road Belfast BT14 6AB</p>																																										
 <p>Belfast Health and Social Care Trust</p>	<p>Trust:</p> <p>Belfast Health and Social Care Trust</p>																																										
<p>2017 JUNE</p> <table><tr><th>SUN</th><th>MON</th><th>TUE</th><th>WED</th><th>THU</th><th>FRI</th><th>SAT</th></tr><tr><td></td><td></td><td></td><td></td><td>1</td><td>2</td><td>3</td></tr><tr><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td><td>10</td></tr><tr><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td></tr><tr><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td><td>24</td></tr><tr><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td><td></td></tr></table> <p><small>www.free-printable-calendar.com</small></p>	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		<p>Date of RQIA inspection:</p> <p>14-15 June 2017</p>
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	<p>Type of Ward:</p> <p>Assessment and treatment ward for male and female patients who have a mental illness</p>																																										

Who are RQIA?

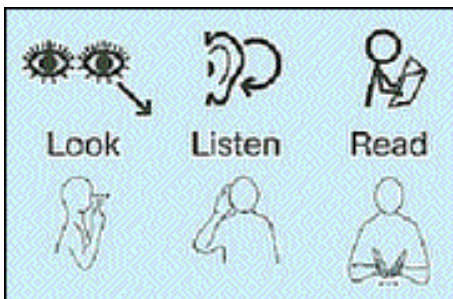


Who is RQIA?

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 inspector who visited ward L was called Cairn .

What did Cairn do?



What did Cairn do?

Cairn

- 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 L

Cairn also

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

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

Cairn found it was good that



Patients who met with the inspector said that they were happy and the care and treatment they received on the ward was good;



The ward's multi-disciplinary team worked well together;



Patients stated they felt safe on the ward;



Staff were receiving their supervision and appraisal in accordance to Trust and professional guidance;



Staff who met with the inspector said they were well supported by their colleagues and the ward manager;



Patients stated the ward was welcoming and relaxing.



Doctors from the general hospital would see patients in the evenings and at weekends when required.



Patients stated staff were caring and kind;

Cairn was concerned that



The risk assessment for patients using a metal bed was not completed in all cases;



The names of staff attending a monthly meeting were not recorded;



Patient meetings were not happening regularly. Staff did not record when they were cancelled;



Staff training was not up-to-date;



The male shower and toilet area was not cleaned properly;



The pharmacist did not visit the ward every week;



Two of the ward's policies needed to be updated.

What next?



What next?

After the inspection Cairn met with the managers from Ward L. They are going to write back to Cairn 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.