




What we found when we spoke to patients on Erne ward

Easy to read report

	Erne Muckamore Abbey Hospital 1 Abbey Road Muckamore BT41 4SH																																																	
 Belfast Health and Social Care Trust	Trust: Belfast Health and Social Care Trust																																																	
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	Type of Ward: Male and female continuing care																																																	

Who is RQIA?



Cairn



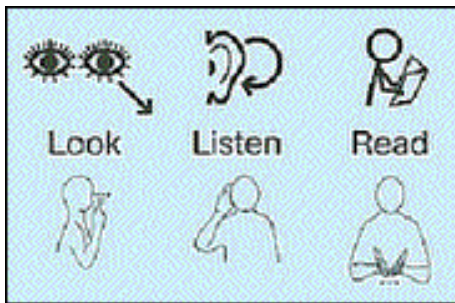
Wendy

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 inspectors who spoke to the patients on Erne ward were called Cairn, Wendy and Shelagh-Mary.

What did inspectors do?



The inspectors

- 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 Erne

The inspectors also

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

After the inspectors visited the ward they wrote a report of what they 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 better place to be.

Inspectors found it was good that



Staff spoke to relatives about patient's care and treatment.



Staff knew to ask patients if it is okay to help them.



If a patient needs a special assessment they will be referred for one.



Patients can go to day care or do different activities or go on outings.



Staff help patients to have contact with their family.



No-one interrupts patients during meal times.



A music therapist and an aroma therapist visit the ward weekly.



Patients can see a GP.



Medicines are given to patients safely.

Inspectors were concerned that



Staff did not take steps to reduce the chance of a fire happening.



The ward was dirty and untidy.



Important equipment was not checked daily.



Sometimes there wasn't enough staff on the ward.



Some mattresses didn't fit the bed properly.



Signs placed around the ward were too hard to read.



Some gardens did not have enough seats.



3 staff did not know enough about patient's needs.



Some information about patients was not kept in a safe place.



Staff did not keep good notes on patient's money.



Staff found it hard to get information from the computer.



Care plans were missing information.



Staff had no way of knowing if patients who could not talk were in pain.



Staff did not look to see if risks changed.



Some staff did not wear their name badge.



Curtains and blinds were broke.



Some staff did not know what to do when the fire alarm went off.



Sometimes there was not enough staff on duty and some activities had to be cancelled.



There were no advocates on the ward to see what extra help patients needed.



Staff that helped patients was not asked what the patients did nurses were writing about their day.



Staff did not let relatives know what some meetings were about.

What next?



What next?

After the inspection the inspectors met with the staff and managers from Erne.

Cairn wrote a report about what they found and sent it to the ward.

The managers from the ward 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.