




## What we found when we visited Killead Ward

Easy to read report.

	<p>Killead Ward Muckamore Abbey Hospital 1 Abbey Road Muckamore BT41 4SH</p>																																										
 <p>Belfast Health and Social Care Trust</p>	<p>Trust: Belfast Health and Social Care Trust</p>																																										
<p><b>OCTOBER 2017</b></p> <table border="1"> <thead> <tr> <th>SUN</th> <th>MON</th> <th>TUE</th> <th>WED</th> <th>THU</th> <th>FRI</th> <th>SAT</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>31</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	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	31					<p>Date of RQIA inspection: 2 – 4 October 2017</p>
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	<p>Type of Ward: Female Admission</p>																																										

## Who is RQIA?



**Wendy**



**Audrey**



**Nan**

## Who is RQIA?

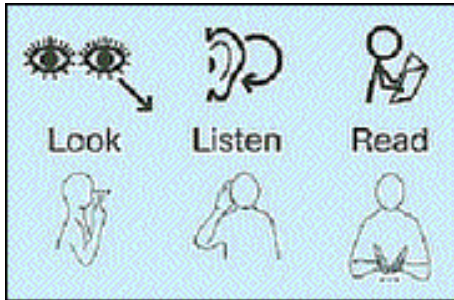
RQIA is the group of people in Northern Ireland who visit wards in hospitals, homes and other services to check that they are good and make sure that they are safe for everyone. RQIA call these visits inspections.

The people from RQIA who visit the ward are called inspectors.

The inspectors who spoke to the patients on Killead ward were called Wendy, Audrey and Dr Brian Fleming.

A lay assessor called Nan also spoke to patients.

What did the inspectors and the lay assessor do?



What did the inspectors and the lay assessor do?

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 Killead ward.

Wendy, Audrey and Dr. Fleming also

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

Wendy, Audrey, Nan and Dr Fleming found it was good that



Patients said that staff explained their care and treatment.



Staff said they were well supported.



Patients said that staff respected their privacy and were kind and caring.



The doctors made sure that the patients were on the right medicine.



Patients said that staff asked their permission (consent) before they provided any care and treatment.



Staff met with each patient every day to find out how they were doing.



There were lots of activities to do on the ward.



Information about the ward was available in a way that made it easier for patients to understand. This included information about care and treatment.



Restrictions were explained to patients.



There was an advocate for patients and their relatives.



Staff asked patients what they thought about the ward and if there was anything that could make it better.

Wendy, Audrey, Nan and Dr Fleming were concerned that



The ward was very noisy. This upset the patients.



Not all staff had been involved in the yearly fire drill.



The number of staff working on the ward had reduced.



There were too many copies of the same information. This was confusing.



The pharmacist did not visit the ward often enough

What next?



What next?

Inspectors met with the staff and managers from Killead ward after the inspection.

Wendy wrote a report about what she 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.