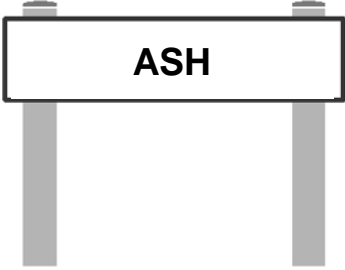




What we found when we spoke to patients on Ash Ward
Easy to read report.

	<p>Ash Tyrone and Fermanagh Hospital 1 Donaghanie Road Omagh Co. Tyrone BT79 0NS</p>																																										
	<p>Trust: Western Health and Social Care Trust</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: 24 July 2014</p>
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>Type of Ward: Male and female ward providing care and treatment to patients who are over 65 years and have mental health needs.</p>																																										

Who are RQIA?



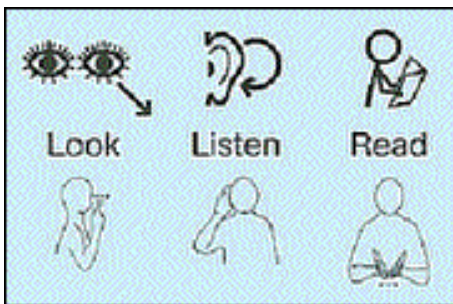
The **Regulation** and
Quality Improvement
Authority

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 RQIA also talk to patients, these are called Patient Experience Interviews. The people from RQIA that visit the wards and talk to patients are called inspectors.

The inspector that spoke to the patients on Ash ward was called Audrey.

What did Audrey do?



What did Audrey do?

Audrey

- looked around the ward
- talked with patients on the ward
- talked to the people that are in charge of Ash ward

The patients said it was good that



They understood the rules of the ward



They had been involved in their care and treatment.



They did not have any items taken from them on admission



They got time of the ward and could access the garden area.



They felt safe on the ward



They knew who to speak to if something was wrong



The care on the ward was very good

Audrey saw



Staff support patients with activities on the ward



Staff reassuring patients



Audrey found that the patients in Ash ward were being well cared for.



Audrey liked how the staff and patients in Ash ward spoke to each other.



Audrey did not ask the staff on the ward to make any changes with how they care for patients

What next?



What next?

After the Patient Experience Interviews
Audrey wrote a report about what she saw on
the ward.

An inspector will visit the ward again.