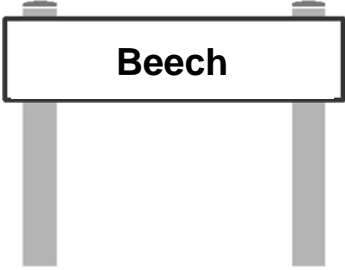




What we found when we spoke to patients on Beech Ward
Easy to read report.

	<p>Beech Tyrone and Fermanagh Hospital 1 Donaghane Road Omagh Co. Tyrone BT79 0NS</p>																																										
	<p>Trust: Western Health and Social Care Trust</p>																																										
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	<p>Type of Ward: Continuing care for male patients with mental health problems</p>																																										

Who are RQIA?



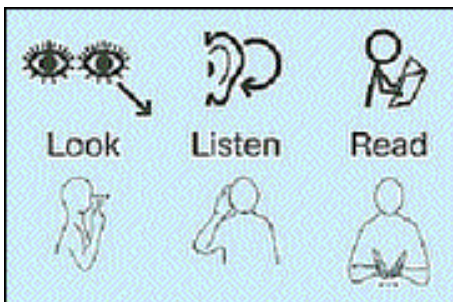
The **Regulation** and
Quality Improvement
Authority

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 the ATU unit 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 the ATU unit

After Audrey finished speaking to the patients, they told the people in charge of the ward what patients said.

The patients said it was good that



They knew why they were in hospital and understood the rules of the ward



They were involved in their care and treatment plans



They could see an advocate



They got time of the ward and could access the grounds of the hospital site



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 that



The ward was calm and welcoming



Signage around the ward was good



Staff were warm and friendly

The patients said they were concerned that



They did not know what plans were in place for them to move out of the ward

What next?



What next?

After the Patient Experience Interviews

Audrey wrote a report about what the patients said and sent it to the ward. RQIA asked the people that are in charge of the ward to make some changes.

The people in charge of the ward will write back to Audrey and tell her how they are going to fix the problems on the ward and make it a better place for patients.

One of the inspectors will visit the ward again to see if the ward has improved.

