

What we found when we visited **Bronte Ward**

Easy to read report.

	<p>Bronte Ward Bluestone Unit Craigavon Area Hospital 68 Lurgan Road Portadown BT63 5QQ</p>																																										
 <p>Southern Health and Social Care Trust</p>	<p>Trust: Southern Health and Social Care Trust</p>																																										
<p>2017 NOVEMBER</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></td> <td></td> <td></td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> </tr> <tr> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> <td>11</td> </tr> <tr> <td>12</td> <td>13</td> <td>14</td> <td>15</td> <td>16</td> <td>17</td> <td>18</td> </tr> <tr> <td>19</td> <td>20</td> <td>21</td> <td>22</td> <td>23</td> <td>24</td> <td>25</td> </tr> <tr> <td>26</td> <td>27</td> <td>28</td> <td>29</td> <td>30</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			<p>Date of RQIA inspection: 20 – 21 November 2017</p>
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	<p>Type of Ward: Male and female, Mental Health</p>																																										

Who is RQIA?



The Regulation and
Quality Improvement
Authority



Wendy

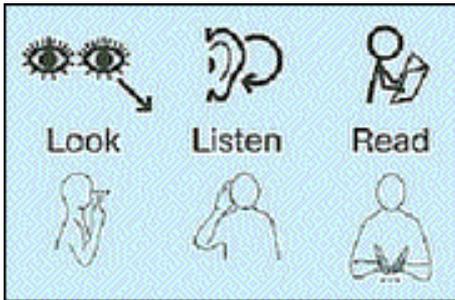
Who is RQIA?

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 that visit the ward are called inspectors.

The inspector who visited Bronte Ward was called Wendy.

What did Wendy do?



What did Wendy do?

- looked around the ward
- talked with patients on the ward
- talked to the staff working on the ward
- talked to the people who are in charge of Bronte

Wendy also

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

After Wendy visited the ward she wrote a report of what she found and sent it to the ward.

RQIA asked the staff who 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.

Wendy found it was good that



Patients were happy with their care.



Patients said that being on the ward was helping them to get better.



Patients said that staff were kind and helpful.



There was a peer advocate.



The staff were better at writing all about the patients on the computer.



The doctors were trained on writing all about the patients on the computer.

Wendy was concerned
that



Not all incidents that had previously taken place in the ward had been closed.



Televisions need to be secured.

What next?



What next?

After the inspection Wendy met with the staff and managers from Bronte.

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.