

## What we found when we visited Lissan 1 Ward

Easy to read report.

|   | <p>Lissan Ward 1<br/>Holywell Hospital<br/>60 Steeple Road<br/>Antrim<br/>BT41 2RJ</p>  |         |           |           |          |          |          |  |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |  |  |  |  |
|--|---|---------|-----------|-----------|----------|----------|----------|--|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|--|--|--|--|
|  <p>Northern Health<br/>and Social Care Trust</p>   | <p>Trust:<br/><br/>Northern Health and Social Care Trust</p>                            |         |           |           |          |          |          |  |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |  |  |  |  |
| <p>January 2018</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 RQIA inspection:<br/><br/>23- 24 January 2018</p> |
| Sunday   | Monday  | Tuesday | Wednesday | Thursday  | Friday   | Saturday |          |  |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |  |  |  |  |
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| 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:<br/><br/>Psychiatric intensive care unit (PICU) for male patients.</p> |         |           |           |          |          |          |  |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |  |  |  |  |

## Who are RQIA?



The Regulation and Quality Improvement Authority



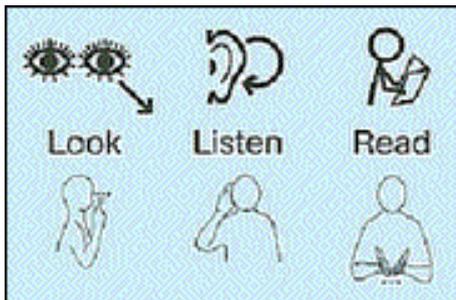
Cairn

## Who are 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 inspector who spoke to the patients on Lissan 1 was called Cairn.

## What did Cairn and do?



## What did Cairn do?

Cairn

- looked around the ward
- talked to the staff working on the ward
- talked to the people that are in charge of Lissan 1

Cairn also

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

After Cairn 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.

Cairn found it was good that



Patients said the care on the ward was good.



Staff enjoyed working on the ward.



The ward had good leaders.



The ward team worked well together.



Patients stated that being on the ward made them feel better.



The ward was clean and comfortable.



The ward's atmosphere was relaxed.



Staff reviewed patients care and treatment on a regular basis.

Cairn was concerned that



Some work had to be completed to make the ward safer.



Some door handles were difficult to use.



It was difficult to know who to contact to do some of the jobs on the ward like fixing the television.



Some patients did not need to be in Lissan 1 but there were no beds available in other wards.



Sometimes there was a delay in patients starting medication if they are due to return to a different hospital. This is because there may be a delay with their medical file transferring from one hospital to another.



There was no plan to review how long voluntary patients stayed in Lissan 1 or when or where they were discharged to.

What next?



What next?

After the inspection Cairn met with the staff and managers from Lissan 1 ward. Cairn wrote a report about what she 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.