

## What we found when we visited **Tobernaveen Upper**

Easy to read report.

	<p>Tobernaveen Upper          Holywell Hospital          60 Steeple Road          Antrim          BT41 2RJ</p>																																										
	<p>Trust:          Northern Health and Social Care Trust</p>																																										
<p>January 2015</p> <table border="1" data-bbox="113 1384 555 1619"> <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></td> <td></td> <td></td> <td>1</td> <td>2</td> <td>3</td> </tr> <tr> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> </tr> <tr> <td>11</td> <td>12</td> <td>13</td> <td>14</td> <td>15</td> <td>16</td> <td>17</td> </tr> <tr> <td>18</td> <td>19</td> <td>20</td> <td>21</td> <td>22</td> <td>23</td> <td>24</td> </tr> <tr> <td>25</td> <td>26</td> <td>27</td> <td>28</td> <td>29</td> <td>30</td> <td>31</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:            15 and 16 January 2015</p>
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	<p>Type of Ward:            Male and female, Mental Health</p>																																										

Who is RQIA?



The Regulation and  
Quality Improvement  
Authority



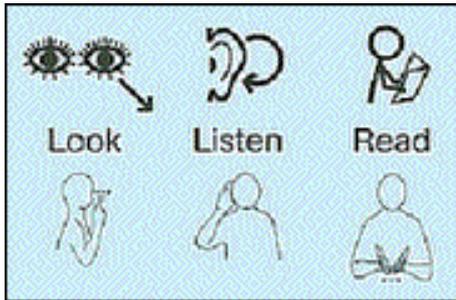
Who is RQIA?

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 inspector who spoke to the patients on Tobernavreen Upper was called Kieran.

What did Kieran do?



What did Kieran do?

Kieran

- 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 Tobernaveen Upper

Kieran also

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

After Kieran visited the ward he wrote a report of what he 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.

Kieran found it was good that



Staff treated patients with respect.



Staff responded to patients' needs.



Staff asked patients before helping them.



Patients could choose what they wanted to do.



There was an advocate.



Staff helped patients prepare to go home.



Relatives said the staff do a great job, "they are all so friendly".



Patients said the staff do a brilliant job.



Information leaflets were available for patients and relatives.



An interpreter was used to help patients communicate.



Patients could go outside.



Patients had 1-1 time with their nurse.



The ward had new beds installed.



Patients and relatives were included in the care.



Patients had plenty of storage space beside their bed.



Patients enjoyed their meals, there were plenty of seats in the dining room.



There was good communication between staff and patients.



The staff were working hard to have a drug free environment.



Four mobile phones were available for patient use.



Patients could talk to nurses, doctors and occupational therapists.



The ward was relaxed, welcoming and clean.

Kieran was concerned that



Patients care plans were all the same.



Patients care plans were not reviewed.



Patients' records were not up to date and completed in full.



Staff did not write down all information.



Patients could not access psychology services.



Patients who need help to communicate need a care plan.



Some staff need retrained in medication management.



There was little ward based activities.



Some staff did not have up to date training.



The trust need to review some policies.



The managers needed to change the last few older beds.

What next?



What next?

After the inspection Kieran met with the staff and managers from Tobernaveen Upper.

Kieran wrote a report about what he found and sent it to the ward.

The managers from the ward are going to write back to Kieran and tell him how they are going to make the ward a better place for patients.

One of the inspectors will visit the ward again.