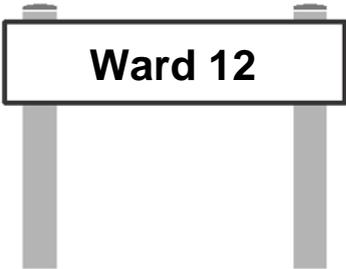


What we found when we visited Ward 12, Lagan Valley Hospital.

Easy to read report.

	<p>Ward 12 Lagan Valley Hospital 39 Hillsborough Road, Lisburn. BT28 IJP</p>																																			
	<p>Trust: South Eastern Health and Social Care Trust</p>																																			
<p>February 2015</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>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> </tr> <tr> <td>8</td> <td>9</td> <td>10</td> <td>11</td> <td>12</td> <td>13</td> <td>14</td> </tr> <tr> <td>15</td> <td>16</td> <td>17</td> <td>18</td> <td>19</td> <td>20</td> <td>21</td> </tr> <tr> <td>22</td> <td>23</td> <td>24</td> <td>25</td> <td>26</td> <td>27</td> <td>28</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	<p>Date of RQIA inspection: 3 and 4 February 2015</p>
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	<p>Type of Ward: Assessment and treatment ward for males and females who suffer from a mental health problem</p>																																			

Who are RQIA?



The Regulation and
Quality Improvement
Authority

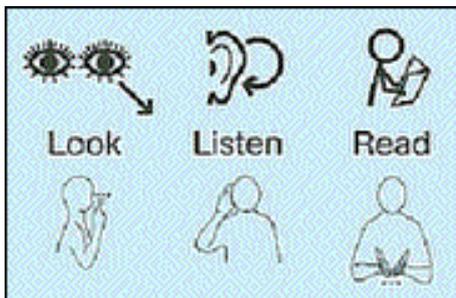


Who is RQIA?

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

The inspectors who spoke to the patients on ward 12 were called Alan and Nichola.

What did Alan do?



What did Alan and Nichola do?

Alan and Nichola

- 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 ward 12

Alan and Nichola also

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

After Alan and Nichola visited the ward they wrote a report of what they found and sent it to the ward. RQIA asked the staff who work on the ward and the people who are in charge of the ward to make some changes. These will make the ward better place to be.

<p>Alan and Nichola found it was good that</p>	<ul style="list-style-type: none"> the ward's atmosphere was friendly and welcoming; patients told inspectors that they felt the care on the ward was good; staff told inspectors that the ward was a good place to work; patients told the inspectors they were happy with how staff treated them; there were activities for patients to get involved in; the ward provided information for patients in easy to read leaflets and posters; patients were involved in decisions about their care and treatment; patients' care was being reviewed by staff every day.
<p>Alan and Nichola were concerned that</p>	<ul style="list-style-type: none"> patients notes were stored in two different places; the ward needed more psychology services; therapy and activities were not always available at night and at weekends.

What next?



What next?

After the inspection Alan and Nichola met with the staff and managers from ward 12. Alan and Nichola wrote a report about what they found and sent it to the ward.

The managers from the ward are going to write back to Alan 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.