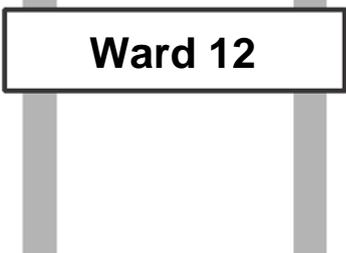


What we found when we inspected **Ward 12, Lagan Valley Hospital.**

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>2016 JUNE</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: 21-23 June 2016</p>
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Type of Ward:

Assessment and treatment ward.

Who are RQIA?



The Regulation and
Quality Improvement
Authority



Alan



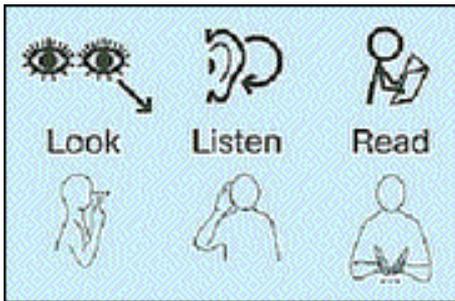
Cairn

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 wards are called inspectors.

The inspectors who visited ward 12 were called Alan (pictured), Cairn (pictured) and Shelagh-Mary.

What did the inspectors do??



What did the inspectors do?

They

- 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

They also

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

After the inspectors 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 a better place to be.

The inspectors found it was good that



Patient risk assessments were completed.



Every patient had their own individual needs assessed.



Appropriate care plans were in place for each patient.



Patients were involved in their treatment plans.



Members of the multidisciplinary team (MDT) were updated every day on patients progress.



Doctors and nurses received regular support from their line managers



Patients were informed of their rights and of the advocacy service



Patients had their own activity plan and access to ward and OT activities.



Staff explained to patients when they had to use some restrictive practices.



Medicine prescribed to patients was appropriate.



There was a new member of staff to train nurses in new ways to help patients.



There were photographs of staff on the noticeboard to let patients know who was on duty every day

Inspectors were concerned that



Some of the toilets and showers did not work properly and needed to be cleaned more often.



The family room was storing equipment.



There was no quiet room for patients to go to.



The system to call for extra staff to help in an emergency didn't work properly



The fire risk assessment was out of date



Staff did not have their fire training up to date.



Some members of staff did not record on the electronic record system of patient's notes.



The record of some meetings were not always completed properly or signed by staff who were present.



The ward needed more support staff to help with paper work.



Nurses were not always involved in the patient meetings to make sure things for patients improved.



Patients did not always have privacy when they were receiving their medicines.



Relatives were not told how to help their family member get better when they were discharged.



The Trust needs to look at how extra staff can be called upon to help ward staff deal with an emergency at night time.

What next?



What next?

After the inspection the inspectors met with the staff and managers from ward 12. They wrote a report about what they 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.