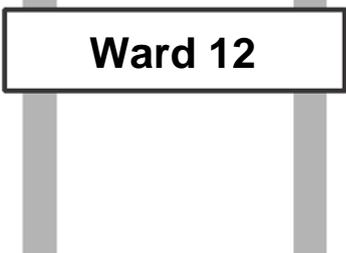


## What we found when we went back to **Ward 12, Lagan Valley Hospital**.

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>January 2018</p> <table border="1"> <thead> <tr> <th>MONDAY</th> <th>TUESDAY</th> <th>WEDNESDAY</th> <th>THURSDAY</th> <th>FRIDAY</th> <th>SATURDAY</th> <th>SUNDAY</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> <tr> <td>29</td> <td>30</td> <td>31</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	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: 22 and 23 January 2018</p>
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY																																					
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>Type of Ward: Mental health assessment and treatment ward for men and women.</p>																																										

## Who are RQIA?



The Regulation and  
Quality Improvement  
Authority



**Wendy**



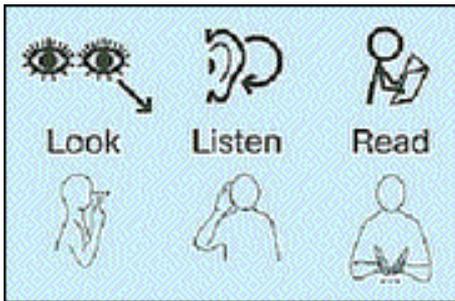
**Audrey**

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

The inspectors who spoke to the patients on ward 12 were called Wendy and Audrey.

What did Wendy and Audrey do?



What did Wendy and Audrey do?

Wendy and Audrey

- 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

Wendy and Audrey 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.

Wendy and Audrey  
found it was good that



The fire risk assessment was up to date.



Staff had received up to date training in what to do if there was a fire on the ward.



Patients were given their medicine in privacy.



The ward was cleaned twice a day.



Extra staff who worked in the hospital had been trained to help the ward staff when there is an incident.



The patients' records were up to date and well organised.



Patients said they were happy with their care and the staff on the ward were kind.



There was good contact with relatives and carers.



Patient forum meetings occurred every week.

Wendy and Audrey were concerned that



The minutes of the patient's multi-disciplinary team meetings were not always fully completed.



Medical staff were not updating the electronic patient information system.



The emergency alarm system did not always work.

What next?



What next?

After the inspection Wendy and Audrey met with the staff and managers from ward 12. 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.