



What we found when we visited Gillis Memory Centre

Easy to read report.

	<p>Gillis Memory Centre St Lukes Hospital Loughgall Road Armagh BT61 7NQ</p>																																																	
 <p>HSC Southern Health and Social Care Trust <i>Quality Care - for you, with you</i></p>	<p>Trust: Southern Health and Social Care Trust</p>																																																	
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	<p>Type of Ward: Male and female Assessment and treatment for patients with dementia care</p>																																																	

Who is RQIA?



Wendy



Dr. John Simpson



Nan

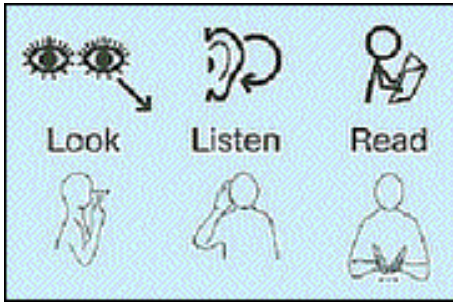
Who is RQIA?

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 inspectors who visited Gillis Memory Centre are called Wendy and Dr John Simpson.

A lay assessor spoke to patients. Her name is Nan.

What did Wendy and Dr Simpson do?



Wendy and Dr. Simpson

- looked around the ward
- talked with patients on the ward
- talked to patients' families and carers
- talked to the staff working on the ward
- talked to the people who are in charge of Gillis Memory Centre

Wendy and Dr. Simpson also

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

Nan spoke to patients on the ward.

Wendy Dr. Simpson
and Nan found it was
good that



Patients and their families were involved
in their risk assessments.



Community staff were working with ward
staff to plan for patients discharge.



There is a new team on the ward. This
team is called the Acute Care at Home
Team. The team helped the nursing
staff in Gillis to care for patients on the
ward who became physically unwell.



Medication was prescribed correctly.



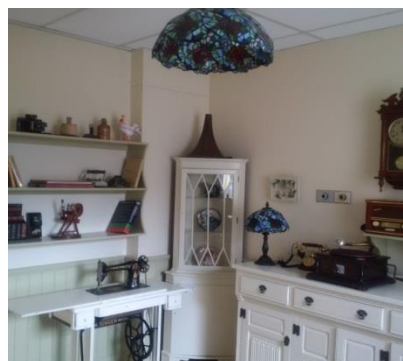
All staff had been on trust training.



Staff had been trained on how to care
for people with dementia.



The ward was better. The ward had
more rooms for patients and their
families and friends to go to. There was
a room called the parlour.



The Parlour



Patients said they were well cared and being on the ward had helped them to feel better.



Patients said staff were kind and helpful.



Relatives said the staff were warm and caring.



Families could visit at any time.

Wendy, Dr. Simpson and Nan were concerned that



Two Trust policies were out of date



To help some patients to take their tablets, staff put them into their food. There was no trust policy in place about this.



Staff were not writing down correctly when they used a restrictive practice on a some patients.



The trees and plants in the garden needed to be cut.



There was no Occupational Therapist working on the ward.



There was no carers advocate.

What next?



What next?

After the inspection Wendy and DR. Simpson with the staff and managers from Gillis Memory Centre. Wendy wrote a report about what they 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.