




What we found when we visited Gillis

Easy to read report.

	<p>Gillis Memory Centre St Lukes Hospital Loughall 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>																																																	
<p>May 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></td> <td></td> <td></td> <td></td> <td></td> <td>1</td> <td>2</td> </tr> <tr> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> </tr> <tr> <td>10</td> <td>11</td> <td>12</td> <td>13</td> <td>14</td> <td>15</td> <td>16</td> </tr> <tr> <td>17</td> <td>18</td> <td>19</td> <td>20</td> <td>21</td> <td>22</td> <td>23</td> </tr> <tr> <td>24</td> <td>25</td> <td>26</td> <td>27</td> <td>28</td> <td>29</td> <td>30</td> </tr> <tr> <td>31</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></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: 21 May 2015</p>
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	<p>Type of Ward: Assessment and Treatment ward for patients over 65 years with Dementia</p>																																																	

Who is RQIA?



The Regulation and Quality Improvement Authority

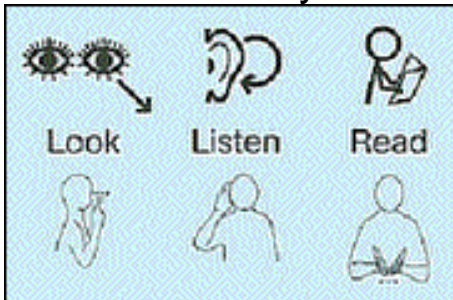


Who is RQIA?

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 Gillis Ward was called Audrey

What did Audrey do?



What did Audrey do?

Audrey

- looked around the ward
- talked with patients on the ward
- talked to the staff working on the ward
- talked to the people that are in charge of Gillis ward.

Audrey also

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

After Audrey visited the ward she wrote a report of what she 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.

Audrey found it was good that



Nursing assessments were personal



There was a book all about the ward for patients



Staff had wrote down why patients' freedom had been restricted



Patients felt being on the ward helped them to get better



There were activities for patients on the ward



Patients said they were treated with respect



An advocate visited patients every week



Visitors could visit the ward at any time

Audrey was concerned that



Care plans had not always been updated



Risk screenings tools had not been completed in full



The form used at the ward round was not completed in full



Occupational therapy assessments had not been completed



Patients did not have a personal activity plan in place.

What next?



What next?

After the inspection Audrey met with the staff and managers from Gillis ward. Audrey wrote a report about what she found and sent it to the ward.

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