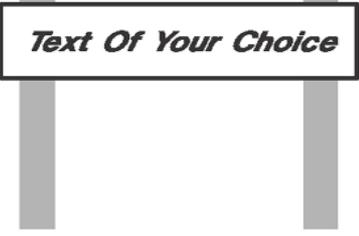


## What we found when we visited **Ward 27, Ulster Hospital**

Easy to read report.

 <p><i>Text Of Your Choice</i></p>	<p>Ward 27 Mental Health Acute Admissions Ward Ulster Hospital Upper Newtownards Road Dundonald BT16 1RH</p>																																										
	<p>Trust:  South Eastern Health and Social Care Trust</p>																																										
<p><b>MAY 2017</b></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>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> </tr> <tr> <td>7</td> <td>8</td> <td>9</td> <td>10</td> <td>11</td> <td>12</td> <td>13</td> </tr> <tr> <td>14</td> <td>15</td> <td>16</td> <td>17</td> <td>18</td> <td>19</td> <td>20</td> </tr> <tr> <td>21</td> <td>22</td> <td>23</td> <td>24</td> <td>25</td> <td>26</td> <td>27</td> </tr> <tr> <td>28</td> <td>29</td> <td>30</td> <td>31</td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p><small>www.free-printable-calendar.com</small></p>	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	31				<p>Date of RQIA inspection:  31 May 2017 - 1 June 2017</p>
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### Type of Ward:

Ward 27 provides care and treatment to male and female patients with mental health problems.

### Who is RQIA?

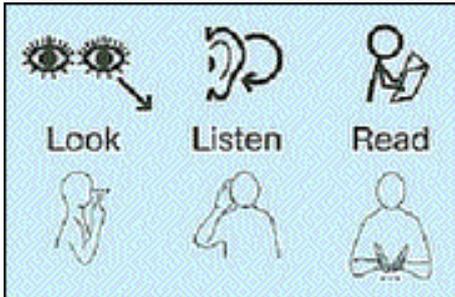


### Who is RQIA?

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 Ward 27 was called Cairn.

What did Cairn do?



What did Cairn do?

Cairn

- 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 Ward 27

Cairn also

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

After Cairn 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 who are in charge of the ward to make some changes. These will make the ward a better place to be.

Cairn found it was good that



Patients said staff were kind and were good at looking after them.



Patients attended meetings with the doctors and nurses to discuss their care and treatment.



The doctor on the ward was the same doctor who looked after patients in the community.



All staff worked well together



Staff held meetings with other professionals to help patients get ready to go home.



Staff got extra training to help patients.



Staff listened to what patients were saying about the food being repetitive and are working with people to make things better.



Staff had arranged for animals to visit the ward and this was planned into the activity timetable.

Cairn was concerned that



One of the Occupational therapists was on leave from the ward and had not been replaced.



Patients said they did not have enough activities to do on the ward.



Some board games were broken and had pieces missing.



There was no clinical psychologist on the ward.



Some patients smoked on the stairs inside the building.

What next?



What next?

After the inspection Cairn met with the staff and managers from Ward 27

Cairn wrote a report about what she found and sent it to the ward.

One of the inspectors will visit the ward again.