

Mental Health Services 2011
Inspection of Mental Health Services
in Day Hospitals

DAY HOSPITAL INSPECTED	Bury Quay
EXECUTIVE CATCHMENT AREA	Dublin Mid-Leinster
HSE AREA	Laois/Offaly
CATCHMENT POPULATION	10,000
LOCATION	Tullamore
TOTAL NUMBER OF PLACES	No set number
DATE OF INSPECTION	12 April 2011

Details

Service description

- The day hospital at Bury Quay was situated in Tullamore town and located in a two-storey building in a working area of the town. The day hospital served the residents of the Tullamore sector and was open from 0900h to 1700 h, Monday to Friday. The building also served as the sector headquarters and out-patient clinics were held there and the day centre also occupied the same building.

There was a lot of interaction between the day hospital and the day centre, with staff in the day hospital providing services such as depot medication and clozapine clinics for users of the day centre.

Patients attending the day hospital did not attend for the whole day, but came for medications or appointments. However, staff facilitated service users and members of the public who 'dropped-in'.

Premises

CHECKPOINT	RESPONSE
Are the premises part of a psychiatric hospital?	No
Are the premises an independent building?	Yes
Are the premises purpose built?	No
Are the premises accessible by public transport?	Yes
Is the sector HQ located in Day Hospital?	Yes
How many activity rooms are there for service users?	2
How many service users are attending?	Approx. 100
Is there a facility for providing hot meals?	Yes

Referral procedure

Referrals to the day hospital came from the multidisciplinary team, following discussion at the weekly team meeting. Referrals also came from in-patient units and referral forms were faxed to the staff regarding such patients. Referrals were not accepted from general practitioners.

The team used a referral form to make referrals, which were passed to the nurse in the day hospital. Patients were contacted when a place became available, which was usually within a few weeks.

Staffing levels

POST	NUMBER WTE	SESSIONS PER WEEK
Consultant psychiatrist	2	Outpatient clinics
Nursing staff	2.5	Full-time in day hospital and day centre
NCHD	2	Outpatient clinics
Occupational therapist	1	None
Psychologist	1	None
Social worker	1	None
Activities therapist	0	0
Other – Cognitive Behaviour Therapist	1	2

Range of services provided

Services provided at the day hospital were primarily depot clinics, clozapine clinics, one to one counselling and programmes for anxiety management or self-esteem. Both nurses carried an individual caseload of patients whom they saw individually. Programmes for anxiety management were run by the nursing staff. It was reported there was a nine-month waiting time for referrals for psychology appointments for service users of the day hospital.

There was a separate clinical file for patients attending day services and outpatient clinics, and multidisciplinary care plans were not in use.

Staff carried out domiciliary visits occasionally, if indicated.

Service user input

As there were no multidisciplinary plans in use in the day hospital, it was uncertain how service users were involved in their treatment plan.

Quality initiatives in 2011

- A care and treatment plan for service users had been introduced in December 2010 on a pilot basis.
- Staff had developed a plan to re-organise the depot clinic.

Operational policies

The day hospital had policies on admission and discharge. It also had other policies, for example on people presenting in an intoxicated state. There was an incident reporting system in place. Staff reported that all mandatory training had taken place and staff were up to date on training.

Planning

The service was planning to extend the day hospital service to other locations within the sector area. There was also a tentative plan for staff to provide a service by going out to other areas of the catchment area.

Conclusions

The day hospital in Tullamore was well located in the town and was very accessible; for service users living outside the town, the service provided transport to the centre. There were approximately 100 service users attending the day hospital, but two thirds of these attended only for depot medication or Clozaril. There was little facility to accommodate service users attending for the whole day as there were only 1.5 WTE nursing posts for the day hospital and space for activities was limited. Although the sector team was staffed with multidisciplinary members, none of the health and social care professionals provided sessions to the day hospital which would have greatly enhanced the level of treatment available to patients referred there. In view of the limitations of the service, it is difficult to see how the day hospital could function as a real alternative to in-patient care for patients.

Recommendations and areas for development

- 1. Members of the sector team should include sessions in the day hospital as part of their practice.*
- 2. Multidisciplinary care plans should be introduced for patients of the day hospital.*