

Mental Health Services 2012

Inspection of Mental Health Services in Day Hospitals

EXECUTIVE CATCHMENT AREA/INTEGRATED SERVICE AREA	Dublin North City
MENTAL HEALTH SERVICE	St. Vincent's Hospital, Fairview. Dublin North Central
HSE AREA	Dublin North Central
DAY HOSPITAL	Iona Acute Day Hospital
CATCHMENT POPULATION	55,000
LOCATION	Drumcondra, Dublin
TOTAL NUMBER OF PLACES	Day Centre 13 Day Hospital 12 Home Care 9
AVERAGE NO OF WEEKLY ATTENDEES	Day Centre 40 Day Hospital 25 Home Care 9
TYPE OF INSPECTION	Unannounced
DATE OF INSPECTION	4 September 2012

Summary

- There was an excellent care pathway and each service user had an individual care plan.
- Each service user had access to appropriate psychotherapy.
- There was a wide range of training programmes available to staff.
- .The day hospital was open seven days a week from 0830h to 2000h.
- The premises were not suitable for a day hospital.

Details

Service description

Iona Day Hospital was opened in 2011 and covered two community mental health teams: Millmount and the Mater Sectors, with a catchment population of 55,000. It was located in Drumcondra. It was open seven days a week from 0830h to 2000h. The building also housed a day centre. Day hospital clients attended in the morning and day centre clients attended in the afternoon. There was also a homecare team based in the day hospital with two nursing staff. Assessments and brief interventions were provided at weekends.

Premises

The premises were located in a busy city area and were easily accessible by public transport. However there was no parking available. The building was old and very cramped and was not wheelchair accessible. As outlined above, the day hospital shared premises with the day centre. No hot meals were provided but sandwiches were available.

There were two offices and a group room as well as two nursing offices. The clinic room was tiny and nurses had to organise medications in the nurses' office. The staircase was very narrow.

Care Pathway

Only two community mental health teams (CMHTs) could admit to the day hospital and referrals were only from the Mater Accident and Emergency Department, St. Louise's Ward in St. Vincent's Hospital and St Aloysius Ward in the Mater Hospital. Service users remained under the clinical care of the CMHTs while they attended the day hospital. Each service user had a full psychiatric and nursing assessment. An initial care plan was drawn up and then an individual multidisciplinary care plan was initiated at the team meeting. This was regularly reviewed. Nursing staff from the day hospital attended the team meetings. Referrals were assessed within 24 hours. Discharges were made in conjunction with the CMHT.

Staffing levels

POST	NUMBER
Consultant psychiatrist	2 (shared with sector area and approved centre)
Nursing staff	7 (2 for Home Care 0.5 for Day Centre 4.5 for Day Hospital)
NCHD	2 (shared with sector area and approved centre)
Occupational therapist	1 (sessions provided for referrals from the Mater sector only)
Psychologist	By referral only
Social worker	0
Activities therapist	0
Cognitive Behavioural therapist	1 morning a week

Range of services provided

Cognitive behavioural therapy was provided one morning a week. The occupational therapist provided individual sessions two days a week for Mater sector patients only. Family therapy was available as was substance abuse counselling. There was access to counselling provided by voluntary bodies. Nursing staff provided two groups each day.

There was also a homecare team which provided services throughout the catchment area. Two nurses were allocated to this team and there were nine service users on the homecare team case- load.

Service user input

A suggestion box was located in a prominent location. There was a regular community meeting with service users. Evaluation forms were completed for each service user. There was no documented evidence that the service user had input into their individual care plans.

A wide range of information was available for the service user.

Quality initiatives in 2012

- There was an excellent cognitive behavioural therapy training programme for staff.
- There was a wide range of training programmes available for staff including Wellness Recovery Action Plan (WRAP), elder abuse training, Children First and training in domestic violence prevention.

Operational policies

The service-wide policies applied and were available in the day hospital. There were also policies specific to the day hospital on referral, risk assessment and admission. There was an incident reporting form.

Planning

There were no written plans for the day hospital. There were plans to involve voluntary agencies such as AWARE, National Learning Network and EVE Holdings in providing services. Also a service user group was planned to provide support for those with severe enduring mental illness. There were also planning meetings with the assistant director of nursing held every three months.

Conclusion

Despite the unsuitability of the day hospital building there was an active day hospital programme in place. There was an excellent care pathway and each service user had an individual care plan. More demonstrable input from the service user into their care plans would enhance the care planning process. There was an emphasis on the provision of psychotherapy despite the poor provision of health and social care professionals. Nursing staff were availing of excellent training programmes.

Recommendations and areas for development

- 1. A more suitable premises should be found for the day hospital.*
- 2. Service users should have input into their individual care plan and this should be documented.*