

# An Teach Bán

ID Number: RES0002

## 24-Hour Residence – 2017 Inspection Report

An Teach Bán  
Newcastle  
Co. Dublin

Community Healthcare Organisation:  
CHO 7

Team Responsible:  
Rehabilitation

Total Number of Beds:  
6

Total Number of Residents:  
6

**Inspection Team:**  
Marianne Griffiths, Lead Inspector

**Inspection Date:**  
2 June 2017

**Inspection Type:**  
Unannounced Inspection

**The Inspector of Mental Health Services:**  
Dr Susan Finnerty MCRN009711

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## Introduction to the Inspection Process

This inspection and report were guided by the themes contained in the Mental Health Commission Quality Framework.

Services will be aware of the Audit Toolkit deriving from the Quality Framework and may wish to consider using this Toolkit in pursuing service improvement within the residence involved.

## Service description

An Teach Bán was a six-bed community residence located close to the Dublin suburb of Newcastle. The residence was owned by the HSE. It was clearly signposted and the exterior was well maintained. The residence opened in 2005, and its primary function was to provide rehabilitation and long-term care to residents with a mental illness. Rehabilitation teams from Crumlin, Tallaght, and Ballyfermot referred residents to An Teach Bán. The residence contained six single rooms, three of which were en suite.

Residents ranged in age from 45 to 68 years. All residents were long stay, and some of them had been living in the residence since it opened

## Care and treatment

The residence did not have a policy on individual care planning. All residents had an individual care plan (ICP) and these were reviewed on a two-monthly basis by the rehabilitation team. These meetings were held in An Teach Bán, and residents were invited to attend if they so wished. Prior to each review, residents had an opportunity to complete a self-review form. Further resident input into the ICP was not documented. With one exception, the multi-disciplinary team reviewing the ICP documents comprised nursing and medical staff. Each resident had received a psychiatric evaluation within the past six months. The residence operated a key worker system.

## Physical care

An Teach Bán did not have a policy on the physical care of residents. Nonetheless, all residents had access to a GP and general physical examinations were completed on a six-monthly basis. Information about health screening programmes was given to residents verbally, and records of access to screening programmes were made available to the inspector. A clear referral pathway via community services was available where residents required dental, physiotherapy, dietetic, or general hospital services.

## Therapeutic services and programmes

There was no policy on therapeutic programmes in the residence. One resident was receiving weekly input from an occupational therapist and this included support to attend a gardening programme. Apart from this, no therapeutic programmes were delivered to the residents of An Teach Bán.

## Medication

The residence had a policy on medication management, and medication was prescribed by the local GP. All Medication Prescription and Administration Records were examined and found to contain valid prescription and administration details. Three residents were on a Level 2 self-medicating programme; this involved each person receiving medication from the nurse on a daily basis. Medications were stored appropriately and legally and all medications were supplied by the local pharmacy.

## Community engagement

The location of the residence facilitated community engagement. Residents attended day centres, including the Rainbow Club in Cherry Orchard, the Bluebell Community Development Programme in Inchicore, the Well-Being Café in Newcastle, and the Clubhouse in Ballyfermot. Resident attendance at these programmes varied depending on the days that the programmes were running. On the day of inspection, three residents remained in bed at 11am. There was local public transport available from a nearby bus stop. Transport was not provided by the residence as its bus was currently broken down.

## Autonomy

Residents had free access to the kitchen in order to prepare meals and snacks. Staff encouraged them to help out with domestic activities such as gardening and assisting in the kitchen. Residents were free to determine their own bedtimes. They did not have keys to their bedrooms, however. Residents were encouraged to be respectful of each other's privacy at all times. Visitors were welcomed into An Teach Bán on a regular basis and residents were free to leave the house as and when they wished.

## Residence facilities and maintenance

The residence comprised six single bedrooms, a large sitting room, a recreation room, a kitchen, and a dining room. Three bedrooms were en suite and residents in the other rooms had access to a large bathroom on the first floor. The residence was in a good state of repair and was situated in well-maintained grounds. Residents had access to ample personal space in their rooms and in the communal areas.

## Staffing

Staff Discipline	Day whole-time equivalent (WTE)	Night WTE
Clinical Nurse Manager	1	
Clinical Nurse Manager	1	
Registered Psychiatric Nurse	1	1
Health Care Assistant	1	1
Multi-Task Attendant	1	

### Team input (Sessional)

Discipline	Number of sessions
Occupational Therapist	1 weekly
Social Worker	As required
Clinical Psychologist	As required
Other	As required

Consultant Psychiatrist	Weekly and as required
Non-Consultant Hospital Doctor	Weekly and as required

## Complaints

The residence had a complaints policy and residents were made aware of how to make complaints. The complaints officer was identified and the HSE complaints policy *Your Service, Your Say* was displayed within the residence. All information pertaining to the process was retained in an accessible complaints folder. A complaints log was maintained, and there was a system in place for escalating complaints to the complaints officer and for using the *Your Service, Your Say* system. Community meetings were held on a monthly basis. Minutes of these meetings were documented and made available to the inspector.

## Risk management and incidents

An Teach Bán had a risk management policy, which was implemented throughout the residence. Risk assessments were completed for residents and documented in their clinical files. Incidents were documented and reported as per the HSE's National Incident Management System. The residence appeared to be physically safe, and fire extinguishers checked were in date. There was a first aid kit in the kitchen and fire escapes were easily accessed.

## Financial arrangements

The residence had a policy in relation to managing residents' finances. The weekly charge for residents was between €80 and €90 per week. Five residents had a bank account and managed their own money. In one case, a member of the resident's family provided financial management support. Staff did not handle residents' money, and there was no kitty or social fund.

## Service user experience

One resident chose to speak with the inspector about the experience of living in An Teach Bán. The resident was complimentary about the care delivered and access to personal space in the residence.

## Areas of good practice

1. A supportive relationship between staff and residents was evident.
2. The residence and surrounding gardens were well maintained.

## Areas for improvement

1. There was limited multi-disciplinary team involvement with residents in An Teach Bán. This required review in order to ascertain if all of the therapeutic needs of residents were being met.
2. Staff should encourage increased resident involvement in the community and support residents to attend community programmes as planned.