

# 58 Westlands

ID Number: RES0080

## 24-Hour Residence – 2018 Inspection Report

58 Westlands  
Townparks  
Wexford

Community Healthcare Organisation:  
CHO 5

Team Responsible:  
Rehabilitation

Total Number of Beds:  
6

Total Number of Residents:  
6

**Inspection Team:**  
Noeleen Byrne, Lead Inspector

**Inspection Date:**  
25 January 2018

**Inspection Type:**  
Unannounced Inspection

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

**Date of Publication:**  
24 July 2019



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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

58 Westlands was a six-bed, 24-hour, nurse-staffed residence in a housing estate in Wexford town. The two-storey residence was owned by the Respond Housing Association and was leased and staffed by the HSE. It opened as a 24-hour residence approximately 20 years ago. At the time of inspection, 58 Westlands was providing rehabilitation and continuing care for six residents.

## Residence facilities and maintenance

Residents were accommodated in single bedrooms and they shared bathroom facilities. The ground-floor accommodation comprised an office, four single bedrooms, and two bathrooms, one of which was assisted. There was also a large kitchen-dining-sitting room area, where all activities took place. Upstairs, there were two single bedrooms and a shower and toilet, as well as a games room with a snooker table, exercise bike, indoor skittles and bowls, books, board games, and art equipment. One of the downstairs bedrooms needed a new floor because the flooring was lifting.

The exterior of the residence was well maintained. There was no front garden and little or no space for parking outside the house. At the back, there was an enclosed smoking area and a garden with a patio, outdoor seating, a laundry room, and a shed. The lawn, shrubs, and flowers were well tended.

## Resident profile

At the time of the inspection, 58 Westlands was accommodating two female and four male residents. They were aged between 51 and 70, and the duration of their stay ranged from 2 to 20 years. A number of the residents had physical challenges, and they were accommodated in downstairs bedrooms and had extra support from care staff, where necessary.

## Care and treatment

The residence had a policy in relation to individual care planning. All of the residents had very comprehensive, multi-disciplinary individual care plans (ICPs). These included sections for self-review, mental and physical health needs, social well-being, daily activities, medication review, and risk management review. The ICP was in booklet form, but loose pages were occasionally interspersed in the clinical file. Residents and their families were encouraged to become involved in the care planning process. The ICPs were reviewed on a six-monthly basis. Residents received a psychiatric evaluation at least every six months, but this was not always documented.

The multi-disciplinary team (MDT) met in the residence every six months to review ICPs, and residents attended. A key worker system was in operation and the name of the keyworker was on the first page of the care plan. The nurse on duty looked after the residents, and all of the staff knew the residents well.

## Physical care

The residence had a policy in relation to physical care and general health. All residents had access to a GP, who undertook routine physical examinations of residents every year or six months, depending on the GP.

Information in relation to national screening programmes was available, and residents were receiving appropriate screening. Residents had access to other health care services by referral, including physiotherapy, dietetics, speech and language therapy, and general hospital services. They attended dentists in the community.

## Therapeutic services and programmes

There was a policy available in 58 Westlands in relation to therapeutic services and programmes. Therapeutic programmes were not delivered in the residence. Residents engaged in programmes outside of the residence, including the Able-Disabled Club and the Windmill Therapeutic Training Unit, both in Wexford.

## Recreational activities

Residents in 58 Westlands had access to a variety of recreational activities, including TV, jigsaws, music, and games. Residents also went shopping and went out for coffee and lunch with the social care worker who attended the residence for activation. Aromatherapy was available in the house once a week.

## Medication

The residence had a policy in relation to medication management. Medication was prescribed by the consultant psychiatrist or GP. All residents had a Medication Prescription and Administration Record (MPAR), which contained comprehensive and valid prescription and administration details. At the time of inspection, no residents were self-medicating. Medicines were provided by a local pharmacy and were stored appropriately and legally within the house.

## Community engagement

The location of 58 Westlands, a short distance from Wexford town, facilitated community engagement. Residents availed of local amenities and were accompanied by staff at all times. They went walking and shopping, visited coffee shops and restaurants, and went to shows and the cinema.

Public transport was available, but none of the residents used it or travelled independently. The residence had a minibus, which was used to transport residents to community activities or hospital appointments. There was in-reach from the community into the residence from an aromatherapist.

## Autonomy

Residents were not encouraged to prepare meals or snacks because of a risk of burns. Given the open-plan layout of the kitchen-dining-living room area, staff were always around to supervise. Tea, coffee, and snacks were continuously available. Residents were free to determine their own bedtimes, but they did not have a key to their bedrooms.

Residents helped out with domestic chores, insofar as they were able. Residents could come and go as they wished as long as they were accompanied by staff. They were free to receive visitors at any time.

## Staffing

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

### Team input (Sessional)

Discipline	Number of sessions
Occupational Therapist	By referral
Social Worker	By referral
Clinical Psychologist	0

Medical Staff	Frequency of attendance at residence
Consultant Psychiatrist	Weekly
Non-Consultant Hospital Doctor	Weekly

Staff had received training in Basic Life Support and fire safety. None of the staff had been trained in the prevention of aggression and violence.

## Complaints

The HSE's complaints policy *Your Service Your Say* was used in 58 Westlands. Residents were informed of how to make a complaint, and this was documented. Minor complaints were address by staff on the ground. Where a complaint required escalation, it was progressed through the area director of nursing. A complaints log was maintained, and there was a suggestion box in the house. Community meetings were not held in the residence.

## Risk management and incidents

The residence had a risk management policy, which was being implemented throughout the house. All of the residents had been risk-assessed, and risk assessments were updated at the six-monthly MDT meeting or more often as necessary. Incidents were reported and documented using the National Incident Management System. The residence was physically safe. Fire extinguishers were serviced and in date. There was a first aid kit in the house and one in the minibuss.

## Financial arrangements

The residence had a policy in relation to managing residents' finances. The charge for residents was between €65 and €70 per week, which included rent, food, and utilities. At the time of inspection, the residence was in the process of switching to a system of direct debits. Residents had bank or post office accounts, and they had access to secure facilities within the house where they could keep small sums of money. Residents did not contribute to a kitty or social fund. Residents' finances were audited periodically.

## Service user experience

Four of the six residents were in the house at the time of the inspection. All said that they liked living there and went into town often. Two showed their bedrooms to the inspector. These were nicely decorated and had many personal items. Residents were very complimentary about the staff and said that the food they received was always nice.

## Areas of good practice

1. Staff knew the residents and their families very well and it was clear that they all worked well together.
2. The garden area was very well kept and conducive to activities and relaxation.
3. The games room was very well equipped and included a snooker table, an exercise bicycle, and art supplies.

## Areas for improvement

1. Relief staff had no password to access the computer.
2. Pages from care plans were interspersed in the clinical file and should be combined into one document.
3. The floor in one bedroom was in a bad state of repair and was lifting.