

Cois Alla

ID Number: RES0066

24-Hour Residence – 2018 Inspection Report

Cois Alla
Kanturk
Co. Cork

Community Healthcare Organisation:
CHO 4

Team Responsible:
Rehabilitation

Total Number of Beds:
14

Total Number of Residents:
13

Inspection Team:
Dr Enda Dooley, Lead Inspector

Inspection Date:
18 January 2018

Inspection Type:
Unannounced Inspection

The Inspector of Mental Health Services:
Dr Susan Finnerty MCRN009711

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Contents

Introduction to the Inspection Process.....	5
Service description	5
Residence facilities and maintenance.....	5
Resident profile	5
Care and treatment.....	6
Physical care.....	6
Therapeutic services and programmes.....	6
Recreational activities	7
Medication	7
Community engagement	7
Autonomy	7
Staffing	8
Complaints	8
Risk management and incidents	8
Financial arrangements.....	9
Service user experience	9
Areas of good practice	9
Areas for improvement.....	10

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

Cois Alla was a 14-bed, 24-hour, nurse-staffed residence in Kanturk, Co. Cork. It was located in an urban setting, on a quiet cul-de-sac. The single-storey, purpose-built residence was owned by the Cork Mental Health Association. It opened as a community residence in 2006. At the time of inspection, the residence was providing a rehabilitation and continuing care service for 13 residents, all of whom were accommodated in single rooms with en suite bathroom facilities. The future plan for the residence was for it to remain unchanged.

Residence facilities and maintenance

Cois Alla was designed in a cruciform shape, with two corridors of bedrooms and a service corridor. Communal rooms were arranged at one end of the shorter of the bedroom corridors. There were two sitting rooms with televisions; one had seating for ten residents and the second had seating for eight. The bedrooms were adequately sized for residents' needs and had ample storage space for personal effects, with wardrobes, lockers, and cupboards. Two of the bedrooms were suitable for wheelchair users.

The dining room, which had four tables, could seat 14 people. The kitchen was clean and functional, and there was a food store with appropriate storage areas for dry and chilled foods. There was a laundry room, with a rota for use. Residents had access to a large, private garden, with a smoking area.

Resident profile

At the time of the inspection, Cois Alla was providing accommodation for nine female and four male residents, who were aged between their 30s and 80s. The duration of stay ranged from four to eleven years.

Care and treatment

Cois Alla used the North Cork Mental Health Services policy in relation to individual care planning, and all of the residents had an individual care plan (ICP). An examination of the clinical files indicated that residents' ICPs were reviewed annually. The files recorded the attendance of multi-disciplinary team (MDT) members at the ICP reviews in line with residents' needs. Residents and family members had input into the care planning process.

Frequent psychiatric reviews – at least six-monthly – were documented in residents' clinical files. A key worker system was in operation, but each resident's named key worker was not available every day because of staff rostering arrangements.

No MDT meetings were held in the residence, and residents did not attend. The MDT met monthly in Mallow, and these meetings were attended by the Clinical Nurse Manager 2 attached to Cois Alla.

Physical care

Cois Alla used the North Cork Mental Health Services policy in relation to physical care/general health. All residents had access to GP practices in the locality. Routine physical examinations, including blood tests, were completed every six months, and copies of health assessment documentation were placed in residents' clinical files. Residents had access to national screening programmes, and this was recorded in their clinical files. Nursing staff provided information on available screening, and some basic information on health screening was displayed on the residence noticeboard.

Residents could be referred to other health care services in Mallow or Cork and had access to dental, physiotherapy, and speech and language therapy locally, by referral. There had been no dietetic input for residents available since mid-2016.

Therapeutic services and programmes

Cois Alla used the North Cork Mental Health Services policy in relation to therapeutic programmes. An art therapist attended the residence twice monthly. An occupational therapist attended weekly, to see clients individually for particular needs or for assessments. Eleven residents attended the nearby Duhallow Resource Centre, which offered a variety of therapies, including yoga, arts and crafts, ceramics, music appreciation, horticulture, and personal and recovery-centred programmes such as independent living skills, recovery, and communications.

Some residents attended Pathways in Mallow, a programme to provide participants with a range of personal, social, and work-related skills. Others attended an Irish Rural Development group in Newmarket to avail of horticulture programmes.

Recreational activities

Residents in Cois Alla had access to a range of recreational activities, including TV, radio, newspapers, and games. A basketball net was also available. The external garden provided a paved path around the periphery of the property sufficient to facilitate structured exercise programmes.

Medication

Cois Alla used the North Cork Mental Health Services policy in relation medication. It also had a community residence-specific policy on self-medication. Medication was prescribed by the residents' GPs or the consultant psychiatrist. A Medication Prescription Administration Record (MPAR) system was in operation, and each resident had an MPAR. These contained comprehensive prescription and medication administration details. One MPAR did not record the Medical Council Registration Number of the prescribing physician.

At the time of inspection, four residents were self-medicating, and a policy had been developed to support and manage the self-medication process. Medicines were supplied by a local pharmacy. Some medications were stored by staff in the nursing office; other medications were locked in residents' bedrooms and were administered by staff or self-administered.

Community engagement

Cois Alla's location, close to the centre of Kanturk, facilitated community engagement. Residents went to mass and accessed local shops, banks, pubs, cafés, the GAA club, bingo, and a monthly dance. The residence was situated close to bus routes and a train could be accessed in Mallow. The residence had access to a seven-seater vehicle to facilitate outings and hospital appointments.

There was some in-reach into the residence from the local community, with monthly visits from the Legion of Mary. A local school choir had also visited over Christmas.

Autonomy

Residents had full access to the large, domestic-style kitchen and could prepare meals and snacks. Residents were free to determine their bedtimes and had a key to their own bedrooms.

A household rota was in operation in Cois Alla, and residents were encouraged to take responsibility for the upkeep of their own rooms. Residents also did their own laundry. Residents could come and go as they wished, and they were free to receive visitors at any time.

Staffing

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

Team input (Sessional)

Discipline	Number of sessions
Occupational Therapist	Weekly
Social Worker	By request
Clinical Psychologist	By request
Art Therapist	Fortnightly

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

Staff had received training in Basic Life Support, fire safety, recovery, and the professional management of aggression and violence.

Complaints

Cois Alla used the North Cork Mental Health Services complaints policy. Details of the complaints process, *Your Service, Your Say*, were detailed on a noticeboard in the residence but not documented in the resident information booklet. The clinical nurse manager (CNM) 2 or the complaints officer based in St. Stephen's Hospital in Cork addressed all complaints. A complaints log was maintained, and no complaints had been documented for 2017. Community meetings were held in the residence on a six-monthly basis, and minutes of these were maintained.

Risk management and incidents

The residence used the North Cork Mental Health Services risk management policy, which was implemented throughout the unit. There was a risk register in place, which was reviewed annually.

Risk assessments were completed for residents during ICP reviews and recorded in their clinical files. Incidents were documented and reported using the National Incident Management System. The residence appeared to be physically safe, and there was an adequate number of fire exits. The fire extinguishers were regularly serviced and in date. There was a first aid kit in the residence.

Financial arrangements

The residence used the North Cork Mental Health Services policy and associated HSE national policy in relation to managing residents' finances. The charge for residents was €149 per week, €73 for rent, €16 for utilities and €60 for living expenses, including food. Residents were means tested for rent allowance, with the result that the weekly amount paid by residents varied according to means.

All residents had bank or post office accounts, and some were managing their money independently. Appropriate procedures were in place for staff handling resident money, and this process was checked regularly by the CNM 2.

Residents did not contribute to a kitty or social fund, and residents' finances had not been audited.

Service user experience

No resident specifically requested to meet with the inspector. A number of residents engaged with the inspector during the course of the inspection process. No resident had any specific complaint and all appeared satisfied with conditions and facilities within the residence.

Areas of good practice

1. Clinical files were comprehensive and clearly documented. Information was easy to access and all files reviewed were up to date.
2. A programme of self-medication was in place within the residence and efforts were being made to expand this to the maximum extent possible.
3. Residents were observed to have a good relationship with staff and it was apparent that programmes were in place to encourage independent functioning to the greatest extent possible.

Areas for improvement

1. The Medication Prescription and Administration Record (MPAR) was of an old style and design and had the potential to facilitate error, particularly if staff unfamiliar with residents were involved in the process. The service should consider reviewing the structure of the MPAR to ensure that it reflects best practice.
2. All prescriptions require clear documentation of the Medical Council Registration Number of the prescriber. In the case of one MPAR, this was missing. The service should put in place a procedure to ensure that all prescriptions meet legal and service requirements.
3. A number of residents were documented as having a diagnosis of type 2 diabetes with associated weight problems. Residents should have support and oversight from a dietitian. This clinical service has not been available for over 18 months to residents of Cois Alla, with potential detrimental effects on their health. The service should urgently review how to ensure that residents have the same access to necessary clinical services as other citizens in the local community.