

Teach na Beithe

ID Number: RES0054

24-Hour Residence – 2018 Inspection Report

Teach na Beithe
Gort Road
Ennis
Co. Clare

Community Healthcare Organisation:
CHO 3

Team Responsible:
Rehabilitation and Recovery

Total Number of Beds:
7

Total Number of Residents:
7

Inspection Team:
Siobhán Dinan, Lead Inspector

Inspection Date:
26 January 2018

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

Teach na Beithe was a seven-bed, 24-hour, nurse-staffed residence located on the grounds of Our Lady's Hospital in Ennis, Co. Clare. The two-storey residence was owned by the HSE. It opened as a 24-hour residence in 2002, when the hospital closed. At the time of inspection, the residence was providing continuing care for seven residents. The philosophy of care in Teach na Beithe was to sustain and develop a high-quality, community-based mental health service engaged both in the promotion of health and the prevention and treatment of illness. The immediate plan for the residence was for it to continue as it is.

Residence facilities and maintenance

All of the residents in Teach na Beithe were accommodated in single bedrooms with shared bathroom facilities.

The ground-floor accommodation comprised three single bedrooms, the nursing office, a large sitting room with a TV, a dining room, a stainless-steel kitchen, a utility room, a cleaning room, and a shower room and toilet. The first floor contained four bedrooms and a bathroom with a bath, shower, and toilet. The exterior of the residence was well maintained and included a smoking gazebo and a seating area.

Some of the window blinds in the bedrooms were in a poor condition and needed to be replaced. The upstairs bathroom, which was malodorous, needed new flooring. A plan was in place to refurbish both bathrooms in the house.

Resident profile

At the time of the inspection, Teach na Beithe was accommodating one male and six female residents. They were aged between 35 and 66, and the duration of their stay ranged from seven months to three years, approximately. A number of residents had physical challenges, including mobility issues. Not all of these were accommodated on the ground floor, however.

Care and treatment

Teach na Beithe had a policy in relation to individual care planning, which was dated March 2016. All of the residents had multi-disciplinary individual care plans (ICPs), and they had input into the care planning process. They completed the resident perspective section of the ICP with their key worker, attended ICP review meetings, and signed their ICPs. There was no evidence that residents were offered copies of their ICPs.

The ICPs were reviewed every month or two months, and a six-monthly psychiatric evaluation had been documented in each resident's clinical file. The ICPs did not comprise a composite set of documents, and loose pages were observed in the clinical files.

The multi-disciplinary team (MDT) met in the residence on a monthly basis, and residents were invited to attend the meeting.

Physical care

Teach na Beithe had a policy in relation to physical care and general health, which was dated March 2017. All residents had access to a GP. Residents received six-monthly general physical examinations, which were recorded in their clinical files.

Information in relation to national screening programmes was available in the residence. Residents were receiving appropriate screening, as evidence in the clinical files. Residents had access to other health care services, as required, including physiotherapy, dietetics, dentistry, chiropody, speech and language therapy, and general hospital services.

Therapeutic services and programmes

Teach na Beithe had a policy in relation to therapeutic services and programmes. No therapeutic programmes were delivered in the house. Residents attended the Shannon Recovery Centre, Ennis Day Centre, and a weekly Social Club. They accessed such activities as baking and art therapy.

Recreational activities

Residents had access to a variety of recreational activities, mainly outside of the residence. These included TV, board games, radio, DVD, a social club, music and sing-songs, and beauty treatments. They also went for drives and on shopping trips.

Medication

Teach na Beithe had a policy in relation to medication management, which was dated June 2016. Medication was prescribed by the consultant psychiatrist, the GP, or the non-consultant hospital doctor. A Medication Prescription and Administration Record (MPAR) system was in operation, and all residents' MPARs contained valid prescriptions and administration details. At the time of the inspection, one resident was self-medicating under supervision.

Medicines were supplied by a local pharmacy and a pharmacy in Shannon. All medication was stored legally and securely in the house.

Community engagement

The location of Teach na Beithe facilitated community engagement. Residents could go to mass, visit cafés and restaurants, and go shopping. They also went on trips to the cinema and to shows. The residence had a vehicle, which was used to transport residents to community activities or appointments. There was no in-reach from the community into the residence.

Autonomy

Residents did not have free access to the kitchen. Meals were delivered to the residence. Residents were free to determine their own bedtimes, but none of them had a key to their own bedrooms or to the front door. Residents were not involved in household shopping or cooking, but they cleaned up after dinner and folded their laundry. No facilities were available in the house for residents to wash their own laundry. Residents could come and go as they wished and kept staff informed of their activities. They could receive visitors at any time and make phone calls.

Staffing

Staff Discipline	Day whole-time equivalent (WTE)	Night WTE
Clinical Nurse Manager 2	1	0
Registered Psychiatric Nurse	1	1
Attendant	1-2	0

Team input (Sessional)

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

Medical Staff	Frequency of attendance at residence
Consultant Psychiatrist	Monthly
Non-Consultant Hospital Doctor	Monthly and as required

Staff had received training in Basic Life Support, fire safety, and the management of aggression and violence. They did not have up-to-date training in recovery techniques.

Complaints

Teach na Beithe had a complaints policy, which was dated September 2017. Details of the complaints process were not on display in the house and there was no information available in relation to the HSE's *Your Service Your Say* complaints procedure. Minor complaints were made verbally to the clinical nurse manager 2. Complaints that required escalation were addressed by the assistant director of nursing and, where necessary, escalated to the risk manager. A complaints log was not maintained in the residence. Complaints were captured in the minutes of the weekly community meetings, but no information was included on the investigation of complaints or the outcome. There was no suggestion box in the house.

Risk management and incidents

Teach na Beithe had a risk management policy, which was dated August 2017. A new policy was being drafted at the time of the inspection. The risk management policy was being implemented in the residence. Risk assessments were undertaken for residents at admission and on an ongoing basis, including falls screening and assessment. Incidents were reported and documented using the National Incident Management System. The residence was physically safe. Fire extinguishers were serviced and in date, and fire escapes were easily accessible. There was a first aid kit in the nurses' office.

Financial arrangements

Teach na Beithe did not have a policy in relation to managing residents' finances. The charge for residents was between €75 and €95, based on means, and this included food and utilities. Residents had post office accounts, and staff supported residents to manage their finances. Appropriate measures were in place in relation to staff handling residents' money. A log of all transactions was maintained. Residents did not contribute to a kitty or social fund, and their finances had not been audited.

Service user experience

The inspector greeted residents and explained the purpose of the inspection. Four residents spoke individually with the inspector. Residents told the inspector that the meals were good but that they did not have any input into the menus and did not know in advance what was on the menu each week. Residents were complimentary about the staff and said that they were friendly and approachable. Residents expressed a desire to go on more outings.

Areas of good practice

1. Regular community resident meetings had been introduced.
2. There is a walking group in the evenings during spring and summer.
3. A rehabilitation and recovery nurse- led initiative is commencing in the form of a wellness group and staff and residents from Teach na Beithe are involved in this.

Areas for improvement

1. Not all clinical files were kept in good order, as some files had loose pages.
2. Any complaints, comments, or suggestions received by residents should be documented so that there is clear evidence that any issues arising are acted upon.
3. The upstairs bathroom floor was of poor standard. Refurbishment of the bathroom floor is required.
4. The service should consider the introduction of a suggestion box.
5. Bedroom blinds were of a poor standard. Replacement is necessary.
6. A copy of all ICPs should be offered to residents or a reason should be stated as to why this did not happen.