

# INSPECTORATE OF MENTAL HEALTH SERVICES

## CATCHMENT TEAM REPORT

### INSPECTION 2013

<b>HSE AREA</b>	South
<b>CATCHMENT AREA</b>	Carlow, Kilkenny, South Tipperary
<b>MENTAL HEALTH SERVICE</b>	Kilkenny
<b>POPULATION</b>	75,703
<b>NUMBER OF SECTORS</b>	3
<b>NUMBER OF APPROVED CENTRES</b>	2
<b>SPECIALIST TEAMS</b>	Psychiatry of Old Age (POA) Rehabilitation Home Based Treatment Team (HBTT)
<b>DATE OF MEETING</b>	3 September 2013

### Summary

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- The Kilkenny service now provided in-patient facilities for residents of South Tipperary at the Department of Psychiatry (DOP), St. Luke's Hospital, Kilkenny.
- The number of health and social care professionals was less than in 2008 with no team having a Whole Time Equivalent (WTE) post for social work.
- There was only one psychologist in the general adult service.
- The service had established a Home Based Treatment Team (HBTT) which allowed some service users to be treated in their own home, thereby reducing the need for admission to hospital.
- Since the development of an Integrated Governance structure for the Kilkenny area, there were difficulties in its operation due to the reluctance to engage in the process by the consultant psychiatrist group.
- The rehabilitation team was currently operating without a social worker, psychologist or occupational therapist.

## SERVICE DESCRIPTION

The Kilkenny catchment area provided a mental health service to over 75,703 people in the greater Kilkenny area. The service had undergone changes since the last catchment area report of 2008, in that the approved centre at the Department of Psychiatry in St. Luke's Hospital, Kilkenny was now the admission unit for residents of South Tipperary since the closure of St. Michael's Unit in Clonmel 2012.

## PROGRESS ON RECOMMENDATIONS FROM THE 2008 CATCHMENT REPORT

1. The rehabilitation team should be fully resourced with an appropriate skill mix of staff to ensure that it can provide more than assessment.

Outcome: At the time of the catchment meeting, the rehabilitation team was operating without a social worker, occupational therapist or psychologist. The service subsequently informed the Inspectorate that the post holder of the occupational therapy post had resumed in October 2013.

2. The community mental health teams must be resourced in line within national mental health policy recommendations.

Outcome: This had not happened.

3. There should be a continued effort to strengthen the management team structure and the identity of the catchment. The Inspectorate supports the management team's stated plan to incorporate a service user representative into the management structure in the future.

Outcome: A service user representative was now actively involved in the management team structure.

## DEVELOPMENTS 2012-2013

- A Home Based Treatment Team had been established in the area.
- The service had adopted an integrated approach to governance.
- The Child and Adolescent Mental Health Service (CAMHS) had been incorporated into the mental health service within the catchment area in July 2013.

## TOTAL STAFFING of ADULT Mental Health Teams *(Comparison with 2008)*

Entries for 2013 are stated as at the date of the 2013 catchment area meeting

<b>Medical Staff (WTE)</b>	<b>2008</b>	<b>2013</b>
Total Number of Psychiatrists	5	4
Total number of Senior Registrars	See above	1
Total Number of NCHDs	8 (incl. senior registrar)	3.5

<b>Nursing Staff (WTE)</b>	<b>2008 **</b>	<b>2013</b>
DON	2	1
ADON	4	2.5
Nurses in in-patient units	99.5	44
Nurses in community residences	80.25	42
CMHN	26	6
HBTT nurses	N/A	7
Day services	14.75	4
Dedicated therapists		5

<b>Health and Social Care Professionals (WTE)</b>	<b>2008 **</b>	<b>2013</b>
Occupational therapist	4	2.16
Psychologist	3	1
Social Worker	3.8	2.3
Addiction counsellor		2

*NCHD – Non Consultant Hospital Doctor.  
DON – Director of Nursing.  
ADON – Assistant Director of Nursing  
CMHN – Community Mental Health Nurse  
HBTT – Home Base Treatment Team*

**\*\* Please note that the figures for 2008 were for the Carlow/ Kilkenny catchment area and included St. Dymphna's Hospital in Carlow and so are not directly comparable.**

**The staffing levels for Health and Social Care Professionals were deemed to be correct at the time of the meeting, but further information provided by the service has been incorporated into the body of the report.**

### Approved Centres:

<b>Approved Centre Name</b>	<b>Number of Beds</b>	<b>Teams Responsible</b>
<b>DOP, St. Luke's Hospital, Kilkenny</b>	44	General Adult
<b>St. Canice's Hospital, Kilkenny</b>	24	Rehabilitation Psychiatry of Old Age

## RESIDENTIAL FACILITIES

### 24 hour residences

Entries for 2013 are stated as at the date of the 2013 catchment area meeting

Name of Residence	Number of Beds	Number of Staff	Rent per week
Lismore	10	Day: 3 x nurses 1.25 x attendants Night: 2 x nurses	€75
Altamont	14	Day: 2 x nurses 1.25 x attendants Night: 2 x nurses	€75
Kincora	14	Day: 1.75 x nurses 2 x attendants Night: 1 x nurse	€75
Caomhnu	21	Day: 5 x nurses 3 x attendants Night: 3 x nurses	€155
Alcantra	10	Day: 1.75 x nurses 1 x attendant Night: 1 x nurse	€75

All residents in the 24 hour nurse-staffed residences paid the same rent, regardless of income. The weekly rate was adjusted if a resident was absent from the residence overnight. Residents in all residences except Caomhnu paid an additional contribution towards the 'kitty' for the running of the home.

### Medium Support Residences

There were no medium support residences in the catchment area.

### Low Support Residences

Name of Residence	Number of Beds	Number of Staff	Rent
Atlantis	4	1 x visiting nurse 0.2 x attendant	€40
Riverside Drive	3	1 x visiting nurse 0.2 x attendant	€40
27 Beechpark	4	1 x visiting nurse 0.2 x attendant	€40
28 Beechpark	4	1 x visiting nurse 0.2 x attendant	€40
Ardnore	3	1 x visiting nurse 0.2 x attendant	€40

## GENERAL ADULT MENTAL HEALTH SERVICES

There were three sector teams in the Kilkenny catchment area and sector sizes were between 25,000 and 27,000 population. There was one non hospital consultant doctor (NCHD) vacancy. The area was poorly resourced with health and social care professionals, in particular, there was a significant shortage of psychologists, with only one psychologist in the area. Two day centres had been closed in the past year and there was no current day centre in the area.

### Sector Name: Kilkenny West

### Population: 23,000

Entries for 2013 are stated as at the date of the 2013 catchment area meeting

Post	Grade	WTE	Comment
Consultant psychiatrist		1	
Senior Registrar		1	
NCHD		1	
ADON		0.25	
Community Mental Health Nurses		2	
Other Nursing Staff	Nurse Counsellor	1	Shared across all sectors
Occupational therapist *	Basic Senior	0.33 0.33	0.33 WTE vacant
Psychologist		0	
Social worker	Principal	0.5	
Addiction counsellor	CNM2	0.66	
Family Therapist		0.66	

NCHD – Non Consultant Hospital Doctor  
 ADON – Assistant Director of Nursing  
 CNM – Clinical Nurse Manager  
 WTE – Whole Time Equivalent

\* Subsequent to the meeting, the Inspectorate was informed that there was now, one WTE occupational therapist in post.

Facilities	Number	Location	Comment
<b>Sector Headquarters</b>	1	'Tuiscint', Acute Day Services, St. Canice's Hospital Campus	Shared
<b>Day Hospital</b>	1	'Tuiscint', Acute Day Services, St. Canice's Hospital Campus	Shared
<b>Day Centre</b>	0		

## Sector Name: Kilkenny East

Population: 27,000

Entries for 2013 are stated as at the date of the 2013 catchment area meeting

Post	Grade	WTE	Comment
Consultant psychiatrist		1	
Senior Registrar		0	
NCHD		1	
ADON		0.25	
Community Mental Health Nurses		2	
Other Nursing Staff	Nurse Counsellor	1	Shared across all sectors
Occupational therapist*	Basic	0.33	0.33 post vacant
Psychologist	Senior	1	
Social worker	Basic	0.8	
Addiction counsellor	CNM2	0.66	
Family Therapist		0.66	

NCHD – Non Consultant Hospital Doctor, ADON – Assistant Director of Nursing, CNM – Clinical Nurse Manager

\* Subsequent to the meeting, the Inspectorate was informed that there was now 0.5 WTE occupational therapist in post.

Facilities	Number	Location	Comment
<b>Sector Headquarters</b>	1	'Tuiscint', St. Canice's Hospital Campus	Shared
<b>Day Hospital</b>	1	'Tuiscint', Acute Day Services, St. Canice's Hospital Campus	Shared
<b>Day Centre</b>	0		

## Sector Name: Kilkenny North

Population: 25,000

Entries for 2013 are stated as at the date of the 2013 catchment area meeting

Post	Grade	WTE	Comment
Consultant psychiatrist		1	
Senior Registrar		0	
NCHD		1	
ADON		0.25	
Community Mental Health Nurses		2	
Other Nursing Staff	Nurse Counsellor	1	Shared across all sectors
Occupational therapist*	Basic	0.66	0.33 vacant
Psychologist		0	
Social worker	Team leader	1	
Addiction counsellor		0.66	
Family Therapist		0.66	

NCHD – Non Consultant Hospital Doctor, ADON – Assistant Director of Nursing

\* Subsequent to the meeting, the Inspectorate was informed that there was now 0.5 WTE occupational therapist in post.

Facilities	Number	Location	Comment
<b>Sector Headquarters</b>	1	'Tuiscint', Acute Day Services, St. Canice's Hospital Campus	Shared
<b>Day Hospital</b>	1	'Tuiscint', Acute Day Services, St. Canice's Hospital Campus	Shared
<b>Day Centre</b>	0		



## PSYCHIATRY of OLD AGE

### Description of service

The Psychiatry of Old Age team provided a predominately community-based service with access to 24 beds in St. Gabriel's Unit in St. Canice's Hospital. In addition, it provided a liaison service to in-patients over the age of 65 years in the general hospital at St. Luke's. Staff reported there had been a 50% increase in the number of referrals over the past four years. The lack of a psychologist on the team was a significant deficit.

**Population:** 75,703

**Population over 65:** 10,679

Facilities	Beds
Acute	None designated – admission was to the APU, St. Luke's Hospital
Continuing Care	24

Entries for 2013 are stated as at the date of the 2013 catchment area meeting

Post	Grade	WTE	Comment
Consultant psychiatrist		0.5	
Senior Registrar		0	
NCHD		0.5	
ADON		0.2	
Community Mental Health Nurses		1	
Other Nursing Staff: CNS		1	
Occupational therapist	Basic	0.5	
Psychologist		0	
Social worker		0	

NCHD – Non Consultant Hospital Doctor.  
 ADON – Assistant Director of Nursing  
 CNS – Clinical Nurse Specialist

Facilities	Number	Location	Comment
Sector Headquarters	1	St. Gabriel's Unit	
Day Hospital	0		
Day Centre	0		

**Plans:**

There was a plan to develop the unit at St. Gabriel's Unit as a Dementia Assessment Unit for people with behavioural problems relating to their illness.

## REHABILITATION

### Description of service

The Rehabilitation team cared for service users who either lived at home, in community residences or in nursing homes. Four day centres had been closed in the past eighteen months and all service users were re-located to the Brook Day Centre in St. Canice's Hospital. The team currently had no NCHD: one post was lost and the second post was vacant. In addition, the occupational therapy post was vacant and there was no psychologist or social worker on the team.

The service subsequently informed the Inspectorate that the NCHD post had been filled in October 2013, and that the post holder for occupational therapy had resumed the post, also in October 2013.

### Population: 75,703

BEDS	Number
Acute	Beds in the APU, St. Luke's Hospital

Entries for 2013 are stated as at the date of the 2013 catchment area meeting

Post	Grade	WTE	Comment
Consultant psychiatrist		0.5	
Senior Registrar		0	
NCHD		0	Currently vacant
ADON		0.5	
Community Mental Health Nurses		2	
Other Nursing Staff: CNM3 Staff Nurse		0.5 30	Staff nurses were in post in 24 hour nurse-staffed community residences
Occupational therapist	Senior	0	Post currently vacant
Psychologist		0	
Social worker		0	Post currently vacant

NCHD – Non Consultant Hospital Doctor, ADON – Assistant Director of Nursing, CNM – Clinical Nurse Manager

Facilities	Number	Location	Comment
Sector Headquarters	0		
Day Hospital	0		
Day Centre	1	Brook Centre, St. Canice's Hospital	
Other: Training Centre	3	Mews TASK Tus Nua	Shared Shared

### Developments:

- In the past year, the team had been awarded funding from the Genio fund which was being used to re-skill those who were most institutionalised and disabled.

### Plans:

Difficulties foreseen by the team included inconsistency in staffing of the nurse-staffed residences and upkeep of these properties.

## LIAISON PSYCHIATRY

### Description of service

A liaison service was provided to in-patients of St. Luke's General Hospital in Kilkenny by the general adult, psychiatry of old age and child and adolescent teams. The service was delivered by the teams from 0900h to 1700h, Monday to Friday and after hours and at week-ends by the psychiatry on call team. In addition to reviewing patients on the wards, the service provided assessment to patients who self-presented at the Emergency Department with a mental illness.

Entries for 2013 are stated as at the date of the 2013 catchment area meeting

Post	Grade	WTE	Comment
Consultant psychiatrist		0.25, shared	The post holder also has a 1 WTE commitment to the Kilkenny East sector.
Senior Registrar		0	
NCHD		0.5	Combined research/liaison post
ADON		0.25	
Community Mental Health Nurses		0	
Other Nursing Staff: CNS		1	
Occupational therapist		0	
Psychologist		0	
Social worker		0	

NCHD – Non Consultant Hospital Doctor, ADON – Assistant Director of Nursing, CNS – Clinical Nurse Specialist

**Developments:**

- Clinical pathways and rapid tranquillisation policies have been developed in conjunction with general hospital colleagues.
- Quarterly meetings are held between the liaison and general hospital staff.
- The liaison nurse was also a nurse prescriber.

**Plans:**

The service would like to have the current CNS post nominated as an Advanced Nurse Practitioner (ANP) post and was seeking a development post to enable additional work such as education, audit and research to be carried out.

## OTHER TEAMS: Home Based Treatment Team (HBTT)

### Description of service

The HBTT was part of the community mental health team structure and provided a seven day service. It has been in operation since late 2011. This enabled service users to receive treatment in their own homes. Referrals (for those over 18 years) were accepted from general practitioners (GPs), the liaison service, CMHTs and the other specialist teams in the catchment area. The HBTT team worked in conjunction with the individual's CMHT. At the time of writing, all members of the HBTT were nursing staff. As well as enabling patients to avoid possible admission to the in-patient unit, the team also facilitated early discharge of patients. The team had an active case load of 12 service users at the time of the catchment meeting.

Entries for 2013 are stated as at the date of the 2013 catchment area meeting

Post	Grade	WTE	Comment
Consultant psychiatrist		0	
Senior Registrar		0	
NCHD		0	
ADON		0.25	
Community Mental Health Nurses		5	
Other Nursing Staff: A/CNM3 CNM2		1 1	Team Coordinator
Occupational therapist			Access to the CMHT
Psychologist			Access to the CMHT
Social worker			Access to the CMHT

NCHD – Non Consultant Hospital Doctor, ADON – Assistant Director of Nursing, CNM – Clinical Nurse Manager, CMHT – Community Mental Health Team

### Developments:

- A study to evaluate the response of GPs to the service had been carried out and reported a high level of satisfaction.
- A *Single Point of Referral Access and Care Pathway Communication Protocol* had been developed.

## CHILD AND ADOLESCENT MENTAL HEALTH TEAMS (CAMHS)

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Entries for 2013 are stated as at the date of the 2013 catchment area meeting

**Population under 18 years:** Not Identified

**Number of Sectors:** One

**Approved Centres:** Access to the CAMHS In-Patient Unit in Eist Linn, Cork

**Number of Beds (in Eist Linn, Cork):** 12

**Day Hospitals:** None

**Other Facilities:** None

### Description of service

The CAMHS team had two headquarters, one in Kilkenny and one in Carlow and served a total population of 130,315. The population of children under the age of 18 years was unknown. It was stated that an additional CAMHS team was required. There was a lack of adequate clinical room space and there was no facility to accommodate group sessions. The CAMHS service provided a liaison service to children admitted to the adult in-patient unit at the DOP, St. Luke's Hospital and also provided a liaison service to children admitted to the general hospital at St. Luke's. The CAMHS team received approximately 400 referrals per year and accepted between 50 and 60% of these referrals.

A difficulty was highlighted by the CAMHS team in relation to clinical governance regarding children admitted to the approved centre at St. Luke's, particularly in the case of a detained child.

The team also highlighted a difficulty with the current line management structure which they regarded as being an interim measure.

A further difficulty reported by the team was access to in-patient beds in the CAMHS In-patient Unit at Eist Linn in Cork.



## TOTAL STAFFING OF CAMHS TEAMS

Entries for 2013 are stated as of the date of the meeting.

Post	Grade	WTE
Consultant psychiatrist		2
Senior Registrar		0
NCHD		1
ADON		0
Community Mental Health Nurses		3
Other Nursing Staff		0
Occupational therapist	Senior	1
	Basic	1
Psychologist	Senior	2
	Basic	1 (currently vacant)
Social worker	Senior	2
Speech and Language therapist	1	
Child care workers/Social care workers	2	

*NCHD – Non Consultant Hospital Doctor, ADON – Assistant Director of Nursing*

## **MENTAL HEALTH AND INTELLECTUAL DISABILITY SERVICE (MHID)**

There was no HSE MHID team in the catchment area; this service was provided by the voluntary sector. However, there were a number of community residences within the catchment area which were under the care of a general adult psychiatry team. The service had a plan to appoint an MHID team for the area.

## SERVICE USER INVOLVEMENT

The service user representative gave a brief account of the Report of the Irish Advocacy Network for 2012/2013 in which residents reported being satisfied with food, occupational therapies, accommodation and access to a garden in the approved centre. Areas in need of improvement were cited as shared male and female wards, meeting times with the individual's consultant and raising issues with staff without fear of repercussions.

The advocate stated there were generally favourable reports from residents of the community residences. The day centres provided a structure for those attending the day centres.

A consumer panel has been in place in Kilkenny for the past three years and met every six weeks. Initiatives which have arisen from this panel include a carers' liaison service and a directory of mental health services available in the area. Some service users have participated in the Dublin City University (DCU) Leadership programme.

There has been a representative from the National Service Users' Executive (NSUE) on the Senior Management Team of the catchment area for the past three years and there was service user representation on all governance committees in the mental health services.

## GOVERNANCE

A new structure of governance which replaced the previous structure was introduced into the catchment area in April 2013. The CAMHS sector only came under Mental Health Governance in July 2013.

The Executive Management Team was composed of the Executive Clinical Director (ECD), Area DON, the manager for Mental Health Services, a service user representative, the clinical director (CD) and a representative from each of the disciplines of occupational therapy, psychology and social work. The team met fortnightly.

Each of the areas of Carlow, Kilkenny and South Tipperary and the in-patient group had their own individual governance team comprising representatives from the general adult, rehabilitation, psychiatry of old age and CAMHS teams, service users, manager and nursing staff.

All consultant psychiatrists were invited to these meetings and a representative from each of these local governance groups was involved in the Executive Integrated Governance Team which met monthly. The CAMHS service expressed reluctance to become involved in the current governance structure as it was felt that their service would be lost in this arrangement.

An invitation had been issued to the consultant psychiatrists group to nominate a representative to sit on the Integrated Service Area (ISA) management team, but the group had not yet taken up this invitation as there was a lack of confidence by the group of consultants in the general governance structure. Other disciplines such as nursing, psychology, social work and occupational therapy had no concerns regarding the governance.

Poor communication was raised as a difficulty by the service user and psychiatry of old age representative, particularly in relation to the closure of some day services. The psychology representative attended the local governance meetings but expressed the view that it was not a decision making group.

The service was in the process of appointing an area Executive Director of Nursing.

## CONCLUSION

The most significant change in the service since 2008 had been the amalgamation of the Carlow/ Kilkenny service with South Tipperary and the subsequent closure of the approved centres at St. Michael's Unit and St. Luke's Hospital in Clonmel. As a result of these closures, the acute in-patient service for the South Tipperary area was now located in the DOP, St. Luke's Hospital, Kilkenny.

Despite the emphasis in recent years on provision of a multidisciplinary team approach to delivering mental health services, the number of health and social care professionals had decreased from 10.8 in 2008 to 7.26 in 2013. No sector team had a full WTE social worker in place and there was only one psychologist for the whole Kilkenny area. It was not possible to directly compare the number of nursing posts between 2008 and 2013 as the former figures included nursing staff directly employed in the Carlow area and St. Dymphna's Hospital, Carlow. The number of NCHDs in the Kilkenny area had been reduced from 8 to 4.5 WTE.

There was one day hospital for the service located in Kilkenny city and, following the closure of two day centres in 2013, there were no day centres in the catchment area for service users of the general adult service. People previously attending these services were referred to their local parish day centres.

The service had established a Home Based Treatment team which was working successfully and provided a service to all sectors.

It was clear from views expressed at the meeting that there was dissatisfaction by the consultant group within the service with governance of the catchment area and this was affecting their participation in these structures.

## RECOMMENDATIONS 2013

1. Participants in the delivery of the mental health service should resolve the issues surrounding governance in the interest of service users.
2. The service should provide sufficient resources to enable full staffing of all sector and specialist teams, particularly in the health and social care professionals and NCHDs.
3. There should be improved provision of day services.