

Inspector of Mental Health Services 2012 Reports

This is the eighth batch of the 2012 reports of the Inspector of Mental Health Services. Inspection reports are being released at intervals during 2012/2013.

No conclusions can be drawn regarding the overall state of mental health services at a national level from these batches.

In this batch of approved centre reports all seven approved centres required further improvements.

The Approved Centres reported on are:

Approved Centres

1. Adult Mental Health Unit, Mayo General Hospital re-inspection
2. St. Vincent's Hospital, Fairview
3. Child and Adolescent Mental Health In-Patient Unit, Merlin Park
4. Heywood Lodge, Clonmel
5. Teach Aisling-re-inspection
6. Highfield Hospital
7. St. John of God Hospital Limited

Under the Mental Health Act 2001 the Inspectorate is required to inspect annually all Approved Centres for mental health services. In addition, the Inspectorate may inspect any mental health service.

The following other mental health services were visited by the Inspectorate:

Other Mental Health Services

1. 87 St. Lawrence Road, Clontarf-Day Centre (part of WSE St. Vincent's Hospital, Fairview)
2. 87 St. Lawrence Road, Clontarf-Medium Support Community Residence (part of WSE St. Vincent's Hospital, Fairview)
3. St. Joseph's Adolescent and Family Service-Day Hospital (part of WSE St. Vincent's Hospital, Fairview)
4. Psychiatry of Old Age, Day Hospital (part of WSE St. Vincent's Hospital, Fairview)
5. South Wexford Community Mental Health Services
6. ATU, St. Otteran's Hospital, Waterford (part of WSE Waterford)
7. Newport House, Dungarven, Day Centre (part of WSE Waterford)
8. City Sector Team, Waterford (part of WSE Waterford)
9. Celbridge OPD (part of WSE Naas)
10. CMHT North Kildare (part of WSE Naas)
11. Celbridge Day Hospital (part of WSE Naas)
12. Home based treatment team North Kildare (part of WSE Naas)

According to the Act, inspections of Approved centres must be with respect to Regulations, Rules and Codes of Practices as well as providing an overall assessment of the quality of care and treatment.

Regulations

Mental Health Act, 2001 (Approved Centres) Regulations 2006 - S.I. No 551 of 2006 cover a wide range of requirements all relating to the overall care and treatment.

Rules

Rules relate to ECT, Seclusion and Mechanical Restraint and are drawn up by the Mental Health Commission. They have the same force as statutory instruments.

Codes of Practice

There are also a number of Codes of Practice in relation to Admission, Transfer and Discharge, Admission of Children, Deaths and Incident Reporting, Working with People with intellectual disabilities, Use of ECT for Voluntary Patients and Use of Physical Restraint. These Codes of Practice are also drawn up by the Mental Health Commission.

Inspection Process

The inspection process involves:

- At the start of the inspection cycle an initial self-assessment by the service.
- A visit to the mental health service.
- Informal feedback following the visit to the mental health service.
- Breaches of an urgent nature are communicated immediately to the Commission.
- An initial draft report by members of the Inspectorate team to the mental health service for factual correction.
- Factual correction of the initial draft report by the mental health service.
- Factually corrected draft (version 2) Approved Centre inspection reports are sent to the Standards and Quality Assurance Division of the Mental Health Commission for appropriate action.

The Inspectorate holds the view that for maximal impact, reports should be published as quickly as possible following an inspection. Reports are now issued on a continuous basis rather than annually as previously.

Attempts are made by the Inspectorate to identify patterns and trends on an end of year basis.

The main points for the current batch of reports are as follows:

Approved Centres

1. Adult Mental Health Unit, Mayo General Hospital re-inspection

Summary

- During this re-inspection of the use of seclusion, inspectors continued to find significant breaches of the Rules Governing the Use of Seclusion.
- There was documentary evidence in the clinical file of one patient that the de-escalation techniques employed by staff before the patient had been placed in seclusion had been effective and therefore it was unclear whether seclusion was required for this patient as the least restrictive practice should apply.
- A programme of education in the Rules Governing the Use of Seclusion had commenced for all relevant staff of the approved centre.
- A seclusion checklist had been compiled to assist with the documentation of the Rules Governing the Use of Seclusion into the patient's clinical file.
- A monthly audit of seclusion had been commenced by staff in the approved centre.

2. St. Vincent's Hospital, Fairview

SUMMARY OF COMPLIANCE WITH MENTAL HEALTH ACT 2001 (APPROVED CENTRES) REGULATIONS 2006

COMPLIANCE RATING	2010	2011	2012
Fully Compliant	29	25	22
Substantial Compliance	0	3	8
Minimal Compliance	1	1	1
Not Compliant	0	1	0
Not Applicable	1	1	0

Summary

- Each resident had an individual care plan.
- A wide ranging programme of activities was provided in St. Louise's Ward by nursing staff with input from psychology and occupational therapy.
- There was a dearth of health and social care professionals on the sector teams.
- Some restrictive practices were in operation that were not in keeping with a modern service user orientated service.

3. Child and Adolescent Mental Health In-Patient Unit, Merlin Park

SUMMARY OF COMPLIANCE WITH MENTAL HEALTH ACT 2001 (APPROVED CENTRES) REGULATIONS 2006

COMPLIANCE RATING	2010	2011	2012
Fully Compliant	Not applicable	29	10
Substantial Compliance	Not applicable	1	14
Minimal Compliance	Not applicable	0	3
Not Compliant	Not applicable	0	3
Not Applicable	Not applicable	1	1

Summary

- The premises were modern, mostly bright, spacious and airy.
- There was evidence of a good standard of multidisciplinary care and treatment from examination of the clinical files.
- Residents did not have individual care plans as defined in the Regulations.
- The majority of policies relating to Articles of the Regulations had expired. These policies referred to a previous approved centre now no longer registered with the Mental Health Commission.
- The children in the approved centre did not have full access to appropriate education services.
- A number of medication administration errors were identified during the inspection which had not previously come to the attention of staff.
- Adequate signage for CCTV was not in place – this had been a recommendation of the 2011 inspection report.
- Copies of the orders for physical restraint were not placed in the respective clinical files – this had been a recommendation of the 2011 inspection report.

4. Heywood Lodge, Clonmel

SUMMARY OF COMPLIANCE WITH MENTAL HEALTH ACT 2001 (APPROVED CENTRES) REGULATIONS 2006

COMPLIANCE RATING	2010	2011	2012
Fully Compliant	NOT APPLICABLE	NOT APPLICABLE	27
Substantial Compliance	NOT APPLICABLE	NOT APPLICABLE	3
Minimal Compliance	NOT APPLICABLE	NOT APPLICABLE	0
Not Compliant	NOT APPLICABLE	NOT APPLICABLE	0
Not Applicable	NOT APPLICABLE	NOT APPLICABLE	1

Summary

- Heywood Lodge opened in April 2012 and was a 40-bed high dependency integrated unit. The unit comprised the 20-bed West House under the care of the Rehabilitation and Recovery team; and the 20-bed East House, under the care of Psychiatry of Old Age team.
- The majority of residents had transferred from the now closed St. Mary's and St. Paul's wards at St. Luke's Hospital, Clonmel.
- There was a Day Care Service on site and this was accessed by residents.
- This was the first inspection of this purpose built approved centre.
- There was excellent provision of therapeutic programmes for residents.

5. Teach Aisling, re-inspection

Summary

- Despite a recommendation following the night inspection of 18 June 2012, bedroom doors and the door leading to the bedroom corridor continued to be locked; this was a concern from a fire safety aspect.
- Staff were unable to state why a mattress had been removed from one area of the approved centre to the unused seclusion room in another area or for what purpose.

6. Highfield Hospital

SUMMARY OF COMPLIANCE WITH MENTAL HEALTH ACT 2001 (APPROVED CENTRES) REGULATIONS 2006

COMPLIANCE RATING	2010	2011	2012
Fully Compliant	Not Applicable	Not Applicable	22
Substantial Compliance	Not Applicable	Not Applicable	7
Minimal Compliance	Not Applicable	Not Applicable	1
Not Compliant	Not Applicable	Not Applicable	0
Not Applicable	Not Applicable	Not Applicable	1

Summary

- The new premises at Highfield provided excellent accommodation for residents.
- All residents had individual care plans, but in many instances, these care plans were drawn up by the medical Intern assigned to the hospital.
- The Inspectorate was concerned about the level of nursing staff on each long-stay ward.
- The service operated good procedures for the admission, transfer and discharge of residents.
- A number of medication incidents were identified by the Inspectorate team during the inspection.

7. St. John of God Hospital Limited

SUMMARY OF COMPLIANCE WITH MENTAL HEALTH ACT 2001 (APPROVED CENTRES) REGULATIONS 2006

COMPLIANCE RATING	2010	2011	2012
Fully Compliant	24	27	30
Substantial Compliance	6	2	1
Minimal Compliance	1	0	0
Not Compliant	0	2	0
Not Applicable	0	0	0

Summary

- The approved centre was fully compliant with Article 15 relating to individual care plans.
- There was a very good range of therapeutic services for residents.
- For the second year running, the service was not fully compliant with the Rules Governing the Use of Seclusion or the Code of Practice on Physical Restraint.
- The facilities for ECT were excellent.
- Residents in the adolescent suite had an excellent programme of therapies and activities.
- There were 13 residents in the Adolescent ward (Ginesa) although the ward was designated for 12 beds.

Other Mental Health Services

1. 87 St. Lawrence Road, Clontarf-Day Centre (part of WSE St. Vincent's Hospital, Fairview)

Summary

- The day centre provided a good range of activities for attendees.
- The service used multidisciplinary individual care plans.

2. 87 St. Lawrence Road, Clontarf-Medium Support Community Residence (part of WSE St. Vincent's Hospital, Fairview)

Summary

- Staff of the community residence were proactive and positive
- Routine maintenance of the residence should be carried out, when necessary, in a timely manner.
- Prescriptions should be rewritten in accordance with Medical Council guidelines.

3. St. Joseph's Adolescent and Family Service-Day Hospital (part of WSE St. Vincent's Hospital, Fairview)

Summary

- This Child and Adolescent Mental Health Service provided services to young people aged 13-17 years. An intensive assessment and intervention programme was provided over a period of six weeks or more depending on the young person's assessed need.
- The service had accepted eighteen young people in 2012 to the day of inspection.
- There was evidence in the clinical files of multidisciplinary assessments, individual care planning and educational and family involvement.
- The premises were cramped and plans were at an advanced stage to enable the service to relocate to the ground floor of the in-patient building nearby.

4. Psychiatry of Old Age, Day Hospital (part of WSE St. Vincent's Hospital, Fairview)

Summary

- The day hospital provided designated facilities for elderly patients.
- All attendees had an initial domiciliary assessment by the consultant psychiatrist.
- The building in which the day hospital was situated did not provide for easy access for infirm or wheelchair users.
- The psychiatry of old age team was poorly resourced in terms of social work and occupational therapy.
- The average length of attendance at the day hospital was approximately six weeks.

5. South Wexford Community Mental Health Services

Summary

- The South Wexford Community Mental Health Service served a population of 75,000 people from two day hospitals based in Wexford Town (Summerville) and New Ross (Maryville). The community mental health team (CMHT) was a well organised and innovative team providing community based client-centred care.
- There was a team coordinator which enabled the team to operate in a very efficient manner and ensured coordination of all services offered by the team and smooth passage of the service user through the care pathway.
- The community mental health team (CMHT) operated two day hospitals which provided care on a sessional basis to people who required acute care outside an in-patient setting. There were also out-patient clinics. The Summerville CMHT provided a seven day service which was nurse-led and had access to a non consultant hospital doctor (NCHD). The Maryville CMHT provided a five day service.
- There was access to a six-bed respite unit as an alternative to in-patient admission. The nurse-led liaison service in Wexford General Hospital was also part of the service. The suicide crisis assessment nurse (SCAN) provided rapid assessment of people with suicidal behaviour in their own General Practitioner's surgery.
- Each new service user had an individual care plan since July 2012 and was an active agent in their own care planning process.
- The service sought service user and carer feedback and was engaged in a programme of quality initiatives.
- The CMHT was not resourced to *A Vision for Change* standards which made for challenges in maintaining its remit to provide care in the community.

6. ATU, St. Otteran's Hospital, Waterford (part of WSE Waterford)

Summary

- The day centre provided a good range of activities for attendees.
- Some activities which included outings were severely hampered by the lack of staff.
- People attending the centre, including in-patients, had to pay to participate in some programmes.
- The two nurses attached to the ATU, who worked opposite each other, had recently completed a training programme in exercises for the elderly.
- The day centre was located in St. Otteran's Hospital and some areas, particularly the lavatories, were in need of up-dating.

7. Newport House, Dungarven, Day Centre (part of WSE Waterford)

Summary

- Newport Day Centre was an excellent example of a well-run, vibrant day centre which emphasised a recovery orientated approach to care.
- The range of timetabled activities was excellent.
- Anxiety management was available in the day centre for attendees and other referred service users.
- Redecoration and refurbishment had taken place due to fundraising by staff and service users.
- There was excellent physical and mental health care of the service users.

8. City Sector Team, Waterford (part of WSE Waterford)

9. Celbridge OPD (part of WSE Naas)

Summary

- The outpatient department did not exist in the traditional sense. Instead outpatient care was provided through a clinical nurse specialist team for people with enduring mental illness and the Home Care Team for people with acute mental illness. As such this was an excellent service.
- There was an emphasis on continuity of care and service user centred provision of service.
- The premises used by the community mental health team were too small.

10. CMHT North Kildare (part of WSE Naas)

11. Celbridge Day Hospital (part of WSE Naas)

Summary

- The day hospital was part of an impressive community mental health service which had a home care service, a service for those with enduring mental illness and a day centre.
- There was an excellent care pathway for service users from the point of referral, through assessment, individual care planning, treatment and therapy, to discharge. This had resulted in a decrease in the need for in-patient care.
- There was an ethos of evaluation, research and training among the staff and an intention to develop an effective and efficient service.

12. Home based treatment team North Kildare (part of WSE Naas)

Summary

- The Home Care team operated as part of the community mental health team and was staffed by six mental health nurses.
- There was an excellent referral system, assessment procedure and individual care planning.
- A wide range of therapeutic interventions were available through the community mental health team and day hospital.