

Mental Health Services 2012

Inspection of Mental Health Services in Day Hospitals

EXECUTIVE CATCHMENT AREA/INTEGRATED SERVICE AREA	Limerick, North Tipperary and Clare
MENTAL HEALTH SERVICE	Limerick
HSE AREA	HSE West
DAY HOSPITAL	St. Anne's Day Hospital
SECTOR POPULATION	49,000
LOCATION	Limerick
TOTAL NUMBER OF PLACES	Variable
AVERAGE NO OF WEEKLY ATTENDEES	100
TYPE OF INSPECTION	Announced
DATE OF INSPECTION	18 April 2012

Summary

- St. Anne's Day Hospital was an independent building which had been refurbished to a high standard and was located adjacent to St. Joseph's Hospital in Limerick City.
- Multidisciplinary team members provided a wide range of therapeutic services and programmes for service users on a sessional basis.
- Referrals could be made through the Day Hospital to Le Cheile which was a social club for people with mental health problems.
- The day hospital undertook an audit of the numbers of clients who did not attend for their appointments.

Details

Service description

St Anne's Day Hospital service provided follow-on care for former in-patients from Unit 5B as well as for a newer outpatient population. The age range was 18 to 65 years old. The service users attended the day hospital for follow-up after discharge from the acute in-patient unit, for medication review and others for depot injections. A small number attended for group or individual interventions.

The day hospital functioned on a sessional basis with service users attending for specific therapeutic services and programmes provided by members of the multidisciplinary mental health team which included nursing staff, medical staff, occupational therapy, social work and psychology.

A multidisciplinary team (MDT) meeting was held on a weekly basis to review all existing attendees, new referrals and in-patients of Unit 5B ready for discharge from hospital.

Premises

St. Anne's Day Hospital was located adjacent to St. Joseph's Hospital in Limerick City. The day hospital was an independent building and was originally a residential building and then a community residence. The day hospital was originally opened twenty five years ago and had been recently refurbished to a high standard. There were limited parking spaces available to the front of the day hospital. It was within ten minutes walking distance from the city centre, and was accessible by public transport.

The building was split into two levels with a large reception area, spacious sitting area, relaxation room for residents and toilet facilities downstairs. There were five individual meeting rooms and offices for the multidisciplinary team located upstairs. There was a lift for access to the second floor and the premises were wheelchair accessible. The day hospital was open Monday to Friday from 0900h to 1700h. Hot meals were not provided for the services users. Tea and coffee were provided for groups and water was available in the waiting area.

Care Pathway

Two sectors (Sector B1 and Sector B2) referred service users to the day hospital service. Following the acceptance of a referral from either the crisis team, general practitioner or the in-patient unit, a key worker from the MDT was allocated to the service users for screening and assessment. The service aimed to see crisis referrals within 24 hours and there was no waiting list for access to the day hospital. Referral letters accompanied service users and risk assessments accompanied referrals.

Staffing levels

POST	NUMBER	SESSIONS PER WEEK
Consultant psychiatrist	1.3	Based in the Day Hospital
Nursing staff	3.5	Based in the Day Hospital
NCHD	1.5	Based in the Day Hospital
Occupational therapist	0.7	Based in the Day Hospital
Psychologist	1	Based in the Day Hospital
Social worker	0.7	Based in the Day Hospital
Art therapist	0.1	1
Addiction Counsellor	0.5	Based in the Day Hospital

Range of services provided

Multidisciplinary team meetings were held weekly. At these meetings a treatment plan was decided upon and entered into the clinical file for all new service users. A wide range of services were provided through the Day Hospital. These included group therapy, relaxation, cognitive behavioural therapy, stress management, sleep hygiene and individual therapy with different members of the multidisciplinary team.

Domiciliary visits were made by the multidisciplinary team.

Referrals could be made through the day hospital to Le Cheile which was a social club for people with mental health problems. Information about GROW (a support group for people with mental health difficulties) and other voluntary organisations was available through the day hospital.

There was a strong network with local agencies and service users could obtain information about other services through an information folder.

The service did not have a clinical nurse specialist.

Service user input

A Strengths Assessment was used as part of the initial assessment and this was kept by the service user as their own document.

Furnishing of the waiting room/group room had been done in consultation with service users.

No service user satisfaction survey had been carried out.

No service user was available to speak with the inspectors.

Quality initiatives in 2012

- The day hospital undertook an audit of the numbers of clients who did not attend for their appointments.
- A leadership course for nurses had taken place.
- A course on stress management had taken place.
- A sticker system had been initiated in the clinical files which allowed easy access to information. The information was printed from the electronic system and placed in the clinical files.
- SHINE (a national organisation dedicated to upholding the rights and addressing the needs of all those affected by mental ill health) had held meetings with families in the evenings for an eight week programme.
- A mental health workshop had taken place.

Operational policies

There were policies that pertained to the Limerick Mental Health Services available in the day hospital. There were no specific policies for the day hospital. Incidents were reported to the risk manager. Staff reported they had access to mandatory training and other training as necessary.

Planning

The day hospital held regular management team meetings where planning took place. There was no written one year or five year plan.

Conclusions

St Anne's Day Hospital provided a community based mental health service for a large rural and urban section of the Limerick population which focused on the individual needs of each service user. A wide range of services was provided to people with mental health issues. Good links appeared to have been established between both the in-patient service and the general practitioners in the area as well as with voluntary agencies. Plans for the future development of the service had not been made by the service.

Recommendations and areas for development

- 1. Consideration should be given to how best to include service user representation and feedback in the development of the service.*
- 2. Care should be taken to ensure that all policies are pertinent to a community based service.*