

Mental Health Services 2011

Inspection of Mental Health Services in Outpatient Services

OUTPATIENT SERVICES INSPECTED	Loughrea Outpatients Services
EXECUTIVE CATCHMENT AREA	Galway, Mayo, Roscommon
HSE AREA	HSE West
SECTOR POPULATION	28,667
LOCATION	Loughrea, Co. Galway
DATE OF INSPECTION	1 June 2011

LOCATION

The Loughrea outpatients clinic was held in Loughrea Day Hospital in the centre of Loughrea. The day hospital was also the sector headquarters. The premises was a standalone building on a busy street in the centre of the town and was not shared with other health services. All multidisciplinary team members of the sector team were based in the day hospital.

FREQUENCY OF CLINIC

The outpatients clinic was held every two weeks alternating with a two-weekly outpatients clinic in Athenry.

IS THERE A SEPERATE NEW PATIENT CLINIC

New patients were seen by the care co-ordinator by appointment during which a core assessment was carried out.

ACCESSIBILITY OF CLINIC

There was a public bus available in the environs of Loughrea. There was no bus service in Athenry where there was also an outpatient clinic. Parking near the premises was limited. There was wheelchair access to the day hospital. The outpatient clinic in Athenry had no wheelchair access and parking was also limited.

SECRETARIAL SUPPORT

Two administrators worked 30 hours per week. One was based in Loughrea and the other in Athenry.

FACILITIES FOR STORING RECORDS

There were filing cabinets in each room in Loughrea Day Hospital. All rooms were locked. There was no designated room in Athenry.

ROOMS AVAILABLE

WAITING AREA

There was a large waiting area in Loughrea Day Hospital and this area was well-stocked with information booklets and leaflets.

CLINIC ROOMS

There were five rooms available for use by the team in Loughrea Day Hospital and three rooms in Athenry.

COMMUNITY MENTAL HEALTH NURSE ROOM

There was no community mental health nurse room in Loughrea.

TOTAL NUMBER OF SERVICE USERS ATTENDING	700
AVERAGE NUMBER OF SERVICE USERS ATTENDING PER CLINIC	12
WAITING TIME FROM REFERRAL TO CONSULTATION	Immediate

COMMENTS

Loughrea outpatients clinic had an IT system with two computers using Excel spreadsheets. Blood results could be accessed on line including blood results for clozapine, lithium and sodium valproate levels. "Health Links" was also available.

CLINICAL FILES EXAMINED

Six clinical files were examined. All sources of referral were by the service user's general practitioner (GP). Five of the service users were being reviewed every two weeks by members of the multidisciplinary team including community mental health nurse (CMHN), occupational therapist (OT), psychologist, social worker and consultant psychiatrist. Management plans included review of bloods and medication by CMHN and non-consultant hospital doctor (NCHD), on-going psychology and psychotherapy interventions, OT and social worker interventions and medication management. There was evidence in five out of the six clinical files of shared care between the consultant psychiatrist and GP, including collaborative discussions

regarding prescriptions. CMHN involvement included monitoring of bloods, medication management, advice on activities of daily living (ADLs) and in a weight loss and life style skills training programme. There was evidence in all clinical files of excellent multidisciplinary team working. There was no discharge plan documented in any of the six clinical files but review dates with the key worker and on-going care and treatment plans were documented.