

**Mental Health Services 2011**  
**Inspection of Mental Health Services**  
**in Day Centres**

<b>DAY CENTRE INSPECTED</b>	Shannon View
<b>EXECUTIVE CATCHMENT AREA</b>	Galway, Mayo and Roscommon
<b>HSE AREA</b>	West
<b>CATCHMENT POPULATION</b>	413,383
<b>LOCATION</b>	Portumna
<b>TOTAL NUMBER OF PLACES</b>	33 per day
<b>DATE OF INSPECTION</b>	31 May 2011

## Details

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### Service description

Shannon View Day Centre, which opened four years ago, was a former community residence. It was open Monday to Friday from 0900h to 1730h. It was located in the heart of Portumna. It was an old mid-terrace building which was cramped on the inside but nursing staff had endeavoured to be creative in maximising what little space was on offer to good effect. A proposal had been made to extend the opening hours of the day centre to seven days per week.

### Premises

CHECKPOINT	RESPONSE
Are the premises part of a psychiatric hospital?	No
Are the premises an independent building?	No
Are the premises purpose built?	No
Are the premises accessible by public transport?	No
Is the sector HQ located in Day Centre?	No
How many activity rooms are there for service users?	2
How many service users are attending?	33
Is there a facility for providing hot meals?	Yes

### Referral procedure

Referral to the day centre was by the Portumna sector team attached to St. Brigid's Hospital, Ballinasloe, and by the outpatients department.

### Staffing levels

POST	NUMBER WTE	SESSIONS PER WEEK
Consultant psychiatrist	1	As required
Nursing staff	1 CNM2 and 1 RPN	Full time
NCHD	2	As required
Occupational therapist	0	0
Psychologist	1	As required
Social worker	1	As required
Activities therapist	0	0
Other – Health Care Assistant	1	Full time

### Range of services provided

The multidisciplinary team met on the second Friday of each month and carried out a review of all attending service users. All attendees had a multidisciplinary care and treatment plan. The domiciliary Intervention team was based at the day centre and carried out domiciliary visits as required. There were regular partnership meetings between staff of the day centre and service users. Discharge of attendees was normally to individual members of the MDT, to acute services or to the domiciliary Intervention team. The clinical files, and in particular, the individual care and treatment plans were maintained in impeccable order and there was evidence of regular MDT review.

There were two activity rooms on the first floor of the day centre: an IT room which contained three computers on which one attendee to the day centre was practicing for their Driving Theory Test. In the adjacent room a service user led activity involved the recycling of old greeting cards into newly created greeting cards which were sold and funds went into a fund to improve services for service users. Activities for day centre attendees included gardening and day trips.

### Service user input

On the day of inspection service users were greeted by the Inspectorate and both parties engaged in conversation in the sunny rear garden. The name of the peer advocate from the Irish Advocacy Network and contact details were displayed in a prominent area of the centre.

### Quality initiatives in 2011

- The day centre had begun a vegetable garden in the rear of the premises which was tended by a number of service users.
- Student placements brought new team input on a regular basis.

## **Operational policies**

The day centre had a full suite of policies of the East Galway mental health services available. A risk assessment was carried out on all service users attending the day hospital and this was reviewed on an on-going basis. Staff had been trained in Crisis Prevention Intervention (CPI), Cardio-pulmonary Resuscitation (CPR) and training in fire prevention.

## **Planning**

It was reported that the pilot Domiciliary Intervention Team which was based in the day centre was due to finish up on 10 June 2011. The team, which had made 1,174 interventions in 2010 had documented outcomes which indicated that these interventions had had a positive effect on keeping people out of in-patient beds.

A proposal had been made by senior nursing staff to form a new nursing team which would comprise: current staff from Callow View Community Residence, which was due to close shortly and staff from the pilot Domiciliary Interventions Team. The aim of this proposed team would be to provide a high level of support initially to service users who have moved to independent living. The new team would absorb the current case load in home care, support extended hours in the day centre and take referrals from the MDT. It was envisaged that it would operate as a rapid response service to service users who needed intensive periods of care in their home.

## **Conclusions**

Shannon View day centre formed an integral part of the community mental health service in Portumna/Gort sector. There was strong multidisciplinary input and each service user had an individual care plan and care co-ordinator. The day centre was a very small building. It had a full schedule of activities during the inspection and there was a lot of activity happening between gardening, card making and computer studies. The staff impressed as being enthusiastic.

## **Recommendations and areas for development**

*There were no recommendations for Shannon View Day Centre.*