

Report of the Inspector of Mental Health Services 2014

EXECUTIVE CATCHMENT AREA/INTEGRATED SERVICE AREA	North Dublin
MENTAL HEALTH SERVICE	Dublin North East
APPROVED CENTRE	Joyce Rooms
NUMBER OF WARDS	1
NAMES OF UNITS OR WARDS INSPECTED	Joyce Rooms
TOTAL NUMBER OF BEDS	27
CONDITIONS ATTACHED TO REGISTRATION	No
TYPE OF INSPECTION	Unannounced Night Inspection
DATE OF INSPECTION	17 February 2014

Summary

- The approved centre was quiet and the environment was conducive to sleep at the time of inspection.
- No restrictive practices were in use at the time of inspection.
- Patients who self-presented to the unit were seen and assessed by the non consultant hospital doctor (NCHD) throughout the night.
- The observation policy was not adhered to at the time of inspection.
- Inspectors were concerned that, due to the unavailability of beds in the approved centre, the patient presenting for assessment would have to be accommodated in another approved centre some 70 km away, should admission be indicated.
- Inspectors were unable to gain direct entrance to the approved centre as security personnel on duty at the reception seemed to be unaware of the rights of the Inspectorate in this regard.

Description of ward inspected

Staffing levels

There were six RPNs on duty in the unit at the time of inspection, one of whom was the designated person in charge in the unit. Two of the nurses were engaged in special observation of two residents. All nurses on duty were staff of the approved centre.

In addition, a CNM3 had overall responsibility for the approved centre, as well as community residences in the catchment area.

There was an NCHD on call and present in the approved centre for the duration of the night. A consultant psychiatrist was on call and available to come into the unit if required.

Clinical Nurse Manager (CNM), Registered Psychiatric Nurse (RPN), Non Consultant Hospital Doctor (NCHD), Director of Nursing, (DON).

Residents

There were 26 residents in the approved centre, four of whom were detained. The age range of residents was from 20s to 64 years of age.

No resident had been admitted on the day of inspection.

At the time of inspection, one service user who had self-presented to the unit was being assessed by the NCHD on call. This patient was known to the service and, in the event of an admission being necessary, the admission plan was for the patient to travel to St. Brigid's Hospital, Ardee. This was due to the unavailability of beds in Joyce Rooms.

In addition to the proposed admission of a service user to St. Brigid's Hospital, Ardee at the time of inspection, there were eight other residents of the service admitted to four other approved centres from Dublin to Cavan. This was due to the unavailability of beds in Joyce Rooms.

Medication

Night medications were administered at 2200h by two nurses. A review of night medication administered indicated that PRN (as required) hypnotic medications were not administered.

Seclusion

The approved centre had a seclusion facility but no resident was secluded at the time of the inspection.

Mechanical restraint

No resident was mechanically restrained at the time of inspection.

Risk Management

There were two residents on Level Two observation. The approved centre policy stated that with Level Two observation the resident should be kept within sight by the person observing them at all times, day and night. However, it was observed by inspectors that one resident on Level Two observation had been left alone in the bedroom unobserved.

No incidents had been recorded in the approved centre on the night of inspection.

Environment

The approved centre was quiet and calm at the time of inspection. Lighting was low and the environment was conducive to sleep. A small number of residents were awake and watching TV in the sitting room but this did not interfere with other residents' rest.

There was access to bathrooms but residents in rooms which had en suite facilities had to ask staff to open these if required for use, as they were locked at all times.

Access to food and water/hot drinks at night

Supper, which consisted of tea/hot drinks and biscuits, was provided at 1930h. Food or drinks were not provided after this time, except in the case of a person newly admitted.

Documentation/Handover procedure

Night staff came on duty at usually around 2000h and handover was at 2022h. Night staff remained on duty until 0800h next day. A written report was made by the nurse in charge at the end of the night duty.

Interviews with service users

Residents who were awake were informed by inspectors that an inspection was taking place. No resident requested to speak with the inspectors but residents were greeted by inspectors as the inspection was being conducted and engaged in brief conversation.

Additional Comments

The entrance door to the approved centre was locked. Two security personnel were on duty at the reception area outside the entrance door to the approved centre. Inspectors presented warrant cards for the purpose of identification. Despite requests by the inspectors to allow them enter the unit; the security personnel insisted on first informing staff that members of the Inspectorate were on-site and requesting entrance.

Conclusion

The inspectors were impressed by the quiet, calm atmosphere of the unit at the time of the inspection. No incidents had been reported that night and the seclusion facilities were not in use. Two residents were under special observation but inspectors noted that, in the case of one of these residents, the staff did not adhere to the approved centre's policy on observation.

Although the patient being assessed at the time of inspection did not require admission, inspectors were concerned that the patient would be expected to travel to another approved centre in Ardee, Co. Louth some 70km away in the early hours of the morning, should admission be indicated.

Recommendations

1. The service should make arrangements for patients so as to avoid the necessity of travelling long distances for admission, particularly during the night.
2. Nursing staff should adhere to the approved centre's policy on observation of residents when assigned to this role.
3. Security personnel should be informed of the necessity to allow members of the Inspectorate to enter the approved centre at any time, as requested by them.