

Mental Health Services 2011

Inspection of 24-Hour Community Staffed Residences

EXECUTIVE CATCHMENT AREA	Laois Offaly
HSE AREA	Mid-Leinster
MENTAL HEALTH SERVICE INSPECTED	Laois / Offaly
RESIDENCE INSPECTED	Birchwood House
TOTAL NUMBER OF BEDS	14
TOTAL NUMBER OF RESIDENTS	13
NUMBER OF RESPITE BEDS (IF APPLICABLE)	0
TEAM RESPONSIBLE	Rehabilitation
DATE OF INSPECTION	23 February 2011

Description

Service description

Birchwood House was a single storey building providing accommodation to 14 residents who had enduring mental health problems and who were under the care of the Rehabilitation Team. It had been last inspected by the Inspectorate of Mental Health Services in June 2005. The residence was set in an urban setting off Arden Road in Tullamore, County Offaly. Accommodation comprised seven twin rooms. Bathroom and toilet facilities were not en suite. The residence had been newly painted and decorated and appeared bright, fresh and clean. The philosophy of the residence was to provide a person-centred service which valued and respected the uniqueness of each person and emphasised health, strength and wellness and promoted autonomy, choice and self-determination.

In addition to managing this community residence, nursing staff had responsibility for the care of residents in three medium support houses and one low support house, none of which were on campus.

Profile of residents

The age profile of residents was in the upper age group from 50 to 82 years of age. There were 13 residents on the day of inspection: eight males and five females. There was one vacancy. One resident had been admitted for respite care, although no specific bed was allocated to respite residents. Most residents were long stay.

Quality initiatives and improvements in the last year

- The premises had recently been painted and decorated.
- Funds were given each year by the Mental Health Association to maintain the garden.

Care standards (based on MHC Quality Framework for Mental health Services in Ireland and 2008 inspection self-assessments)

Individual care and treatment plan

All residents had multidisciplinary individual care and treatment plans. There was documentary evidence of regular review. Residents signed their individual care plan where able. There was one composite set of notes which facilitated multidisciplinary Team (MDT) entry. Physical health reviews were carried out by the residents' General Practitioner (GP). Each resident had their own GP and saw their GP every three months. There was documentary evidence of such physical reviews in the clinical files examined and GP appointments were maintained in the office diary. The consultant psychiatrist responsible for the care and treatment of the residents conducted a team review each Thursday. Attendees at this were the consultant psychiatrist and the nursing staff of the residence. All residents underwent a risk assessment as part of their initial assessment.

Therapeutic services and programmes provided to address the needs of service users

Most residents attended the nearby day centre or the Attic Workshop which was situated alongside the day centre. The Attic Workshop provided various life-skills therapies, arts and crafts and relaxation. Informal therapies were carried out on an ad hoc basis and on this unannounced inspection, a member of nursing staff was about to undertake hand massage therapy just as the Inspectorate arrived.

How are residents facilitated in being actively involved in their own community, based on individual needs

No resident was involved in their community as members of local groups. Staff articulated that this was largely due to the older age profile of the residents. The location of the residence was urban so many residents carried out regular activities of daily living including social engagements. Some went for a drink on some evenings or to the cinema or shopping. Residents went out to the town alone, some went with their peers. A few had to be accompanied to the town by a member of staff for reasons of physical disability. Many residents stayed on overnight leave with family or spent the day on outings with a family member. The "Town Link" bus service was easily accessible, as was the railway station on the Galway-Dublin route.

Do residents receive care and treatment in settings that are safe, well maintained and that respect right to dignity and privacy

The environment appeared safe and comprised a single storey building. It was maintained in good structural order and repair. The residents slept in twin rooms, reduced from the three-bed room layout as reported in the 2005 inspection. There was no privacy of individual residents in the bedrooms. Documentation relating to fire inspection was made available to the Inspectorate. There was a well-maintained, magnificent sensory garden, the funding for which, had been donated by the Mental Health Association with which staff were actively involved. Residents and staff helped maintain the garden.

Staffing levels (full time in residence)

STAFF DISCIPLINE	DAY WTE	NIGHT WTE
Nursing	1 CNM2 + 1 Staff Nurse	1 Staff Nurse
Care assistant	1	1
Attendant	1	0

Team input (sessional)

DISCIPLINE	NUMBER OF SESSIONS
Consultant psychiatrist	One session per week
Non Consultant Hospital Doctor (NCHD)	0
Occupational therapist	0
Social worker	0
Clinical psychologist	0

Describe team input

The Rehabilitation Team comprised one consultant psychiatrist, 0.5 whole-time-equivalent (WTE) non-consultant hospital doctor (NCHD), and two community mental health nurses (CMHNs). The consultant psychiatrist undertook a review of the residents each Thursday in conjunction with the nursing staff of the residence. A wider rehabilitation multidisciplinary team meeting took place in St. Fintan's Hospital, Portlaoise, once per month.

Medication

The consultant psychiatrist prescribed medication into a card index system. PRN (as required) medication was mixed in with regular medication. Prescriptions were neat and legible. Medical Council Registration Numbers were not used. Medications were reviewed weekly as part of the weekly review. No resident in Birchwood House administered their own medication. Depot injections were administered. Information on medication was provided to residents if it was requested but there was no formal written information on medication and their side effects.

MEDICATION

NUMBER OF PRESCRIPTIONS:	13
Number on benzodiazepines	5
Number on more than one benzodiazepine	0
Number on regular benzodiazepines	3
Number on PRN benzodiazepines	1
Number on hypnotics	6
Number on Non benzodiazepine hypnotics	6
Number on antipsychotic medication	11
Number on high dose antipsychotic medication	2
Number on more than one antipsychotic medication	5
Number on PRN antipsychotic medication	3
Number on antidepressant medication	11
Number on more than one antidepressant	1
Number on antiepileptic medication	0
Number on Lithium	1

Tenancy rights

The HSE owned the building. Residents paid €60.00 per week as rent. Community meetings did not take place and it was reported that residents usually approached staff regarding housekeeping concerns. The complaints policy was clearly highlighted in the Birchwood House information leaflet. It was reported that no written complaint had been made.

Financial arrangements

All residents had a credit union or a post office account. Nursing Staff managed residents' monies outside of these aforementioned. There was a large log book and each resident had an individual money sheet. There was a detailed written operational policy on Residents' Money and Residents' Personal Property.

Leisure/recreational opportunities provided

There were two televisions in the residence. One in the main sitting room and one in the smoking room. Many residents visited family and friends or went out for leisure activities with family and friends. Such leisure activities included shopping, cinema, going for drives or having coffee/meals in town which was within walking distance. There was an excellent sensory garden which was lovely to sit in particularly in the summer. Some residents attended GAA matches in the local stadium. The annual Tullamore Show and Queen of the Land festivals were also events which were attended from time to time.

Service user interviews

Residents were greeted by the Inspectorate. One resident requested to speak to the Inspectorate and was happy with their care and treatment.

Conclusion

Birchwood House was situated on the east side of Tullamore in an urban area with public transport facilities within easy reach. It had been newly decorated and was clean, bright and comfortable-looking. There was evidence of therapeutic services and programmes occurring within the premises and therapeutic services and programmes were also available to residents in the nearby day centre and Attic Workshop. Staff were cognisant of the policies and procedures which were maintained at the residence. Residents who chatted with the Inspectorate appeared happy living at the residence.

Recommendations and areas for development

1. Each resident should have their own bedroom for privacy reasons.
2. Community meetings should take place on a monthly basis.
3. Written information on medication and its side effects should be available to residents.