

Mental Health Services 2012

Inspection of Mental Health Services of Outpatient Services

EXECUTIVE CATCHMENT AREA/INTEGRATED SERVICE AREA	Kildare West, Wicklow Laois Offaly
HSE AREA	Kildare West Wicklow
OUTPATIENT SERVICES INSPECTED	Celbridge OPD
CATCHMENT POPULATION	70,000
LOCATION	Celbridge Health Centre
SECTOR TEAM	North Kildare
DATE OF INSPECTION	22 May 2012

Summary

- The outpatient department did not exist in the traditional sense. Instead outpatient care was provided through a clinical nurse specialist team for people with enduring mental illness and the Home Care Team for people with acute mental illness. As such this was an excellent service.
- There was an emphasis on continuity of care and service user centred provision of service.
- The premises used by the community mental health team were too small.

LOCATION:

The Celbridge outpatient service was located in Celbridge Health Centre in the same location as the day hospital and the community mental health team headquarters. The outpatients department was a nurse-run service staffed by three clinical nurse specialists (CNS) and known as the CNS team. This team had responsibility for providing a service to people who had enduring mental illness. A non consultant hospital doctor provided psychiatric outpatient service under the supervision of the consultant psychiatrist.

The CNS team aimed to provide continuity of care and provided what amounted to an assertive outreach service.

All service users had access to the multidisciplinary team where needed. The day hospital and Home Care Team were easily accessed if required.

FREQUENCY OF CLINIC:

The psychiatric outpatient clinic was held weekly. The CNS team reviewed service users regularly and as required either in the health centre or through domiciliary visits.

IS THERE A SEPERATE NEW PATIENT CLINIC:

New patient clinics were held by the Home Care team (See Home Based Treatment Team report 2012).

ACCESSIBILITY OF CLINIC:

The location of the CNS team and clinic was in the Mental Health Centre. This was located near the centre of Celbridge. Car parking was on site and there was public transport available. The premises were wheelchair accessible.

SECRETARIAL SUPPORT

There was one person providing secretarial support. The same person provided secretarial support to the day hospital, Home Care team, and to members to the multidisciplinary team.

FACILITIES FOR STORING RECORDS

Due to the shortage of space in the mental health centre, clinical files were stored in the conference room in a locked cabinet.

ROOMS AVAILABLE:

WAITING AREA:

A comfortable waiting area was available. There were many different information leaflets available including information on the CNS team.

CLINIC ROOMS:

The premises were very small and there was a deficit of clinical and interview space. Rooms were booked by staff as needed but sometimes it was difficult to find an available room.

Office space was shared by the CNS team.

COMMUNITY MENTAL HEALTH NURSE ROOM:

There was no dedicated room. There was a clinic room for clozapine, blood investigations and for giving depots.

TOTAL NUMBER OF SERVICE USERS ATTENDING	Not supplied
AVERAGE NUMBER OF SERVICE USERS ATTENDING PER CLINIC	Not supplied
WAITING TIME FROM REFERRAL TO CONSULTATION	No waiting time

COMMENTS

It was difficult to identify an outpatient clinic in the traditional sense as it was evident that this community mental health service was a seamless service with ease of movement through all areas depending on need. The CNS Team provided what was essentially an assertive outreach service to people with enduring mental illness. Those with acute illness were looked after by the Home Care Team and the Day Hospital. As outlined in other reports on this community service, it was extremely impressive service which was service user orientated.