

Mental Health Services 2012

Inspection of Mental Health Services in Day Centre

EXECUTIVE CATCHMENT AREA/INTEGRATED SERVICE AREA	Waterford, Wexford
HSE AREA	South
MENTAL HEALTH SERVICE	Waterford South Wexford Mental Health Service
DAY CENTRE INSPECTED	Newport House, Dungarven, Co. Waterford
CATCHMENT POPULATION	No information supplied
LOCATION	Dungarven, Co. Waterford
TOTAL NUMBER OF PLACES	44
AVERAGE NO OF WEEKLY ATTENDEES	22 per day
DATE OF INSPECTION	26 June 2012

Summary

- Newport Day Centre was an excellent example of a well-run, vibrant day centre which emphasised a recovery orientated approach to care.
- The range of timetabled activities was excellent.
- Anxiety management was available in the day centre for attendees and other referred service users.
- Redecoration and refurbishment had taken place due to fundraising by staff and service users.
- There was excellent physical and mental health care of the service users.

Details

Service description

Newport House Day Centre operated from 0900h to 1700h five days a week. It was located at the back of the Community Hospital in Dungarven. Most service users attending the day centre were under the care of the community mental health team. Those service users who were living in community residences and attending the day centre were under the care of the rehabilitation and recovery team. The day centre provided a service for service users living in the community with enduring mental illness.

There were 44 service users attending the day centre. An average of 22 attended each day.

Premises

The day centre was a stand-alone one storey building which opened in 1987. It was formerly a nurses' residence. It was located at the back of the Community Hospital in Dungarven on the outskirts of the town.

Transport for those that required it was provided by a bus operated by Independent Living. There was also a car park.

The building was also the community mental health team headquarters and location for an outpatient department which catered for psychiatry of old age clinics, child and adolescent mental health clinics and general adult mental health clinics. There were also offices for team members.

The premises were very nicely decorated as a result of intensive fundraising by service users and staff. Service users had input into the decoration and refurbishment of the centre.

There was a dining room and open kitchen where service users could make tea, coffee and snacks. The sitting room was very comfortable with new carpet, fireplace and furniture. There was a large garden and patio area. Unfortunately the patio and garden shed had been the subject of vandalism on a number of occasions. There was an activity room which was spacious and filled with artwork and had a computer and pool table. There were facilities for laundry and personal hygiene including a shower. A dedicated relaxation room was located in the day centre and equipped with appropriate fittings and furnishings.

A hot meal was provided on the premises each day, provided from the community hospital.

Care Pathway

Service users were referred to the community mental health team for assessment from general practitioners and the mental health services, and an initial assessment was carried out. Service users under the care of the rehabilitation and recovery team had a multidisciplinary care plan. It was planned to initiate a multidisciplinary care plan for service users under the care of the community mental health team and there was evidence of this in the clinical file.

Each service user was reviewed by the psychiatrist at least every three months and this was clearly documented in the clinical file. There was also evidence of regular physical review by the general practitioner. Each service user had a physical examination at least every year.

The social worker was actively involved with a number of service users. Psychology and occupational therapy were available on request.

Staffing levels

POST	NUMBER	SESSIONS PER WEEK
Consultant psychiatrist	1	2
Nursing staff	3	Full time
NCHD	1	2
Occupational therapist	1	As required
Psychologist	1	As required
Social worker	1	As required
Activities therapist	0	0

Range of services provided

There was a wide range of diversional activities available and these were well timetabled. They included cookery, healthy living, relaxation, personal hygiene, paper reading, games such as bingo and frequent outings. The day centre had the use of a people carrier.

The local Vocational Educational Committee (VEC) provided pottery, cookery, computer skills, art and sewing and crafts. This was an excellent range of activities sourced from the VEC. There was also a locally resourced exercise group which was ongoing during the inspection.

Of note was that a number of service users of the community mental health team were referred for specific anxiety management. This showed a good use of existing skills and resources available in the day centre.

The information booklet was very good and there was plenty of information about illnesses and medication as well as other relevant services.

Service user input

There was evidence of good service user involvement in the day centre. There was a suggestion box. Community meeting were held once a month and were minuted. The peer advocate was available by phone and their contact number was displayed on the notice board. The advocate attended the day centre once or twice a year.

A Christmas Day Swim fundraiser had been held which raised €17,000. The service users were actively involved in gathering sponsorship and had input into the refurbishment of the centre funded by the money raised.

Quality initiatives in 2012

- Some service users had individual care plans (ICPs) and it was expected that all service users would have ICPs in the near future.
- Staff and service users ran a fundraising project which raised money for the refurbishment of the centre.
- Specific anxiety management was available for persons referred from the community mental health team.

Operational policies

Catchment-wide policies were available. There were also policies specific for the day centre. There was a specific health and safety statement. Incidents were documented and passed to the director of nursing. Training was available for staff.

Planning

There was no written plan for the day centre.

Conclusions

Newport House was an excellent example of a well-run vibrant day centre.

The staff impressed with their enthusiasm and recovery approach to care. There was a well chosen range of diversional activities. The VEC provided an interesting and appropriate programme. Anxiety management was available to other referred service users as well as day centre attendees.

The day centre was refurbished and it was evident that care had gone into the refurbishment. It was excellent that both service users and staff had been involved in the fundraising and choosing the new furniture, equipment and decoration in the day centre.

The information booklet and information about illnesses and medication was freely available and of very good quality.

The provision of care was very good. There was evidence of regular psychiatric and physical review. Some service users had excellent multidisciplinary care plans and it was planned to introduce individual care plans for the rest of the service users in the near future.

Recommendations and areas for development

There were no recommendations for Newport House Day Centre.