

Mental Health Services 2010
Inspection of Mental Health Services
in Day Hospitals

DAY HOSPITAL INSPECTED	Park View House
EXECUTIVE CATCHMENT AREA	Donegal, Sligo, Leitrim, West Cavan
HSE AREA	West
CATCHMENT AREA	Donegal
CATCHMENT POPULATION	138,442
LOCATION	Letterkenny
TOTAL NUMBER OF PLACES	Not disclosed
DATE OF INSPECTION	16 June 2010

Details

Service description

Park View House was initially used as the residence of the resident medical officer for St. Conal's Hospital, next as the School of Nursing, and was opened as a day hospital on 14 January 2000. All three floors were used by the day hospital. It was located on the grounds of St. Conal's Hospital and was approximately a twenty-minute walk to Letterkenny town centre. There was a public bus service which stopped nearby, and taxis, in exceptional circumstances, could be made available for service users. Hours of opening were from 0900h-1700h Monday to Friday. A nurse was on duty on Saturday and Sunday 0900h-1630h to provide telephone support or home visits to current service users of the day hospital. All current service users were given a number of a mobile phone which was held by the weekend duty nurse. Five nurses, exclusive of the Clinical Nurse Manager 2 (CNM2), were rostered for this weekend duty on a rotation basis. A key worker system was in operation.

Premises

CHECKPOINT	RESPONSE
Is the premises part of a psychiatric hospital?	No
Is the premises an independent building?	Yes
Is the premises purpose built?	No
Is the premises accessible by public transport?	Yes
Is the premises the sector headquarters located in day hospital?	No
How many activity rooms are there for service users?	7
How many service users are attending?	60
Is there a facility for providing hot meals?	Yes

Referral procedure

One sector, the central sector, made referrals to the day hospital. The service had a standard referral form. Referrals were made through the consultant psychiatrist and the non consultant hospital doctor (NCHD) from inpatient and outpatient services and the multidisciplinary team. When referrals were received the service documented the date of referral and the date of assessment for audit purposes. Urgent referrals were seen within 24-hours.

Staffing levels

POST	NUMBER WTE	SESSIONS PER WEEK
Consultant psychiatrist	1	Two per week
	1	One per month
Nursing staff	CNM2, CNM1, S/N X 4	Four full-time, 2 reduced hours
Non Consultant Hospital Doctor (NCHD)	1 Full time	Two per month
Occupational therapist		Access from Central Sector team
Psychologist		Access from Central Sector team
Social worker		Access from Central Sector team
Activities therapist	No	
Other - Administrator	1	Full-time
Housekeeping		Part-time
Porter		Part-time

Range of services provided

The Egan Model, a service user-centred recovery model, was used by the service. The model influenced the way staff approached their work. The service user was at the centre of care and treatment delivery. The service user completed a self-assessment and signed it. A multidisciplinary team assessment was then carried out. A risk assessment was also completed. There was excellent organisation of assigned work within the day hospital - appointments, assessments and groups. Individual care plans were not used.

Service user input

Each service user received a copy of the day hospital's guidelines and their individual self-assessments. There was a complaints procedure within the day hospital. Group rules were also operational. The rules were signed off by the service user as a contract of agreement.

Quality initiatives in 2010

- Two nurses trained in H1N1 virus.
- Cardio-pulmonary resuscitation training was received every three months.
- Fire training and Health and Safety training was received once a year.
- An audit on service user attendance had been completed.
- An audit on the service's operations had been completed for 2009 and was carried out annually.
- A service user evaluation questionnaire on Park View House was posted to recently discharged service users. Between January and June 2010 it was reported that 34 feedback sheets had been returned out of 84 sent.
- The service had a "What We Do" booklet, a copy of which was given to all service users attending and prospective attendees.

Diagnoses (all attendees in past month)

No information was forwarded on diagnoses of service users attending the day hospital.

Operational policies

The service had policies on weekend cover, referrals, assessment and discharge, office security and risk management. The incident reporting book was examined. All incidents were logged on the STARS web system. A record of staff training was examined.

Planning

The service did not have its own plan. It was included in the Donegal sector service plan.

The service produced an impressive annual detailed audit on operations, a copy of which was presented to the Inspectorate.

Conclusions

Park View House Day Hospital provided a seven day a week service. There was evidence of much multidisciplinary team working and involvement of service users in providing a quality service. The annual audit on operations was impressive. The day hospital appeared to be well-managed. The staff were proactive in acquiring service user feedback in order to improve on service delivery and outcomes.

Recommendations and areas for development

1. Individual care plans should be used.