

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

<b>DAY HOSPITAL INSPECTED</b>	Ravenscourt Day Hospital
<b>EXECUTIVE CATCHMENT AREA</b>	South Lee, West Cork and Kerry
<b>HSE AREA</b>	South
<b>CATCHMENT AREA</b>	Douglas / Carrigaline and Mahon / Blackrock
<b>CATCHMENT POPULATION</b>	82,046
<b>LOCATION</b>	St Finbarr's Hospital, Cork
<b>TOTAL NUMBER OF PLACES</b>	25
<b>DATE OF INSPECTION</b>	21 September 2010

## Details

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### Service

Ravenscourt Day Hospital provided for service users attending the Douglas / Carrigaline and Mahon / Blackrock sectors as well as providing a support service to the adult homeless service.

The service was open 0900h-1700h, Mondays to Thursdays and from 0900h-1600h on Fridays. The two sector teams had their headquarters located in the same building.

The service opened in 1974 and was the first day facility in the south.

### 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 the day hospital?	Yes
How many activity rooms are there for service users?	10
How many service users are attending?	73
Is there a facility for providing hot meals?	Yes. Meals were not routinely provided to all service users. Some long term service users were provided with meals twice weekly or more often if required.

### Referral procedure

Referrals were taken from out patient clinics from the Douglas / Carrigaline or Mahon / Blackrock sectors or the South Lee Acute Mental Health Unit, Cork University Hospital. Most referrals came from the sector teams. While the day hospital had been used as a step down to facilitate early discharge from the acute unit this had decreased in recent times because of the shortage of staff to manage acute issues and clinical risk. The Day Hospital provided a limited service for service users with enduring mental illnesses who historically had been referred to the service and who have attended for

many years. The day hospital also provided limited support to the Adult Homeless Service. A multidisciplinary referral form was in use.

### Staffing levels

POST	NUMBER WTE	SESSIONS PER WEEK
Consultant psychiatrist	sessional	6
Nursing staff	2	2
Non Consultant Hospital Doctor	sessional	12
Occupational therapist	sessional	5
Psychologist	0	0
Social worker	sessional	3
Activities therapist	0	0
Other – Household	1	Full-time

### Range of services provided

A wide range of therapeutic services were provided on an individual and group basis but the range of service available was diminishing as a result of staff shortages. Various members of the multidisciplinary teams were involved in running groups in the Day Hospital including mindfulness based stress reduction group, Wellness Recovery Action Plan (WRAP) group, social skills training group and social anxiety group. As a long standing and well known day facility, the service fielded numerous phone calls about access to various mental health services from the general public and other healthcare providers. These phone calls took up a lot of nursing time in the absence of administrative support for the day hospital.

All service users had a nursing care plan based on the Tidal model and progress or concerns were discussed at the weekly multidisciplinary team meetings. Domiciliary visits were arranged by the sector teams as required.

There were good links with numerous organisations such as St. John's College and the National Learning Network, Citylinks and First Employment Services for helping service users to move into employment or further education or training.

### Service user input

All of the therapeutic groups run were evaluated by staff. The Irish Advocacy Network (IAN) was actively involved in the service and could visit anytime. The IAN had also been involved in the development of the operational policy for the Day Hospital.

### Quality initiatives in 2010

- The Day Hospital had been painted.

- An audit about diagnosis had been completed in both sectors.
- An information leaflet about the Day Hospital had been completed.
- A Wellness Recovery Action Plan (WRAP) group had been introduced.
- A Mindfulness Based Stress reduction group had been introduced.
- A single integrated clinical file had been implemented.
- The Sainsbury Assessment of Need had been completed on service users from two sectors and was being analysed.

**Diagnoses (all attendees in past month)**

<b>DIAGNOSIS</b>	<b>NUMBER</b>
Affective disorders	59
Psychotic illness	21
Anxiety disorders	45
Addiction disorders	1
Personality disorders	2
Other – unspecified	4
Average length of stay (number of days)	Not known

## **Operational policies**

The operational policy had been drawn up by a working group comprising members of the multidisciplinary team and some service users. The draft policy had been circulated to the multidisciplinary team and to the local IAN peer advocate. The policy had been implemented in 2006 and included information about admission and discharge protocols, the scope of the service, staff training and development, data systems and record management and clinical audit.

The South Lee policies on risk management and incident reporting were used.

Following the inspection, the service submitted an updated health and safety statement, reviewed in November 2010.

The operational policy in Ravenscourt was not up-to-date with reference to the Mental Health Commission's Codes of Practice on Admissions, Transfers and Discharges to and from An Approved Centre, Notification of Deaths and Incident Reporting and Guidance for Persons Working in Mental Health Services with People with Intellectual Disabilities.

## **Planning**

There were advanced plans for the day hospital to move. New facilities were coming on stream to house the Mahon/Blackrock sector team in Mahon and open a day hospital in the same facility. Likewise a new premise was being built in Carrigaline to house the Douglas/Carrigaline sector team and open a day hospital in the same facility.

Although the new facilities were located in the local communities, they were not as accessible for all service users as the current day hospital which was located near the city centre and on good bus routes. There was also significant concern that opening two day hospital to replace Ravenscourt would require additional staff and the current day hospital was severely restricted in the services provided because of existing staff shortages. Staffing of the new facilities had not been resolved.

## **Conclusions**

Ravenscourt Day Hospital was easily accessible for service users from Mahon/Blackrock and Douglas/Carrigaline. Multidisciplinary services were provided with staff from various disciplines combining to provide a range of therapeutic groups and individual interventions. Staff shortages were impacting on the range of therapeutic services provided and also on the capacity of the day hospital to operate as a step down option to facilitate early discharge from the South Lee Adult Mental Health Unit, Cork University hospital.

## **Recommendations and areas for development**

1. Staff shortages need to be resolved to ensure the ongoing provision of multidisciplinary team working in the day hospital and to re-instate its capacity to act as a step down facility to facilitate early discharge for acute admissions.
2. Information Technology systems should be put in place to facilitate the easy collection analysis and reporting of data.
3. Accessibility to the new day hospitals in Mahon and Carrigaline should be monitored.

4. The operational policy in Ravenscourt should be reviewed and updated. It should include reference to the Mental Health Commission's Codes of Practice on Admissions, Transfers and Discharges to and from An Approved Centre, Notification of Deaths and Incident Reporting and Guidance for Persons Working in Mental Health Services with People with Intellectual Disabilities.