

Mental Health Services 2011
Inspection of Mental Health Services
in Day Hospitals

DAY HOSPITAL INSPECTED	Sector 2, Ballina
EXECUTIVE CATCHMENT AREA	Galway, Mayo, Roscommon
HSE AREA	West
CATCHMENT POPULATION	26,000
LOCATION	Ballina
TOTAL NUMBER OF PLACES	8 per day
DATE OF INSPECTION	22 March 2011

Details

Service description

The day hospital was located in the old district hospital in the town of Ballina and the premises also served as the sector 2 team headquarters. The building that housed the day hospital was old, institutional and not suitable for the provision of a modern day hospital. The service was provided five days per week and opened from 0830h-1700h. Out of hours appointments were accommodated and a psycho-educational group for service users was run on Thursday nights. There were three rooms available for use by service users and two of these also doubled as offices for nursing staff. The waiting room was small and cramped and was used by other services within the building.

Premises

CHECKPOINT	RESPONSE
Are the premises part of a psychiatric hospital?	No
Are the premises an independent building?	Yes
Are the premises purpose built?	No
Are the premises accessible by public transport?	Yes
Is the sector HQ located in Day Hospital?	Yes
How many activity rooms are there for service users?	3
How many service users are attending?	85
Is there a facility for providing hot meals?	No

Referral procedure

The day hospital was solely used by Sector 2 team in Ballina. A referral form was used to facilitate new referrals from general practitioners or the Emergency Department in Mayo General Hospital and these were discussed at the weekly multidisciplinary team meeting and referred to the day hospital if necessary, following initial assessment typically completed by the consultant psychiatrist. The day hospital also provided step down facility for residents discharged from the Adult Mental Health Unit, Mayo General Hospital, and provided additional support for service users attending outpatient mental health clinics in Sector 2.

Staffing levels

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

Range of services provided

All service users had individual care plans. There was limited multidisciplinary team working in the day hospital, with medical and health and social care professionals seeing service users as required on an outpatient basis rather than providing input to the day hospital. The range of services provided was on an appointment only basis and was delivered by one CNM2 and two staff nurses. The main services provided were individual supportive psychotherapy, individual medication management and a support/psycho-educational group. Domiciliary visits were undertaken when service users were unable to attend.

Service user input

The HSE complaints procedure was in operation. The day hospital had just completed a service user survey. The main comments were about the limitations in the physical structure of the building.

Quality initiatives in 2011

- Risk assessments were being formally introduced for each service user.
- A service user survey had been completed and the results were being analysed.

Operational policies

The policies of the Mayo Mental Health Services were available on computer in the day hospital, administration office and also on the computer in the residential unit nurses office.

Planning

No information was made available to the Inspectorate about plans for the future of the day hospital.

Conclusions

The day hospital operated more like an extended out-patient clinic with interventions provided by appointment and on an individual basis. The range of services provided was limited to sessional input as required from the psychologist, social worker, occupational therapy assistant and addiction counsellor. The space in the day hospital was limited to three rooms for use by service users. The waiting room was cramped and was used by other services using the same premises. Although a comprehensive range of policies was available these were not accessible to staff on the day of inspection as only one staff member had access to the internet.

Recommendations and areas for development

- 1. A review of the role and function of the day hospital should be completed.*
- 2. An up-to-date information booklet should be available to service users outlining the role and function of the day hospital and the range of services provided.*
- 3. All staff should have computer and internet access where policies and procedures are provided electronically.*