

Mental Health Services 2012

Inspection of Mental Health Services in Day Centre

EXECUTIVE CATCHMENT AREA/INTEGRATED SERVICE AREA	Kildare, West Wicklow, Laois, Offaly, Longford, Westmeath
HSE AREA	Dublin Mid- Leinster
MENTAL HEALTH SERVICE	Kildare/ West Wicklow
DAY CENTRE INSPECTED	Whitestown House
CATCHMENT POPULATION	70,000
LOCATION	Kilcock
TOTAL NUMBER OF PLACES	12
AVERAGE NO OF WEEKLY ATTENDEES	52
DATE OF INSPECTION	22 May 2012

Summary

- Staff provided a mix of mental and physical health care for attendees.
- Due to the mobility and accessibility needs of some attendees the layout of the house was unsuitable in parts.
- Toilet facilities were unsuitable for those requiring assistance.
- Service users expressed themselves very satisfied with the care being given.

Details

Service description

The day centre at Whitestown House opened as a day centre in 1980 and provided a service daily, Monday to Friday from 0900h to 1645h. The building was a two storey former residence and was situated on the outskirts of Kilcock town. The centre was operated by the sector team of North Kildare. Most of the attendees had been attending the centre since it opened in 1980, and the age profile of service users was from 42 years to 74 years. The centre had 121 places but as most attendees attended for between one to five days per week, up to 52 people could be accommodated across the week.

Premises

The premises was an independent building owned by the Health Service Executive (HSE) with a separate pre-fabricated building situated at the rear of the main building for the use of the sector team and an outpatient clinic. There was no public transport service but most attendees were collected from home and brought to the centre by HSE minibus.

Activity rooms were spread over two floors, but due to the mobility and accessibility needs of the majority of attendees, the upstairs rooms were used infrequently. On the ground floor, there was a sitting room, dining room and activity room; food was prepared daily in the kitchen by a cook. A recent Hazard Analysis and Critical Control Point (HAACP) inspection reported some issues with certain aspects of the kitchen. There was one lavatory downstairs but this was very small and was not wheelchair accessible. Upstairs, there were two further activity rooms, lavatory and shower room and an office which did not have internet access. The day centre was surrounded by a large garden with several fruit trees.

Care Pathway

Referrals to the day centre came either from General Practitioners (GP) or the outpatient clinic. Referral forms were used and the initial assessment was carried out by the consultant. If a service user over the age of 65 years was referred, a domiciliary assessment could be carried out.

All attendees had an individual multidisciplinary care plan which was reviewed by the team every six months. Service users attended outpatient appointments on site as necessary while also attending the day centre.

Staffing levels

POST	NUMBER	SESSIONS PER WEEK
Consultant psychiatrist	1	None
Nursing staff	2 incl. CNM2	Full-time
NCHD	1	As required
Occupational therapist	1	None
Psychologist	0	None
Social worker	1	None
Activities therapist	0	None
Other – Cook	1	Daily

Range of services provided

Services were provided by the two nurses in the day centre. Activities included gardening, cooking, bingo and word wheels. Breakfast was provided daily. Staff assisted a number of service users in showering and administered depot medication to attendees and also service users of the outpatient clinic.

Staff had access to a minibus and brought those attendees who were able on day trips.

Service user input

Two attendees spoke to the inspector and both expressed themselves very happy and appreciative of the service provided in the day centre.

Quality initiatives in 2012

- Staff were in the process of completing A 'Personal Goals Intervention Schedule' on all service users in the day centre.
- Two sectors Kildare North East and Kildare North West were being amalgamated which would have an impact on the operation of the day centre at Whitestown House.

Operational policies

The service had policies on admission and discharge from the day centre. There was also a policy on non-attendance and following telephone contact with the person, a community psychiatric nurse would do a domiciliary visit if indicated. It was the practice of the staff to record incidents but there had been no incidents for many years.

Staff had received training in the approved centre in Naas which included training on Mindfulness and Health and Safety.

Planning

The main issue for planning was the proposed amalgamation of two sector teams but it was not clear what the implication would be for the day centre.

Conclusions

The day centre at Whitestown House provided a service for up to 52 people weekly. Although the range of activities in terms of mental health was limited, attendees seemed positive about their time spent in the day centre. In addition to providing the range of services described above, staff also attended to the physical health and activities of daily living of attendees which was appreciated by service users. The facility was underused due to the layout of the house and the aging profile of attendees and the lavatory downstairs was unsuitable for residents who needed assistance. Following the inspection, it was reported that the service was actively seeking an alternative premises for the day centre as a result of the amalgamation of two sectors.

Recommendations and areas for development

1. Bathroom facilities should be upgraded.
2. The kitchen should be suitably improved to attain HACCAP standards.