

Mental Health Services 2013

Inspection of 24-Hour Community Staffed Residences

EXECUTIVE CATCHMENT AREA/INTEGRATED SERVICE AREA	Kerry
HSE AREA	South
MENTAL HEALTH SERVICE	Kerry
RESIDENCE	Writer's Grove
TOTAL NUMBER OF BEDS	14
TOTAL NUMBER OF RESIDENTS	14
NUMBER OF RESPITE BEDS (IF APPLICABLE)	1
TEAM RESPONSIBLE	Rehabilitation
TYPE OF INSPECTION	Unannounced
DATE OF INSPECTION	10 July 2013

Summary

- Writer's Grove was a pleasant environment of modern design.
- Multidisciplinary team care planning was used and residents signed their own care plan.
- The twin bedrooms did not afford privacy to residents accommodated within.

Description

Service description

Writer's Grove opened in 2001. It was a modern, purpose-built, detached single storey community house situated on the outskirts of the town of Listowel, about a ten minute walk to the town centre. It was a pleasant environment of modern design with a courtyard before the main entrance. The premises accommodated 14 residents: five females and nine males all of whom were voluntary. There were no Wards of Court. The inspection took place between the hours of 1630h and 1830h. The philosophy of care operating in the residence was to strive to promote residents' independence in order that they may reach their full potential. The community residence was under the remit of the rehabilitation since 13 July 2013.

Profile of residents

There were five female residents and nine male residents. The age range of residents was from 27 to 84 years. All residents were mobile, although it was reported that a number were becoming frail and more dependent and required to be accompanied outside the residence. Length of stay ranged from one and a half years to ten years – since the residence opened. All food came freshly cooked from the kitchens of Listowel District Hospital.

Quality initiatives and improvements in 2012/2013

- The residents of Writer's Grove had come under the care of the Rehabilitation team in July 2013.
- A new dishwasher and food trolley had been obtained by the service.

Care standards

Individual care and treatment plan

All residents had a multidisciplinary care plan which was Recovery oriented. The resident signed their care plan in most cases and those who hadn't signed them had expressed the wish not to and this was documented in the respective care plans. A full psychiatric review took place for each resident once every six months by the consultant psychiatrist. The key worker attended this review. Physical examinations were carried out by the general practitioner (GP) every six months. Each resident had a GP and attended their respective GP practice when necessary. GPs called to the residence if a resident was physically unwell. All residents were under the care of the rehabilitation team. A risk assessment was used for all residents which was adapted from the Clinical Assessment of Risk Decision Support (CARDS) risk assessment. Staff of the approved centre presented as being positive and proactive. The Social Functioning Questionnaire was also used in each resident's assessment.

Therapeutic services and programmes provided to address the needs of service users

Senan House, a day hospital was located nearby and a number of residents attended there for wellness programmes, anxiety management, literacy courses, computer courses, relaxation, art, cookery courses, social outings. One resident attended the local community college where they were completing a furniture making course. In the outpatients department located adjacent to the residence, a Hearing Voices group was held. The occupational therapist and social worker attended the residence regularly.

How are residents facilitated in being actively involved in their own community, based on individual needs

The residence was located a short distance from the town centre. A number of residents attended local activities such as bingo, the family resource centre, the library, cinema, church and visits to the pub. Many residents had friends in the locality and family that visited regularly. A chiropodist and hairdresser called regularly.

Facilities

The residence consisted of three twin bedrooms, two of which had en suite facilities and remaining bedrooms were single rooms. Privacy was not maintained in the twin rooms and the beds were rather close together. The residence was decorated and maintained to a high standard. Maintenance was reported to be very good.

Staffing levels

STAFF DISCIPLINE	DAY WTE	NIGHT WTE
RPN	1*	2
Housekeeping	1	0

Clinical Nurse Manager (CNM), Registered Psychiatric Nurse (RPN), Non Consultant Hospital Doctor (NCHD).

Team input

DISCIPLINE	NUMBER	NUMBER OF SESSIONS
Consultant psychiatrist	1	Every two weeks and when required.
NCHD	1	Every Thursday and when required.
Occupational therapist	1	When required
Social worker	1	When required
Clinical psychologist	0.5	When required

*On the day of inspection there was one RPN. The established agreed practice was that two nurse interns replace one RPN, therefore the service was not fully staffed on the day of inspection.

Medication

Written information on medication was provided. Self medication programmes were in place for a small number of residents. The prescriber was the consultant psychiatrist. Depot injections were administered by nursing staff.

Tenancy rights

The Mental Health Association owned the building and the Health Service Executive (HSE) leased the building from the association. Rent for each resident was €100.00 paid into the bank by direct debit. Each resident paid €25.00 per month into a social fund. This was used for such things as birthday cakes, outings, wreaths, Easter eggs and Christmas items. Community meetings occurred every two weeks. The HSE's Your Service Your Say complaint procedure was displayed. There was no localised complaint procedure. Contact details for the peer advocate were available.

Financial arrangements

Staff handled small amounts of petty cash only. Receipts were maintained. Residents kept their bank cards in a secure box maintained in the office. It was reported that residents preferred not to keep their bank cards. All residents had their own bank accounts. The service had a financial policy entitled "Guidelines on Managing Residents' Finances".

Service user interviews

No resident requested to speak with the inspector. Residents were greeted during the course of the inspection. Residents were involved in the formulation of their care plans. Details of peer advocacy were available and displayed in the residence.

Conclusion

Writer's Grove was a modern community residence located at the edge of Listowel. It was a modern, bright residence containing fourteen beds. The twin rooms proffered no privacy and when possible the occupancy of these rooms should be reduced to single occupancy to safeguard residents' privacy and dignity and to keep within *A Vision for Change* guidelines. Multidisciplinary care planning was used and residents signed their individual care plans.

Recommendations and areas for development

- 1. All bedrooms should be single occupancy.*
- 2. The service should have a localised complaints procedure displayed.*
- 3. There should be at least two registered psychiatric nurses (RPNs) on duty each day.*