



The **Regulation and
Quality Improvement
Authority**

RQIA

**Mental Health and Learning
Disability**

**Patient Experience
Interviews Report**

Inver 1, Holywell Hospital

**Northern Health & Social
Care Trust**

12 August 2014



informing and improving health and social care
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1.0 Introduction

The Regulation and Quality Improvement Authority (RQIA) is the independent body responsible for regulating and inspecting the quality and availability of Northern Ireland's health and social care services. RQIA was established under the Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, to drive improvements for everyone using health and social care services. The work undertaken by the Mental Health and Learning Disability team (MHLDD) is fundamentally underpinned by a human rights framework and the Human Rights Act (1998). Additionally, RQIA is designated as one of the four Northern Ireland bodies that form part of the UK's National Preventive Mechanism (NPM). RQIA undertake a programme of regular visits to places of detention in order to prevent torture and other cruel, inhuman or degrading treatment or punishment, upholding the organisation's commitment to the United Nations Optional Protocol to the Convention Against Torture (OPCAT).

1.1 Purpose of the visit

Patient Experience Interviews (PEIs) form an integral component of the RQIA inspection programme.

Aims

- To monitor the care and treatment of individuals detained under the Mental Health (Northern Ireland) Order 1986, taking specific cognisance of the individual's perception of their care;
- To monitor the care and treatment of any individual inpatients in MHLDD facilities, taking specific cognisance of the individual's perception of their care.
- To make relevant recommendations where required to improve the patient experience with line with the standards detailed in The Quality Standards for Health and Social Care (DHSSPSNI, 2006).

Objectives

- To engage and consult with patients and their advocates;
- To ensure that patients are afforded due respect for individual human rights;
- To monitor the context and environment within which care is provided;
- To monitor the quality and availability of care;
- To make appropriate recommendations for improvement and to highlight any issues of concern in line with the escalation policy;

- To provide feedback on concerns/issues raised
- To inform the annual inspection processes.

1.2 Methods/Process

Prior to the patient experience interview visit RQIA forwarded notification of the visit to the Trust; this allowed the patients and the ward an opportunity to prepare for the interviews.

On the day of the visit the inspector met with patients who had indicated that they wished to participate in the patient experience interviews. Discussions led by the patient, and semi-structured interviews were undertaken. The inspectors completed a direct observation of the ward using guidance from the Quality of Interaction Schedule (QUIS). Verbal feedback was provided to the ward manager at the conclusion of the visit.

Where required, relevant recommendations are made in a Quality Improvement Plan which accompanies the inspection report. Recommendations are made according to standards set out in the Department of Health, Social, Services and Public Safety; The Quality Standards for Health and Social Care; Supporting Good Governance and Best practice in the HPSS March 2006.

No recommendations were made following the patient experience interviews on this ward.

A copy of the interview questions is included at Appendix 1.

2.0 Ward profile

Trust/Name of Ward	Northern Health & Social Care Trust, Inver 1
Name of hospital/facility	Holywell Hospital
Address	60 Steeple Road Antrim BT41 2RJ
Telephone number	028 9446 5211
Person-in-charge on day of visit	Yvonne McElhinney
Email address	Yvonne.mcelhinney@northerntrust.hscni.net
Number of patients and occupancy level on days of visit	Six Beds Three Patients
Number of detained patients on day of inspection	Three
Number of patients who met with the inspector	Two
Date and type of last inspection	9 September 2013 Announced
Name of inspector	Audrey Woods

Inver 1 is a six bedded female ward in the main building on the Holywell Hospital site. The purpose of the ward is to provide assessment and treatment to patients who require acute inpatient psychiatric assessment and treatment in an intensive care environment.

The multidisciplinary team consists of a team of nursing staff and health care assistants, a consultant psychiatrist, a doctor, an occupational therapist and a social worker.

3.0 Outcomes of direct observation and patient interviews

Number of patients interviewed

Two patients chose to meet with the inspector on the day of the visit. No patient representatives chose to meet with the inspector on behalf of their relative. Both patients had been detained in accordance with the Mental Health (Northern Ireland) Order 1986.

Specific issues raised by patients

Patients were asked if they wished to discuss any particular aspect or concerns about their care and treatment.

No specific issues were raised by patients on the ward

Direct observation

Ward environment

On the day of the visit the inspector noted the ward environment to be calm and relaxed. The ward had leaflets available on how to make a complaint and the advocacy service. Information was also displayed to indicate who was on duty and the activities arranged for the day.

The ward had a large open planned lounge area which led out onto the garden which was well maintained with seating areas and flower beds. There were also another smaller lounge area, two visitor rooms, a clinical room, a ward office, and a room for storing patients' personal belongings which could be accessed on request. There was a six bedded bay area for patients to sleep which had individual screens to promote patient privacy.

Staff and patient interactions

On the day of the inspection the inspector observed positive interactions between staff and patients. Two of the patients had been out for coffee with the occupational therapist when the inspector had arrived and returned a short time afterwards. There was one patient on the ward who was receiving enhanced observation of 2:1. The inspector observed this patient becoming distressed. Staff effectively supported this patient and reduced their distress with appropriate communication and reassurance.

Communication between staff and patients was noted to be respectful, courteous and on first named basis. It was good to see staff encouraging patients to engage in discussion regarding their care and treatment on the ward.

Patient Interviews

Responses to questions 1-1d

The two patients interviewed by the inspector stated that they knew why they were in hospital and they were aware of what they were allowed to do on the ward. The two patients also reported that they knew the role of the Mental Health Review Tribunal. One patient reported that they had applied to the tribunal once and one patient stated they had a review date arranged.

Responses to questions 2- 2c

Both patients interviewed stated that they had been involved in their care and treatment and also had the opportunity to involve their family members if appropriate. One patient stated that the doctor had discussed their diagnosis with them but they had disagreed with the doctors opinion.

Responses to questions 3 - 3a

The two patients interviewed stated that they knew what an independent advocate was. One patient stated that they had seen the advocate on the ward and the other patient stated they did not feel that they needed to use this service.

Responses to questions 4 - 4b

Both patients interviewed stated they had experienced restraint on the ward. The patients reported that they had not been hurt, and that the reason for the use of restraint had been explained to them. One patient stated that they had refused to take their medication and had become "very unwell". The patient stated that they had been very emotional after the incident but were unhurt. One patient reported that they had been very aggressive prior to the use of restraint.

Responses to questions 5-5c

The two patients interviewed stated that they had experienced seclusion on the ward. One patient stated that the reason for this had been explained to them. The other patient reported that the reason for the use of seclusion had not been explained to them. The inspector reviewed care documentation in relation to this incident. There was evidence in the care documentation reviewed that the reasons for using seclusion had been discussed with the patient.

Both patients interviewed stated that they had not experienced enhanced observations.

Responses to question 6

One patient interviewed stated they felt safe on the ward. The other patient reported that they feel safe on the ward “sometimes”. This patient indicated that they sometimes feel frightened of other patients on the ward however they stated that they felt safe on the ward on the day of the interview.

Responses to questions 7-7b

Both patients interviewed stated that they had items removed from them on admission. The patients reported that the reason for this had been explained to them and that they could access these items when requested.

Responses to questions 8 - 8a

The two patients interviewed stated that they were allowed time off the ward and could access the garden area on the ward. The patients indicated that they can go for walks with nursing staff and they also go out with the occupational therapist for coffee.

Responses to questions 9 -9b

Both patients interviewed stated that they knew who to speak to if they were unhappy or something was wrong. The patients interviewed had both made a complaint. One patient was happy with the outcome; the other patient was waiting on the outcome of their complaint.

Responses to question 10

The two patients interviewed stated that they were happy with their overall treatment and care. They stated that the staff are “caring and kind” and that they are “keen to look after you when needed”.

Additional areas discussed during the visit

No additional issues were discussed

4.0 Conclusions

The inspector met with two of the three patients on Inver 1 Ward. Both patients were detained in accordance with the Mental Health (Northern Ireland) Order 1986. It was good to note the positive comments made by the patients regarding their care and treatment on the ward.

From the observations of the ward on the day of the Patient Experience Interviews, the inspector’s impression of the overall treatment and care on the ward was found to be in keeping with the five standards of respect, attitude, behaviour, communication privacy and dignity as referenced in the Department of health, Social Services and Public Safety; Improving the Patients & Client Experience, November 2008. Staff demonstrated respect in

all contacts with patients. Staff demonstrated positive attitudes towards patients. Staff demonstrated professional and considerate behaviour towards patients. Staff communicated in a way that was sensitive to the needs and preferences of patients. Staff protected the privacy and dignity of patients.

The inspector would like to thank the patients and staff for their cooperation throughout the interview processes.



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No requirements or recommendations resulted from the Patient Experience Interviews of **Inver 1, Holywell Hospital** which was undertaken on **12 August 2014** and I agree with the content of the report.

Please provide any additional comments or observations you may wish to make below:

[]

NAME OF REGISTERED MANAGER COMPLETING	[YVONNE MCELHINNEY]
NAME OF RESPONSIBLE PERSON / IDENTIFIED RESPONSIBLE PERSON APPROVING	[ANTHONY STEVENS]

Approved by: Audrey Woods	Date 21/10/14

Appendix 1 –

Patient Experience Interview Questionnaire



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PatientExperienceQu