



The **Regulation** and
Quality Improvement
Authority

RQIA

**Mental Health and Learning
Disability**

**Patient Experience
Interviews Report**

**Tobernaven Centre Ward,
Holywell Hospital**

**Northern Health and Social
Care Trust**

21 May 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 inspection 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 any patient (or in specific cases, their representative) who had indicated that they wished to meet with the inspector. Discussions led by the patient, and semi-structured interviews were undertaken. Verbal feedback was provided to the ward manager at the conclusion of the visit.

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

2.0 Ward profile

Trust/Name of Ward	Northern Health and Social Care Trust
Name of hospital/facility	Holywell Hospital
Address	60 Steeple Road, Antrim, BT41 2RJ
Telephone number	02894465211
Person-in-charge on day of visit	Deirdre Convery
Email address	Deirdre.convery@northerntrust.hscni.net
Number of patients and occupancy level on days of visit	14 bedded ward 13 patients admitted to the ward
Number of detained patients on day of inspection	Five detained patients
Number of patients who met with the inspector	Five
Date and type of last inspection	18 November 2013 Announced inspection
Name of inspector	Alan Guthrie

Tobernaven Centre is a 14 bedded acute admission ward on the Holywell hospital site. The purpose of the ward is to provide care and treatment to patients over the age of 65 who are suffering from mental health problems.

The multidisciplinary team consists of nursing staff, health care assistants, and a consultant psychiatrist.

3.0 Outcomes of interviews

Number of patients interviewed

Five patients chose to meet with the inspector of the day of the visit.

Three of the patients had been detained in accordance with the Mental Health Order (Northern Ireland) 1986.

Specific issues raised by patients/representatives

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

None of the patients who met with the inspector expressed a wish to discuss any particular aspect or concern about their care and treatment.

Responses to questions 1-1d

Three patients detailed that they knew why they were in hospital and stated that they understood what they were allowed and not allowed to do during their admission. One patient reported that they had not been informed as to why they were in hospital. During further discussion the patient explained that they had been given the opportunity to be involved in their treatment and care and that the nursing staff and doctor had spoken to them regarding their treatment and care. The inspector was satisfied that the patient had been kept informed as to why they were in hospital. The patient reported that they understood what they could and could not do whilst they were in hospital.

One patient presented was unable to provide an answer. The patient was receiving one to one intervention and a member of nursing staff remained with the patient at all times. The inspector observed the patient and noted appropriate and supportive interactions between the patient and their nurse.

Three patients had been admitted to hospital in accordance with the Mental Health (Northern Ireland) Order 1986. Two of these patients detailed that they knew what the Mental Health Tribunal was and this had been explained to them upon their admission. The remaining patient did not provide an answer.

Responses to questions 2- 2c

Four patients detailed that they had been given the opportunity to be involved in their treatment and care and they had been able to involve their families. One patient did not provide an answer regarding involvement in their treatment and care but did reflect that they had been able to involve their family. Patients reported that their doctor and members of the nursing staff had informed them about their treatment and care plans and had also discussed medication.

Responses to questions 3 & 3a

Two patients detailed that they did not know what an advocate was and three patients did not provide an answer. The inspector discussed the availability of an advocacy service within the ward with the ward manager. The manager detailed that advocacy services were available and patients could request advocacy support as required. The inspector noted that information regarding the ward's advocate was available on the ward's notice board and also discussed in the patient information booklet.

Responses to questions 4 - 4b

Four of the patients who met with the inspector reported that they had not been restrained during their stay in the Tobernaveen Centre ward. One patient detailed that they had previously had their arms held whilst being escorted back to the ward by staff. The patient reflected that they had not been hurt and that staff had been supportive. The patient stated that staff had explained the reason why they had used restraint techniques.

Responses to questions 5-5c

Four patients reported that they had not experienced being secluded on the ward. One patient reported that they had experienced being secluded. The patient stated that the reason for this was explained to them. The patient relayed no concerns regarding the staff team and described staff as "...very nice" and as having been "...very well cared for".

Responses to question 6

Four of the patients stated that they felt safe on the ward. Patients were complementary regarding their interactions with staff and their experiences of the ward environment. One patient did not provide an answer.

Responses to questions 7-7b

Two patients detailed that personal items had been removed from them during their stay on the ward. Items removed included a mobile phone and over the counter medication. Both patients informed the inspector that the reasons their items were removed had been explained to them. The patient who had their phone removed from them detailed that they could access their phone as required.

Responses to questions 8 & 8a

Patients reported no difficulties or concerns regarding the ability to access time off the ward. The ward's courtyard area was accessible from the main corridor and patients' stated they could access the courtyard as required.

Responses to questions 9 - 9b

Four patients stated that they knew who to tell if something was wrong or making them unhappy. One patient explained that they had previously told staff about an issue with which they were not happy. The patient informed the inspector that they had been satisfied with the staff response. One patient did not provide an answer.

Responses to question 10

Four patients detailed that they were satisfied with the quality of the care and treatment they had received. Patient comments included:

“I’m receiving treatment...staff are very nice”;

“It’s a good facility and staff are very warm”;

“Staff are fair enough”;

“They’re very good...very pleasant”;

“Care that staff provide is good”.

One patient did not provide an answer.

Additional areas discussed during the visit

One of the patients who met with the inspector was in their late twenties. The patient explained that they had been informed that they would be transferred to another ward in the near future and their admission to Tobernaveen Centre was temporary. The patient explained that they felt it was more appropriate that they be transferred from Tobernaveen Centre and to a ward more suitable to their age group.

The inspector discussed this with the ward manager. The manager detailed that the ward occasionally provides care to people under the age of 65, to assist other admission wards when there was a shortage of beds available on the admission wards for patients under 65. The inspector was informed that admissions to the ward of people under the age of 65 was a short term measure to alleviate bed pressures when demand exceeds supply and ensure patient safety.

4.0 Conclusions

The inspector met with five of the 13 patients who were on the Tobernaveen Centre ward on the day of the interviews. Four of the patients presented as relaxed and at ease and they detailed general overall satisfaction with how they had been treated within the facility. One patient was quite unwell and was receiving continuous support from a member of the nursing team. The inspector observed the patient throughout the interview and noted that the patient was receiving appropriate care and support from their nurse.

Patients reported positively when asked about their satisfaction with the quality of care they received within the ward. It was also positive to note patient comments regarding their opinion of the ward staff.

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 **Tobernaven Centre, Holywell Hospital** which was undertaken on **21 May 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	[DEIRDRE CONVERY]
NAME OF RESPONSIBLE PERSON / IDENTIFIED RESPONSIBLE PERSON APPROVING	[LARRY O'NEILL]

Approved by:	Date
Alan Guthrie	1 August 2014



Patient Experience Questionnaire

	Trust	Hospital	Ward		
Facility Details:	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>		
Date of Interview:	<input style="width: 100%;" type="text"/>	Carried out by		<input style="width: 100%;" type="text"/>	
Patient Type:	Detained <input type="checkbox"/>	Voluntary <input type="checkbox"/>	Patient Age:		Adult <input type="checkbox"/>
					Child <input type="checkbox"/>
Patient Accompanied?	Conducted on behalf of patient <input type="checkbox"/>	Unaccompanied <input type="checkbox"/>	NoK <input type="checkbox"/>	Advocate <input type="checkbox"/>	Other <input type="checkbox"/>
					<i>If Other, please state status</i> <input style="width: 100%;" type="text"/>

Begin with a preliminary introduction to patient and explanation of reasons for questionnaire

	Yes	No	No Answer	N/A	Notes <i>(for use during interview only)</i>
1 Do you know why you are here in this hospital?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input style="width: 100%; height: 100%;" type="text"/>
1a Do you know what you are allowed to do?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
1b Do you know what you are <u>not</u> allowed to do?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
1c Do you have anything that you would like to talk to us about?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

Please explain:

	Yes	No	No Answer	N/A	Notes (for use during interview only)
1d Do you know what the Mental Health Review Tribunal is?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2 Have you been given the opportunity to be involved in your care and support?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2a Have you been able to involve your family in your care and support?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2b Has anyone spoken to you about your condition/illness or disability?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2c Has your doctor or nurse discussed your medication with you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3 Do you know what an advocate is?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3a Has anyone helped you by speaking on your behalf?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4 Have you ever been restrained (Held-down, arms held)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<u>Only ask if applicable:</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4a <i>Have you ever been hurt during this?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4b <i>Was the reasons for being held down explained to you after the incident?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<i>Please explain:</i>					

	Yes	No	No Answer	N/A	Notes (for use during interview only)
5 Were you ever forced or put into a room on your own?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<u>Only ask if applicable:</u>					
5a Was the reason for being put into a room on your own explained to you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5b Did you ever have a member of staff stay with you all the time night and day to make sure you were OK?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<u>Only ask if applicable:</u>					
5c Was the reason for this explained to you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6 Do you feel safe on this ward?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
7 Was anything taken off you on admission (money, cigarettes, phone, lighter, laptop, medication, dangerous objects)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<u>Only ask if applicable:</u>					
7a Did the staff explain to you why these were taken off you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7b Can you get these items if you want them?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8a Are you allowed time off the ward?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8b Can you access the garden/courtyard etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9 If something is wrong and making you unhappy do you know who to tell to get it sorted?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9a Have you ever told someone that something was wrong?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<u>Only ask if applicable:</u>					
9b Were you happy how it was sorted out?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

AREA FOR DISCUSSION	DESCRIPTION OF ISSUE
Delayed discharge	
Restrictive practices/safeguarding	
Care planning/MDT	
Access to services/Advocacy	
Problems with other patients	
Personal belongings	
Meals and menu choices	
Complaints	
Facilities and Maintenance	