



The **Regulation** and  
**Quality Improvement**  
Authority

**RQIA**

**Mental Health and Learning  
Disability**

**Patient Experience Interviews  
Report**

**Six Mile Ward, Muckamore  
Abbey Hospital**

**Belfast Health & Social Care  
Trust**

**7 and 8 May 2014**



informing and improving health and social care  
[www.rqia.org.uk](http://www.rqia.org.uk)

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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 of MHLDD Programme of Care-**

- 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.

#### **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 inspectors 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.

When required, relevant recommendations are made in a Quality Improvement Plan which accompanies this report.

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

## 2.0 Ward profile

Trust/Name of Ward	Belfast Health & Social Care Trust
Name of hospital/facility	Six Mile Ward & Treatment Unit, Muckamore Abbey Hospital
Address	1 Abbey Road Antrim BT41 4SH
Telephone number	(028) 9446 3333
Person-in-charge on day of visit	Dessie McAuley
Email address	Dessie.mcauley@belfasttrust.hscni.net
Number of patients and occupancy level on days of visit	The inspector met with five patients on the 7 May 2014 and six patients on the 8 May 2014. The ward was commissioned for 18 beds and was at full occupancy.
Number of detained patients on day of inspection	10
Number of patients who met with the inspector	10 including seven patients who were detained.
Date and type of last inspection	Announced inspection completed on the 29 and 30 October 2013
Name of inspector	Alan Guthrie

The Six Mile ward is the regional low secure unit providing treatment and care for male patients who have a learning disability and have had previous contact with forensic services. At the time of the inspection the ward had 23 beds of which 18 were commissioned for use. The ward was separated into two units. The assessment unit had seven beds and was used for patients newly admitted to the ward and the treatment unit had 16 beds and was used to provide patients with treatment interventions.

### **3.0 Outcomes of interviews**

#### **Number of patients interviewed**

Ten patients chose to meet with the inspector during the visit. Seven of these patients were detained in accordance with the Mental Health Order (NI) 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.

Two patients raised concerns regarding their care and treatment within the hospital. The first concern related to the hospital's use of a therapeutic wages scheme. The patient explained that it had been his experience that some patients were given wages for therapeutic work they completed, within the hospital, and others were not. The inspector discussed the patient's concern with the ward manager and the business and service improvement manager. The inspector was informed that the scheme had been introduced a number of years ago and was in the process of being phased out. Subsequently, some patients continued to receive therapeutic wages and others did not. A recommendation to review the purpose and use of therapeutic wages has been made.

The second concern related to the ward's menu and the variety of meals served at tea/dinner time. The inspector discussed this with the patient and the ward manager. The inspector noted that the ward's menu contained a variety of meals from which patients could choose. Further discussion with the patient revealed that he only enjoyed certain meals. The patient reported that from the variety of meals available he would only eat four of the meals on a regular basis as he did not enjoy the other choices.

After reviewing the ward's menu and having discussed the patient's concerns with the ward manager the inspector was satisfied that the choice of meals available alongside the daily provision of sandwiches and soup was appropriate.

#### **Responses to questions 1-1d**

Each of the 10 patients who met with the inspector detailed that they knew why they were in hospital and what they were allowed and not allowed to do. Patients relayed that they understood the purpose and role of the Mental Health Review Tribunal.

#### **Responses to questions 2- 2c**

Patients relayed that they had been given the opportunity to be involved in their care and support. Patients detailed no concerns regarding their ability to

involve their family in their treatment and care. Patients' described their contact with medical and nursing staff as helpful and supportive. Patient's comments regarding their relationships with staff included:

"Staffs decent";

"Staff are being helpful. They are trying to support me as best they can";

"Staff have been very supportive. I have no issues";

"Staff don't judge me...staff have always helped me".

### **Responses to questions 3 & 3a**

All of the patients who met with the inspector detailed that they had access to an independent advocate, knew what an advocate was and that they could contact their advocate as required. One patient reflected that his advocate was "...good and he helped me". Each patient reflected appropriate understanding of the role and purpose of their advocate.

### **Responses to questions 4 - 4b**

Patients informed the inspector that they had never experienced the use of restraint, been held down or had their arms held, during their treatment in the Six Mile ward.

### **Responses to questions 5-5c**

Two patients who met with the inspector reported that they had been placed into a room on their own during their stay in the Six Mile ward. Both patients stated that this had happened in the early stages of their admission and they understood why staff had used this intervention. The patients' reported that staff had explained the reasons for using isolation. Neither patient expressed any concern regarding the treatment and care they had received whilst being isolated to their rooms

Three patients explained that they had experienced a staff member staying with them all the time night and day. Each patient detailed that the staff member had explained the reason for this. Patients reported no concerns regarding the treatment and care they had received during close observations.

### **Responses to question 6**

Nine patients reported that they felt safe on the ward. One patient detailed that "...sometimes I feel safe and sometimes I don't". The inspector discussed the patient's concerns in detail. The patient relayed that their concerns

related to changing dynamics and relationships within the ward. The patient explained that they had fallen out with another patient and this had been difficult to manage. The patient reflected that staff had helped him to deal with this and staff had remained reassuring and supportive.

### **Responses to questions 7-7b**

Four patients reported that no items had been removed from them during their stay in the ward. Six patients reported that items had been removed. On further review of each patient's circumstances the inspector noted that items such as mobile phones, razors and lighters had been removed. The inspector reviewed one patient file and found that the patient's care plan clearly stated the reasons why items had been removed. The care plan had been completed in accordance to deprivation of liberty standards (DOLS) guidelines and the patient had signed the plan. Patients who met with the inspector confirmed that they had signed their care plans and the reasons items had been removed from them had been explained. Patients detailed that they could access removed items as required and upon request to staff.

The ward imposed blanket restrictions in relation to the removal of patient mobile phones and a number of doors within the ward remained locked. The use of blanket restrictions was reflected in patient care plans and detailed in the ward's patient information booklet.

### **Responses to questions 8 & 8a**

Each of the patients who met with the inspector detailed that they were allowed time off the ward and that they could access the ward's garden as required.

### **Responses to questions 9 -9b**

Patients reported no concerns regarding their ability to speak with staff or to report any concerns they might have. The inspector noted positive responses from patients regarding their contact and communication with staff.

### **Responses to question 10.**

Patient comments regarding their overall treatment in the Six Mile ward included:

"Good...its helped me get on the right track";



“Care and treatment are very good...staff are very good”;

“Good”;

“Very good...happy enough”;

“Care and treatment...alright”;

“Far too many female staff...everything else is fine”;

“Alright”;

“Not enough staff on the ward because of the levels (observation) can’t always get out”;

#### **Additional areas discussed during the visit**

The inspector noted no additional concerns during the inspection.

## **4.0 Conclusions**

The inspector met with ten of the 18 patients who were admitted to the Six Mile ward. Patients detailed general overall satisfaction with how they had been treated within the facility. It was positive to note patient comments regarding their overall treatment and care within Six Mile. Patients also reflected that their relationships with staff were good.

Patients reported no use of restraint and appropriate use of close supervision and observation. Each patient explained that they had been involved in their care plan and understood the reasons why they were in hospital. Patients relayed appropriate understanding and knowledge of the ward’s rules and the role of the ward’s advocates.

One patient expressed a concern that he was unable to avail of the Hospital’s therapeutic wages scheme. The inspector discussed this with the ward manager and the business and service improvement manager and a recommendation that the Hospital reviews the use of therapeutic wages has been made.

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



## Patient Experience Questionnaire

	<b>Trust</b>	<b>Hospital</b>	<b>Ward</b>		
<b>Facility Details:</b>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>		
<b>Date of Interview:</b>	<input style="width: 100%;" type="text"/>	<b>Carried out by</b>		<input style="width: 100%;" type="text"/>	
<b>Patient Type:</b>	<b>Detained</b> <input type="checkbox"/>	<b>Voluntary</b> <input type="checkbox"/>	<b>Patient Age:</b>		<b>Adult</b> <input type="checkbox"/>
					<b>Child</b> <input type="checkbox"/>
<b>Patient Accompanied?</b>	<b>Conducted on behalf of patient</b> <input type="checkbox"/>	<b>Unaccompanied</b> <input type="checkbox"/>	<b>NoK</b> <input type="checkbox"/>	<b>Advocate</b> <input type="checkbox"/>	<b>Other</b> <input type="checkbox"/>
					<i>If Other, please state status</i> <input style="width: 100%; height: 20px;" type="text"/>

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

	Yes	No	No Answer	N/A	<b>Notes</b> <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: 150px;" 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? <u>Only ask if applicable:</u> 5a <i>Was the reason for being put into a room on your own explained to you?</i>	<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? <u>Only ask if applicable:</u> 5c <i>Was the reason for this explained to you?</i>	<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)? <u>Only ask if applicable:</u> 7a <i>Did the staff explain to you why these were taken off you?</i> 7b <i>Can you get these items if you want them?</i>	<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? 9a Have you ever told someone that something was wrong? <u>Only ask if applicable:</u> 9b <i>Were you happy how it was sorted out?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10 Overall are you satisfied with the quality of your care and treatment as a patient?	<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	



# **Patient Experience Interview Recommendations**

## **Quality Improvement Plan**

**Six Mile Ward & Treatment Unit, Muckamore Abbey Hospital**

**7 and 8 May 2014**

The issue(s) identified and recommendations made during the patient experience interviews were discussed with the ward manager at the conclusion of the visit. The timescales for completion commence from the date of the visit. The progress made in the implementation of these recommendations will be evaluated at the next inspection visit.

## Recommendations

No.	Recommendation	Reference	Number of times stated	Details of action to be taken by ward/trust	Timescale
1.	It is recommended that theHospital's senior management team review the therapeutic wages initiative and inform RQIA of the outcome of their review.	7.3 (a), page 20	1	A review of all patients in receipt of therapeutic earnings to be completed by Operations Manager, Business Manager and Senior Social Worker. Summary of findings including recommendations to be presented to the Hospital Core Management Team.	31 July 2014

<b>NAME OF WARD MANAGER COMPLETING QIP</b>	[ Dessie McAuley ]
<b>NAME OF CHIEF EXECUTIVE / IDENTIFIED RESPONSIBLE PERSON APPROVING QIP</b>	[ Colin donaghy ]

<b>Inspector assessment of returned QIP</b>				<b>Inspector</b>	<b>Date</b>
		<b>Yes</b>	<b>No</b>		
A.	Patient Experience Interview Recommendations to Ward Manager response assessed by inspector as acceptable	✓		Alan Guthrie	<b>27 June 2014</b>



B.	Further information requested from provider				
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