

**RQIA**

**Mental Health and Learning  
Disability**

**Patient Experience  
Interviews Report**

**Rosebrook PICU, Craigavon  
Area Hospital**

**Southern Health & Social  
Care Trust**

**28 July 2014**

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Appendix 1: Patient Experience Interview Questionnaire

## **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 inspector 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.

One recommendation was made following the patient experience interviews on this ward.

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

## 2.0 Ward profile

Trust/Name of Ward	Southern Health & Social Care Trust, Rosebrook PICU
Name of hospital/facility	Craigavon Area Hospital
Address	68 Lurgan Road Portadown BT63 5QQ
Telephone number	028 3833 4444
Person-in-charge on day of visit	Wendy Kelly
Email address	<a href="mailto:Wendykelly@southerntrust.hscni.net">Wendykelly@southerntrust.hscni.net</a>
Number of patients and occupancy level on days of visit	10 Bedded ward 8 Patients
Number of detained patients on day of inspection	Eight
Number of patients who met with the inspector	Five
Date and type of last inspection	N/A
Name of inspector	Audrey Woods

Rosebrook is a psychiatric intensive care unit (PICU) for adult mental health patients. The ward provides a low secure, mixed gender environment for patients in the Southern Trust catchment area. The inpatient psychiatric intensive care service was relocated from ward 3, St Luke's Hospital site, Armagh to Rosebrook on the Craigavon Area Hospital site in June 2014.

The ward is supported by a multi-disciplinary team that includes a consultant psychiatrist, nursing staff, an occupational therapist, a social worker and advocacy service.

### **3.0 Outcomes of interviews**

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

Five patients chose to meet with the inspector on the day of the visit. All five patients had been detained in accordance with the Mental Health (Northern Ireland) Order 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.

One patient raised concerns regarding the food on the ward as they wanted to eat organic produce. This was discussed with the nurse in charge who advised that this patient had access to the local supermarket three times a day for a half hour and had been able to purchase organic food in this shop.

#### **Ward environment**

On the day of the inspection the Rosebrook ward was bright, clean and clutter free. The inspector found the atmosphere to be relaxed and welcoming. Patients had their own bedroom with en suite facilities. There was a training kitchen on the ward, a large lounge area and a smaller quiet room. The ward also had a pool table and exercise bicycle. Patients were observed moving freely throughout the ward. Patients could access a large well maintained garden and there was also an outside sheltered area where patients could play pool.

#### **Staff and patient interactions**

During the inspection the inspector noted the staff were moving throughout the ward and communication between staff and patients was open and on a first named basis. Patients presented as being at ease with their surroundings and the atmosphere within the ward was calm. Patients were observed playing pool with staff members. The inspector noted staff to be respectful and courteous and encouraged patients to engage in discussion regarding their experience of the ward.

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

All five of the patients interviewed detailed that they knew why they were in the ward. Three of the five patients stated they understood what they were allowed and not allowed to do. Two patients reported that they did not know what they were allowed to do on the ward. This was discussed with the nurse in charge who advised that this information was contained within the information booklet which patients receive on admission to the ward. The nurse in charge agreed to go revisit this area with the two patients

All of the five patients interviewed were detained in accordance with the Mental Health (Northern Ireland) Order 1986. Four of these patients stated

that they understood the purpose and role of the Mental Health Review Tribunal. One patient stated that the role of the Mental Health Review Tribunal was not explained to them. The inspector discussed this with the nurse in charge who explained that this information would have been explained to the patient upon their admission. The nurse in charge also explained that information regarding the tribunal was available in the patient information booklet. The inspector reviewed the patients care documentation and could not see any evidence recorded that the patient was advised of their rights. The ward manager agreed to revisit this with the patient.

A recommendation has been made in relation to this.

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

All of the patients interviewed stated they had been given the opportunity to be involved in their care and treatment and they had been able to involve their families when appropriate. The patients also reported that their doctor and nursing staff had discussed their medication and their condition with them.

### **Responses to questions 3 - 3a**

All of the patients interviewed stated they understood the role of an advocate. Four patients stated they had not used this service and one patient stated they had used the service and felt that the advocate had been a good support for them.

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

All five of the patients interviewed reported they had not been restrained during their admission to the ward.

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

Three of the five patients interviewed stated they had never been put into a room on their own (seclusion). Two patients stated they had been put into a room on their own and the reason for this had been explained to them. Both patients had no concerns regarding how staff had managed this.

Four of the five patients interviewed stated they had not experienced having a member of staff stay with them all the time day and night (enhanced observations). One patient reported that they had experienced enhanced observations. The patient advised that the reasons for this had been explained to them.

### **Responses to question 6**

Four of the five patients stated that they felt safe on the ward. One patient advised that they did not feel safe on the ward as there was “too much violence”. When this was discussed further with the patient they were unable to share any specific incident or event which made them feel unsafe or

episodes of 'violence' on the ward. The ward manager agreed to revisit this area with the patient.

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

All of the patients interviewed stated they had items removed from them on their admission to the ward. Four of the five patients stated the reasons for items being retained by the ward had been explained to them. One patient stated this was not explained to them. This was discussed with the nurse in charge who advised that information in relation to this was in the ward booklet which the patient had received. The nurse in charge agreed to discuss this again with the patient.

Four of the five patients reported that they could access their property upon request. One patient stated they were unable to get one item on request. This was discussed with the nurse in charge who advised that this was explained to the patient and due to the current level of risk assessed. The nurse in charge agreed to discuss this again with the patient.

### **Responses to questions 8 - 8a**

Four of the five patients who met with the inspector stated they were allowed time off the ward. One patient stated they were not allowed time off the ward as they had "absconded". All five patients stated that they could access the garden area as required.

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

All of the patients interviewed stated they knew who to speak to if something was wrong and making them unhappy. Two of the five patients stated they never had any reason to complain and three patients stated that when they did complain they were happy with how their complaint was dealt with.

### **Responses to question 10**

Patient comments regarding their overall care and treatment in the Rosebrook ward were positive. Patients reported that:

"Relaxing, really good, like being in the big brother house",

"Staff are brilliant, perfect",

"Really, really good",

"Very, lovely ward I would like a home like this",

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

No additional areas were discussed



#### **4.0 Conclusions**

The inspector met with five of the eight patients who were on Rosebrook ward. All five patients interviewed had been detained in accordance with the Mental Health (Northern Ireland) Order 1986. It was good to note the positive comments made by patients regarding their experiences of the ward and their view of their treatment and care

From the observations of the ward on the day of the Patient Experience Interviews, the inspectors' 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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The Regulation and  
Quality Improvement  
Authority

## **Patient Experience Interview Recommendations**

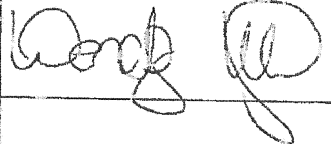

**Rosebrook PICU, Craigavon Area Hospital**


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The issue(s) identified and recommendations made during the patient experience interviews were discussed with the nurse in charge 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 the ward manager ensures that staff consistently explain the detention process to patients and that this is documented explicitly in case notes.	5.3.3 (a) 6.3.2 (b)	1	<p>The Ward Manager will ensure that staff explain the detention process to patients and that their Care Plan is updated to reflect this.</p> <p>The Ward Social Worker is currently off sick however we hope on her return that the detention process explanation will also be explained to the patients by her as has been the process prior to her absence.</p>	<b>1 September 2014</b>

NAME OF WARD MANAGER COMPLETING QIP	Wendy Kelly 
NAME OF CHIEF EXECUTIVE / IDENTIFIED RESPONSIBLE PERSON APPROVING QIP	

Inspector assessment of returned QIP				Inspector	Date
		Yes	No		
		✓		A WOODS.	10/11/14

A.	Patient Experience Interview Recommendations to Ward Manager response assessed by inspector as acceptable				
B.	Further information requested from provider				