

RQIA

**Mental Health and Learning
Disability**

**Patient Experience
Interviews Report**

Oak A

**Tyrone & Fermanagh
Hospital**

**Western Health & Social
Care Trust**

22 July 2014

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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 this occasion no patients wished to meet with the inspector to participate in the patient experience interviews. 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 that 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.

There were no recommendations 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	Western Health & Social Care Trust
Name of hospital/facility	Oak A Tyrone & Fermanagh Hospital
Address	1 Donaghane Road Omagh Co. Tyrone BT79 0NS
Telephone number	Main Hospital: 02882833100 Oak A Ward: 02882835757
Person-in-charge on day of visit	James Stewart
Email address	Robert.stewart@westerntrust.hscni.net
Number of patients and occupancy level on days of visit	10 (Fully occupied)
Number of detained patients on day of inspection	One
Number of patients who met with the inspector	None
Date and type of last inspection	12 August 2013
Name of inspector	Audrey Woods

Oak A is a ten bedded mixed gender ward on the Tyrone and Fermanagh Hospital site. The purpose of the ward is to provide assessment and treatment to patients over the age of 65 with a functional mental illness who require acute inpatient assessment and treatment. On the day of inspection there was one patient detained in accordance with the Mental Health (NI) Order 1986.

Oak A is one of two wards in the same building (Oak A and Oak B). Oak A and Oak B share an entrance area, clinical room, storage rooms, kitchen and servery.

The multidisciplinary team consists of a team of nursing staff and health care assistants, two consultant psychiatrists, a clinical psychologist and an occupational therapist. The ward also has an activity nurse who shared their time (five sessions a week) between Oak A and Oak B. On the day of the inspection there were no patients on enhanced observations.

3.0 Outcomes of direct observation in the unit

Ward environment

On the day of the inspection the ward was welcoming, calm, well lit and bright. There was clear signage in place on entry to the ward. The ward appeared well maintained, clean and clutter free. Patients sleeping areas consisted of two four bedded areas with one bathroom and two single rooms with en suites. Each bed area in the four bedded bay was divided by a wardrobe and dressing table to enhance patient privacy.

There were three lounge areas for patients to use. One of the rooms had a television; the other two rooms were used as quiet areas for patients to relax. One of these rooms was also used by the occupational therapist to facilitate group activities. There was a nursing station centrally positioned on the ward. Patients on the ward could access the garden area freely throughout the day. This area was well maintained with flowers pots, a smoking shelter and seated areas for patients.

The ward had information displayed on who was on duty, the advocacy service and information on how to make a complaint. There was also information on the occupational therapy activities available each day.

Staff and patient interactions

The inspector noted positive interactions between staff and patients on the day of the visit. The inspector observed an activity session facilitated by the occupational therapist and supported by two members of nursing staff. The first session was a short music session whereby the patients had to identify music. One of the patients became unwell before the session began. The staff on duty discretely assisted this patient to ensure their comfort while promoting the patients dignity. Interactions between the patient and the staff were warm, caring and friendly. Patients appeared to enjoy the music session with plenty of joking and laughing evident throughout the session while patients tried to identify old music. One patient became distressed during this session. It was good to note staff using distraction techniques and reassuring the patient so that the patient began to enjoy the session and stayed to the end.

The inspector also observed patients participating in an armchair exercise session and a word search game facilitated by the occupational therapist and supported by two members of nursing staff. It was good to note that patients participated fully in both activities. Patients were able to follow the instructions from the occupational therapist and appeared to enjoy the activities. Throughout the sessions the inspector observed the staff interacting with patients and encouraging patients to participate in the activity. The staff actively encouraged patients to engage in each session.

Staff assisted patients to the dining room after the activity session. The inspector noted that staff communicated throughout this transition with patients orientating patients to place and time. It was evident that staff were

familiar with each individual patient's needs and preferences. The inspector observed staff joking with patients and talking to them about family members who would be calling to visit them later in the day. The inspector had a short informal discussion with one patient who was attending the activity session. This patient said the food was "very good" on the ward and that the staff were "lovely".

4.0 Conclusions

Oak A is a ten bedded mixed gender ward on the Tyrone and Fermanagh Hospital site. The purpose of the ward is to provide assessment and treatment to patients over the age of 65 with a functional mental illness who require acute inpatient assessment and treatment.

Direct observations were used on the ward during the visit as none of the patients wanted to meet with the inspector on the day of the patient experience interview.

There were no recommendations made following the direct observations on this ward.

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.



The Regulation and
Quality Improvement
Authority

No requirements or recommendations resulted from the Patient Experience Interviews of **Oak A, Tyrone & Fermanagh Hospital** which was undertaken on **22 July 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	JAMES STEWART.
NAME OF RESPONSIBLE PERSON / IDENTIFIED RESPONSIBLE PERSON APPROVING	<i>Eaine Hay</i>

Approved by: <i>CHW</i>	Date
	<i>21/10/14.</i>