

Review Details

Facility/Unit	Killead, Muckamore Abbey Hospital
Date of Review	29/11/11
Mental Health Officer Conducting Review	Audrey Murphy

Introduction**Background**

The Regulation and Quality Improvement Authority (RQIA) is a non-departmental public body, established with powers granted under the Health and Personal Social Services (Quality, improvement and Regulation) (Northern Ireland) Order 2003. We are responsible for assessing and reporting on the availability and quality of health and social care services in Northern Ireland and encouraging improvements in the quality of those services.

One of the functions of the RQIA is to monitor the operation of the Mental Health (Northern Ireland) Order 1986 (the Order).

Under Article 86 (2) of the Order, the RQIA has a remit to examine and monitor the specific care and treatment of individuals detained in hospitals. To fulfil this remit, the RQIA invited service users, detained under the Order to meet with representatives of the RQIA to talk about their experience of detention, care and treatment.

The RQIA's status as a National Preventative Mechanism under the Optional Protocol to the Convention Against Torture is supported and strengthened by this type of inspection process.

Aim of Reviews:

- 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.

Objectives:

- To engage and consult with service users 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 fulfil RQIA's statutory responsibility as a National Mechanism under the Optional Protocol to the Convention Against Torture.
- To inform the thematic approach to future inspection activity.

Methodology of Review

Patients were notified in advance of the visit as posters and leaflets were distributed to wards in advance.

Patients provided information by answering questions from a pre-designed questionnaire developed for the purpose of the Patient Experience Review by the Mental Health and Learning Team. Patients were also given the opportunity to discuss any other issues they felt were relevant to this meeting. The content of the questionnaire was shared with both patients and staff.

The meeting with the participants was carried out in a private interview room and none of these patients were accompanied. Patients were asked a number of questions relating to their experiences as the detention process in relation to the human rights theme of protection.

All patients were thanked for taking part and an explanation of the purpose of the meeting was provided. The role and function of RQIA was discussed and the process of how RQIA intended to feedback the information to the ward staff and patients. Consent and confidentiality were assured.

Feedback in relation to issues raised by patients was provided to the nurse in charge of the ward following the interviews.

1 Facility Details

Ward	Killead
Hospital	Muckamore Abbey Hospital
Function	Challenging Behaviour, male
Date of Previous Review	8 and 9 July 2010
Manager Name	Assumpta Cullinan
Address Details	Muckamore Abbey Hospital, 1 Abbey Road, Antrim
Email Address	N/A
Phone number	028 94 463333

2 Facility Profile on Day

Number of patients on the ward on day of the PER and capacity	24, fully occupied
Number of detained patients on the ward:	6
Number of voluntary patients on the ward:	18
Number of detained patients interviewed	5
Number of voluntary patients interviewed	0

3 Highlights from User Feedback

Five detained patients participated in the patient experience review and all five were interviewed in private on the ward.

Two patients stated that they didn't always feel safe on the ward and both indicated that the behaviours of other patients made them feel unsafe.

Both patients also indicated that staff had interviewed them following assaults by other patients and that "yellow forms" had been filled in and PSNI had interviewed them also.

Both patients indicated they were satisfied with the action taken following these assaults.

None of the patients reported receiving close observations while on the ward and three reported having experienced physical interventions.

A number of patients described restrictions placed on them while on the ward; these included not being able to leave the hospital site, not being able to access mobile phones. One patient advised that they had raised some of these issues with the independent advocate.

All of the patients described the arrangements for accessing their money and none of the patients reported any concerns about access to their money or about how their money was spent.

Some of the patients reported having a key for their bedroom door while two patients stated they had no key and would be concerned that other patients may access their belongings.

Only one patient was able to describe their understanding and awareness of the arrangements for patients who wished to access information relating to them.

All of the patients had received information about the Mental Health Review Tribunal and a number of patients had appealed their detention.

4 Positive Experiences

- All of the patients had received information about the Mental Health Review Tribunal.
- One patient commented: "This is a good ward; the door is open, I can come and go".
- Several patients stated they were aware of the independent advocacy service and had engaged with this service.

5 Recommendations

- It is recommended that all patients are provided with a key for their bedroom door and where this is not possible or practical, that arrangements are in place to adequately secure patients' property on the ward.
- It is recommended that patients' access to their mobile phones is reviewed and that individual risk assessments reflect any restrictions placed on patients accessing their mobile phones.
- It is recommended that all patients are provided with information in relation to the ward's arrangements for accessing information held about them.

6 Escalation Issues and Action taken

N/A

7 Conclusion

RQIA would like to thank the patients and nursing staff for their full cooperation and assistance in the Patient Experience Review process.

Please contact the Mental Health and Learning Disability Team in RQIA on 028 90517530 if you have any comments.