

RQIA

**Mental Health and Learning
Disability**

**Patient Experience
Interviews Report**

**Oldstone Ward, Muckamore
Abbey Hospital**

**Belfast Health & Social Care
Trust**

7 May 2014

Table of Contents

1.0	Introduction	3
1.1	Purpose of the inspection	3
1.2	Methods/process	4
2.0	Ward Profile	5
3.0	Outcomes of interviews	6
4.0	Conclusion	10
	Appendix 1 : Patient Experience Interview Questionnaire	11

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 (MHLDT) 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 MHLDT 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 MHLDT 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	Oldstone Ward, Muckamore Abbey Hospital
Address	1 Abbey Road Antrim BT41 4SH
Telephone number	(028) 9446 3333
Person-in-charge on day of visit	Linda Macartney
Email address	Linda.macartney
Number of patients and occupancy level on days of visit	12
Number of detained patients on day of inspection	4
Number of patients who met with the inspector	9
Date and type of last inspection	Announced, 22 & 23 July 2013
Name of inspector	Alan Guthrie

Oldstone ward is comprised of six houses, combining bungalow and two storey semi-detached accommodation. Each house and bungalow offers a telephone facility and a locked drug storage unit. Each patient has a separate bedroom and safe for their personal use. Bedrooms are decorated to patients' individual preference. There are gardens to the front and back of each house. One of the semi-detached houses is used as the ward office.

The Oldstone ward currently provides care and treatment for male and female patients with a learning disability who require differing levels of support to help meet their personal and social care needs. On the day of the inspection the ward was caring for 14 patients. Four patients were detained in accordance to the Mental Health (NI) Order 1986 (MHO). The inspector was informed that the ward was scheduled to close later this year.

3.0 Outcomes of interviews

Number of patients interviewed

Nine patients chose to meet with the inspector of the day of the visit three of these patients had been 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.

Four of the patients detailed that they had concerns regarding the forthcoming closure of the Oldstone ward. Patient concerns centred on their fears for the future and the proposed plans for resettlement in the community. Each patient relayed that they had been informed of their individual discharge plan and that they had been able to discuss their concerns with staff and their advocate. Patients reported that they had heard the ward would be closing in September 2014. Patients also detailed:

“I don’t want to move”;

“If I walk out (from my new home) after three months I can’t come back to hospital”;

“I don’t think the Trust had a set plan”;

“Really going to miss Oldstone...very bad”;

“Don’t close the place”.

Responses to questions 1-1d

Three patients reported that they did not know what they were allowed to do whilst living in Oldstone. On further exploration of each of these patient’s daily routine, likes, dislikes and hobbies the inspector was assured that patients were appropriately supported and had been informed of the ward’s regime and their individual routine. The patient’s also reflected that they felt settled and well supported within Oldstone.

Responses to questions 2- 2c

Each patient who met with the inspector reflected that they had been involved in their care and support. One patient was unable to answer the questions directly although when asked about staff they detailed:

“Staffs o.k.”;

One patient detailed that he had been involved in his treatment and care and that staff were “good”. However, he reflected that he felt things were not “sorted out regarding my discharge” and he asked “...what happens me come September”. The inspector discussed the patient’s concerns with the patient and the ward manager. The inspector was assured that the patient had been supported regarding his discharge plan and that he had been informed of developments as they became apparent. The ward manager informed the inspector that the Hospitals senior management team had previously liaised with the ward and informed patients and staff of the plans regarding the ward’s future. Despite this the inspector noted that a number of patients and some members of staff were unsure as to what the current developments were and as to when the ward would close. A recommendation has been made to ensure that patients and staff are updated on a regular basis as to the proposed timetable for the ward’s closure.

Responses to questions 3 & 3a

Eight of the nine patients detailed that they knew what an advocate was and that they could contact their advocate as required. One patient did not answer the question although she was supported during the interview by her advocate. The inspector noted that during the interview this patient’s relationship with the advocate was positive and the patient appeared to value the support received.

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, whilst in the Oldstone ward.

Responses to questions 5-5c

All patients reported having never been forced or put into a room on their own during their stay in the Oldstone facility. Five patients detailed that they had experienced a staff member staying with them all the time night and day. Patients detailed that staff had explained the reason for this. Patients also commented on their experience of close supervision:

“Didn’t like it”;

“Felt o.k.”.

Responses to question 6

Six of the patients who met with the inspector reported that they felt safe on the ward, one patient stated that they did not know and two patients stated that they did not feel safe. One of the patients who stated they did not feel safe reported that this was because she was “not happy in it...too old for it”. This lady was much older than the average age of patients within Oldstone. The second patient who reported not feeling safe had been admitted on an emergency basis within the previous two weeks.

The inspector discussed the patients’ concerns with the ward manager and the patients’ advocate. The inspector was assured that staff were aware of the patients’ concerns and that staff continued to closely monitor each patient’s progress. Staff had taken steps to attempt to alleviate the anxiety experienced by both patients who reported feeling unsafe. The patient who stated that he did not know if he felt safe presented as relaxed and at ease in his surroundings. The ward manager reported no concerns regarding this patient’s progress and the inspector noted the patient’s interactions with staff to be appropriate. The patient appeared to be comfortable in the presence of staff

Responses to questions 7-7b

Five patients reported that no items had been removed from them during their stay in Oldstone. Three patients reported that items had been removed. On further review of each of these patient’s circumstances the inspector noted that one patient had no access to his headphones or bicycle as he had recently been admitted under the Mental Health (NI) Order. The inspector discussed this with the ward manager and the patient’s advocate and was given assurances that these items would be retrieved and given to the patient as soon as possible. The two remaining patients who reported having had items removed detailed that their money had been taken of them and retained by staff in the ward’s main office. Both patients detailed that they could access money as required and that staff had explained why their money was being retained by the ward

The inspector reviewed the reasons why these two patients had their money retained by the ward. The ward manager detailed that both patients had been assessed as lacking the capacity to look after their financial and personal

affairs. This decision had been agreed by the multi- disciplinary team in accordance to Trust policy and procedure.

Responses to questions 8 & 8a

All of the patients who met with the inspector detailed that they were allowed time off the ward and they could access the ward gardens when and as required.

Responses to questions 9 -9b

All nine patients reported that they would know who to talk to if something was wrong or making them unhappy. The inspector noted that the each of the patients had access to the ward's advocacy service and advocates were actively involved with patients and the ward staff.

Responses to question 10.

Patient comments regarding their overall treatment in the Oldstone ward included:

"Pretty much happy with my treatment and care here";

"...o.k. I get treated well";

"...cares very good";

"Staffs trying their best to help me...they always do help when you need them";

"Treatment in Oldstone is very good";

"Good".

Additional areas discussed during the visit

The inspector noted no additional concerns during the patient experience interviews.

4.0 Conclusions

The inspector met with nine of the fourteen patients who were admitted to the Oldstone 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 Oldstone.

Patients reported no use of restraint techniques and appropriate use of close supervision and observation. Each patient detailed that they had been involved in their care plan. Patients and staff were very much aware of the forthcoming changes and the eventual closure of the ward later this year. Patient anxiety was very heightened with a number of patients presenting as apprehensive and fearful of how the closure of Oldstone would affect them. The inspector was informed that the Hospital's senior management team had informed patients and staff of the plans for the Oldstone ward. A recommendation has been made to ensure that patients and staff are informed of developments regarding the Oldstone ward on a regular basis.

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

Patient Experience Questionnaire

	Trust	Hospital	Ward
Facility Details:			
Date of Interview:		Carried out by	
Patient Type:	Detained ☐	Voluntary ☐	
Patient Age:		Adult ☐	Child ☐
Patient Accompanied?	Conducted on behalf of patient ☐	Unaccompanied ☐	NoK ☐
		Advocate ☐	Other ☐
			<i>If Other, please state status</i>

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

	Yes	No	No Answer	N/A	Notes (for use during interview only)
1 Do you know why you are here in this hospital?	☐	☐	☐		
1a Do you know what you are allowed to do?	☐	☐	☐		
1b Do you know what you are <u>not</u> allowed to do?	☐	☐	☐		
1c Do you have anything that you would like to talk to us about?	☐	☐	☐		

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?	☐	☐	☐	☐	
2 Have you been given the opportunity to be involved in your care and support?	☐	☐	☐	☐	
2a Have you been able to involve your family in your care and support?	☐	☐	☐	☐	
2b Has anyone spoken to you about your condition/illness or disability?	☐	☐	☐	☐	
2c Has your doctor or nurse discussed your medication with you?	☐	☐	☐	☐	
3 Do you know what an advocate is?	☐	☐	☐	☐	
3a Has anyone helped you by speaking on your behalf?	☐	☐	☐	☐	
4 Have you ever been restrained (Held-down, arms held)?	☐	☐	☐	☐	
<u>Only ask if applicable:</u>	☐	☐	☐	☐	
4a <i>Have you ever been hurt during this?</i>	☐	☐	☐	☐	
4b <i>Was the reasons for being held down explained to you after the incident?</i>	☐	☐	☐	☐	
<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 Was the reason for being put into a room on your own explained to you?	☐	☐	☐	☐	
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 Was the reason for this explained to you?	☐	☐	☐	☐	
6 Do you feel safe on this ward?	☐	☐	☐		
7 Was anything taken off you on admission (money, cigarettes, phone, lighter, laptop, medication, dangerous objects)?	☐	☐	☐	☐	
<u>Only ask if applicable:</u>	☐	☐	☐	☐	
7a Did the staff explain to you why these were taken off you?	☐	☐	☐	☐	
7b Can you get these items if you want them?	☐	☐	☐	☐	
8a Are you allowed time off the ward?	☐	☐	☐	☐	
8b Can you access the garden/courtyard etc.	☐	☐	☐	☐	
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 Were you happy how it was sorted out?	☐	☐	☐	☐	
10 Overall are you satisfied with the quality of your care and treatment as a patient?	☐	☐	☐	☐	

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

Oldstone Ward, Muckamore Abbey Hospital

7 May 2014

The issue(s) identified and recommendation made during the patient experience interviews was 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 this recommendation 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 Hospital's senior management team continue to keep patients and staff in Oldstone informed of developments regarding the future of the ward.	4.4 D	1	Updates regarding developments regarding the future of the ward are a standing agenda item at patient meetings. Updates regarding developments regarding the future of the ward are also discussed with carers. Hospital senior management team update ward managers monthly on the community integration project and future plans for each ward.	Immediate and ongoing

NAME OF WARD MANAGER COMPLETING QIP	[Linda Macartney]
NAME OF CHIEF EXECUTIVE / IDENTIFIED RESPONSIBLE PERSON APPROVING QIP	[Colm Donaghy]

Inspector assessment of returned QIP				Inspector	Date
		Yes	No		
A.	Patient Experience Interview Recommendations to Ward Manager response assessed by inspector as acceptable	x		Alan Guthrie	4 June 2014
B.	Further information requested from provider				