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St Patrick's
Mental Health Services



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***Service user experience of receiving Remote
Inpatient Mental Health Treatment via the
homecare service***



Service user experience of receiving Remote Inpatient Mental Health Treatment via the homecare service

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Mental Health Services



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St Patricks Mental Health Services: Who are we?

The foundation of St Patrick's Hospital was brought about by the will of Jonathan Swift, Dean of St Patrick's Cathedral, noted satirist and patriot, who, upon his death in 1745, left £12,000 to 'build a house for fools and mad'.

- Largest mental health services organisation in Ireland
- Independent, not for profit
- Founded in 1746 by author of Gulliver's Travels, Jonathan Swift
- 2 campuses
- 3 Mental Health Commission Approved Centres
- **305 physical bed pre-Covid**
- **7 Dean Community Clinics pre-Covid**
- **6 Associate Dean Clinics pre-Covid**
- **Over 700 staff pre-Covid**
- **Over 25 Day Programmes pre-Covid**

St Patrick's
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March 2020 Big Bang!!!!!!!!!!!!

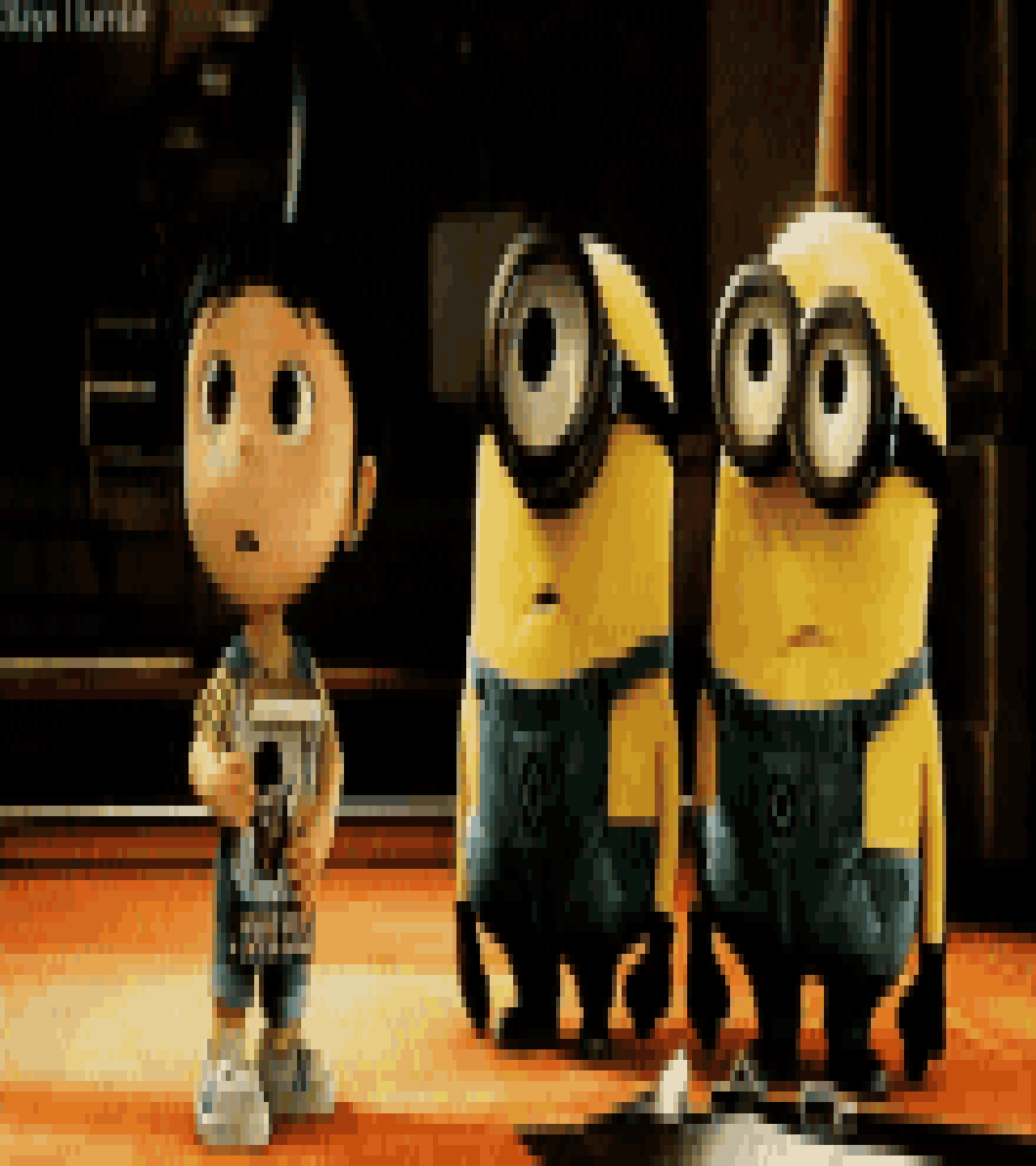




COOOOVIIIIID

The Fear!!!!!!!!!!!!!!!!!!!!





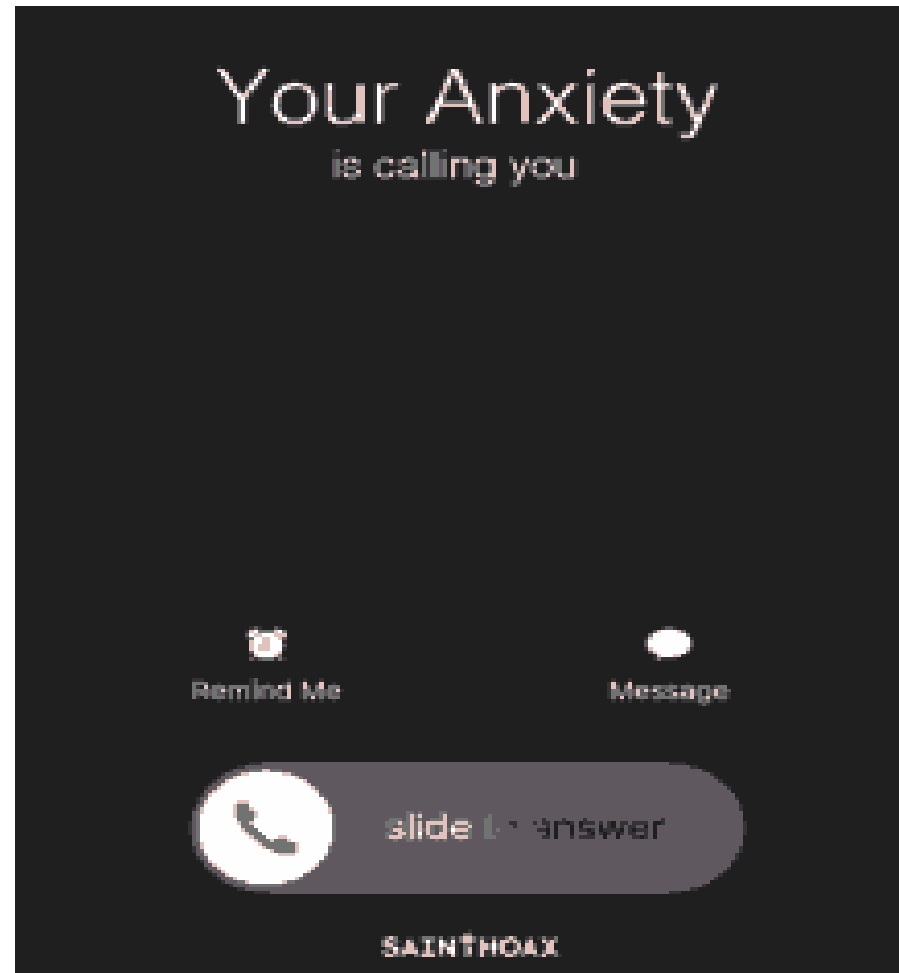
- 1 Assembling the troops
- 2 Laptop roll out
- 3 Microsoft Teams for all
- 4 1:1 via Teams
- 5 Group sessions via Teams
- 6 Community assessments via Teams
- 7 **Remote admission from home**

What happened when we told our staff?



Staff adjustment

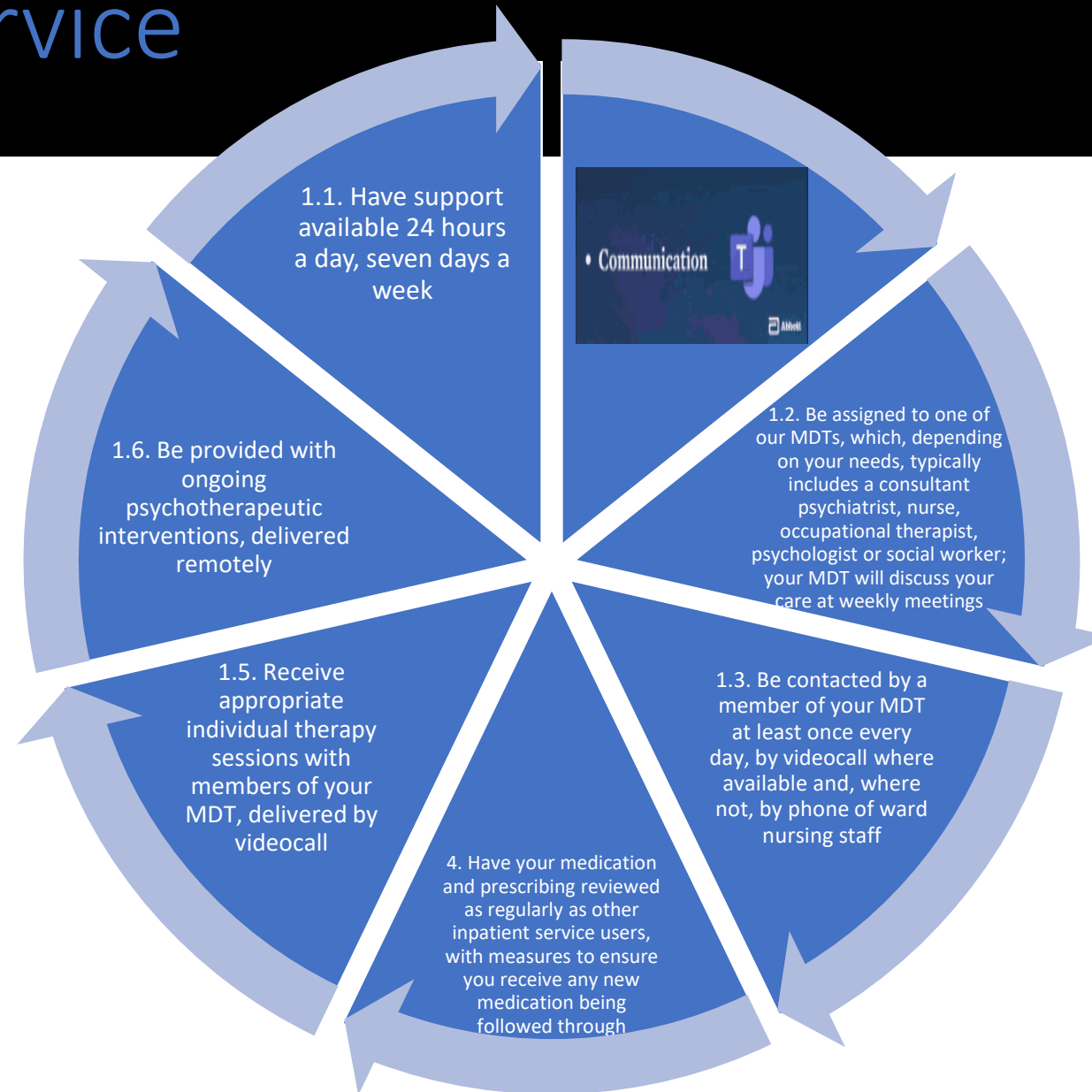
Steep learning Curve



Acceptance



Homecare Service





Research Paper

Service User Experience of receiving Remote Inpatient Mental Health Treatment via the Homecare Service.

Background

Nurse Education Centre Team Approach



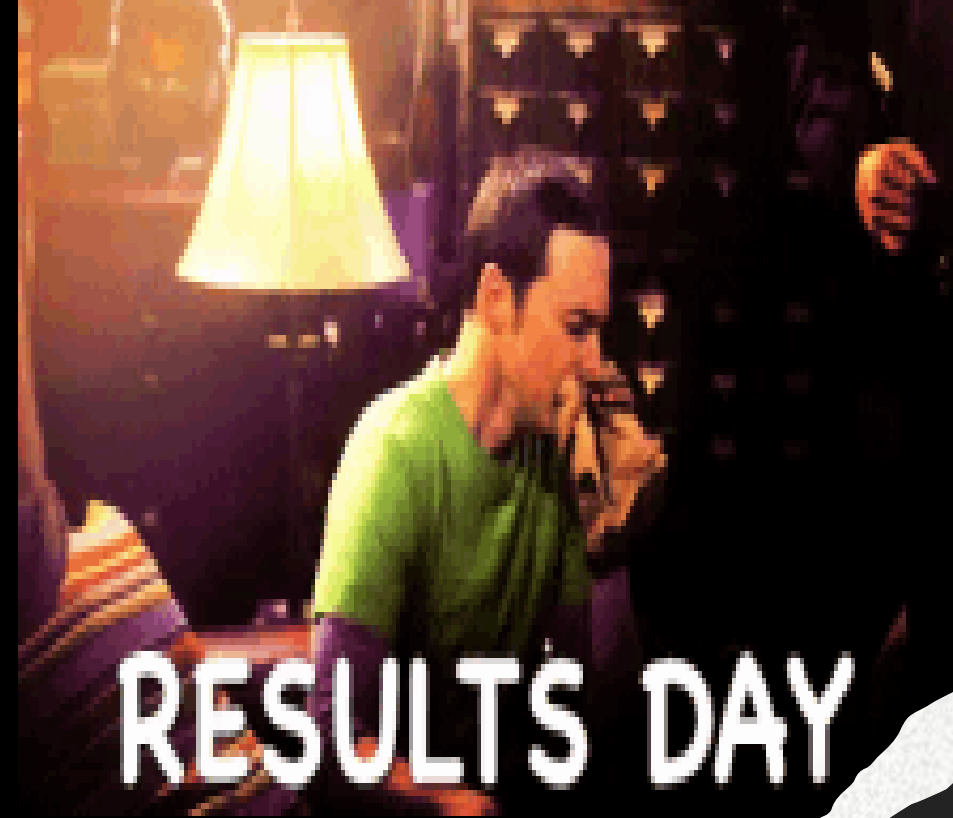
Objectives

- 1 To explore service user experiences of accessing mental health services using videocall and other technological channels
- 2 To examine the factors that assist or hinder the process of remote delivery of a mental health service.
- 3 To evaluate service user satisfaction levels with the service

Method and Data Collection

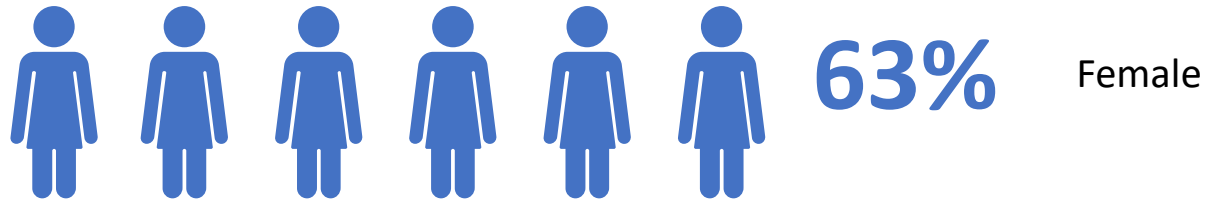
- 1 Quantitative approach to capture SU satisfaction of using the homecare service.
- 2 All people who availed of the homecare service between December 2020 and March 2021 were sent out a link to an anonymous survey by the gatekeeper and they were invited to complete it online.
- 3 Quantitative data was inputted into SPSS and descriptive and inferential statistics were computed.

Results



RESULTS DAY

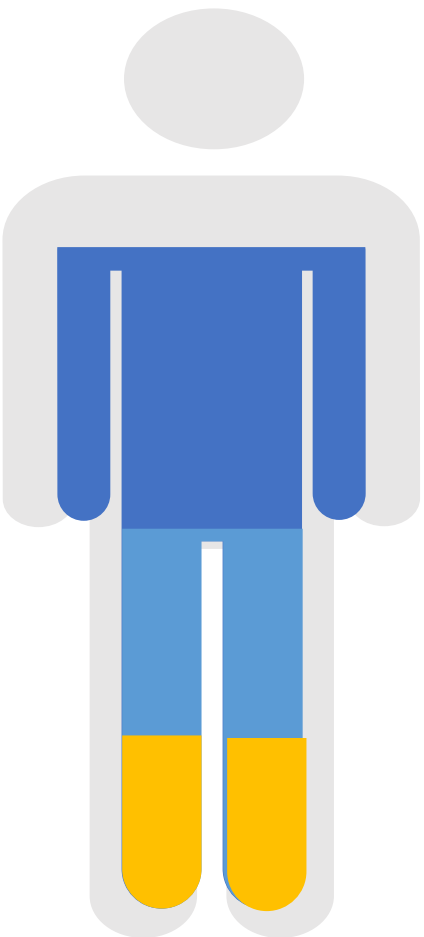
Results- Participants (n= 88)



DEMOGRAPHICS

67%

Previous Inpatient Experience



LOCATION FOR HOMECARE TREATMENT

LEINSTER

83%

MUNSTER

11%



CONNAUGHT

5%

ULSTER

1%

1

The above relates to the average mark out of ten for Homecare service-mean from 65 participants who scored this was 7.6/10.

2

95.2% rated ward-based nursing staff as good or excellent

3

89.6% rated TLNs as good or excellent

4

61% approval with remote admission process

5

65% approval meeting with Multi-disciplinary Team

6

1:1 work with a Clinician - 81% approval

7

Remote Group therapy - 51% approval

8

Arranging collection of medication from nearest pharmacy was convenient - 91% approval

9

Happy with my discharge plan from remote care - 70% approval

10

If I had to use this service again I would prefer to attend remotely – 33% approval – neutral 37% - disagree 28%

Results Quantitative



Themes

1. A viable alternative to inpatient care

“I could not have gone into hospital because of home commitments. Home care was a God send for me as was my only option.”

“This is a great service. It is inclusive and can avoid lengthy stays in hospital”

“Accessing the services while in the comfort and familiar surroundings of my own home was really beneficial”

Qualitative Findings

2. The importance of relationships

“Getting a call every day from the nursing staff made me feel secure.”

“Daily contact with hospital staff gave a sense of security when feeling vulnerable”

“The lack of face to face was difficult at times to connect with someone.”

Qualitative findings

3. Technology

“After my initial worry about my ability to manage technology, I became very comfortable with it and was able to participate in and complete the second stage of the depression programme. My experience of using the technology has had a very positive effect personally. My exposure to it has increased my confidence and allowed me to continue my treatment from the comfort of my own home.”

Qualitative Findings



Thank you for your time today.
Questions?



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