

NFMHS

Newsletter

Summer 2024



Welcome to the Summer 2024 edition of the NFMHS Newsletter

In the Summer 2024 edition of the NFMHS Newsletter, our Head of Service Pat Bergin reflects on a successful CPT visit to the Central Mental Hospital, NFMHS.

We have news on patient initiatives and events which have taken place in April and May 2024 including: staff town hall meetings, prison and healthcare chaplaincy visit, the launch of the NFMHS library, the Quality Network Review, an inspection by the Mental Health Commission and the Individual Care Planning Conference.

Our QSSI dept would like to highlight the HCI Knowledge Portal and training opportunities for the remainder of 2024.

Our Social Work team have an update on new support outlets for patients, families and friends and we are pleased to announce our new barista training graduates courtesy of a work experience collaboration between our OT and Catering Teams.

Our 'Focus On' section for this edition is a wonderful enterprise called Recycle Revolution which is being undertaken in Barcam.

We have a reminder of the ways in which you can log queries and contact our various services teams using the NFMHS Portal.

The Evolve Recovery College have been working hard to promote the 'Hello, how are you?' campaign, which NFMHS has been happy to support.

In our staff news section, we have a reminder to sign up to Sendmode for important service updates.

We would also like to highlight some of the services provided by the HSE and we are looking for your help to coordinate/support the 'Peaks of Portrane challenge for 2024.

Happy Reading from NFMHS Comms!



A Message from the Head of Service



CPT (European Committee for the Prevention of Torture and Inhumane or Degrading Treatment or Punishment)

Visit to the Central Mental Hospital
24th to 26th May 2024

As you will know the CPT (European Committee for the Prevention of Torture and Inhumane or Degrading Treatment or Punishment) delegation visited the Central Mental Hospital between the 24th and 26th May 2024. The CPT also visited some of the Irish Prisons and engaged directly with our staff providing Prison In reach and Court Liaison Services.

During their visit to the Central Mental Hospital, the CPT met with patients and staff, reviewed documentation and they visited the wards and walked the hospital grounds. While they have finished the site visit in the Central Mental Hospital the Delegation continued to visit other sites in Ireland for the remainder of May 2024.

The CPT provided some initial feedback to us on Sunday 26th May and a written report will be issued by the Delegates in the coming weeks. A more comprehensive report on the full visit to Ireland will be issued to the Government within six months. The CPT stated in their initial feedback that they had no concerns about ill-treatment or punishment of patients within the CMH. They had positive feedback on the care provided by staff to patients, the environment of the CMH as a new facility and there were references to some very good practices found in our daily care and treatment of patients.

The CPT also identified some areas where improvements could be made within the service and this included more meaningful activities for patients in developing life skills and independent living skills. The option of more ground leave was also highlighted and they advised they wished to speak with government on the time frame for approval of external leave. The CPT made some suggestions on how the NFMHS might consider pathways for patients when they are due to leave the CMH and again this was an area they intended to discuss with government departments in the coming weeks.

The delegates wanted to thank patients for speaking with them, and acknowledged the welcome and assistance they received from staff across the NFMHS. This assisted the CPT in their visit and allowed them to get a comprehensive understanding of life in CMH and the measures taken to protect staff and patients within the Central Mental Health setting.

This CPT visit was important as the CPT were instrumental in advocating for the development of the CMH for many years, and which opened in 2022 in Portrane. We await their final report and welcome their observations including any areas of improvement.

On behalf of the NFMHS management team, I would like to extend our thanks to everyone who assisted and made the CPT visit a positive and engaging process.

Pat Bergin, Head of Service

Patient Initiatives in the Central Mental Hospital



A number of initiatives were agreed following feedback from patient engagement.

Takeaway Experience

On the 27th March 2024, NFMHS arranged for a Burger Van to come onsite for patients to have a takeaway experience. Staff were treated to burgers on the day also and we have arranged for a Fish and Chip Van to come into the service on the 12th June, and also an ice cream van on the 25th June.

DVD Movies & TV Shows

A selection of over 200 movies and tv shows have been uploaded to hard drives and these have now been installed in all communal areas and occupied patient bedrooms across the campus.

The current movie selection will be periodically updated to ensure patients are provided with a regular choice of films and tv shows.



Staff Town Hall Meetings

8th & 14th May 2024



In the NFMHS Communications Strategy 2023-2026, a commitment was made to host two town hall meetings with staff per year.

On the **8th & 14th May 2024**, NFMHS hosted two virtual town hall meetings.

Pat Bergin, Head of Service gave a presentation to 80 staff members with updates regarding the NFMHS service, the new HSE Regional Structures, patient and staff initiatives, and plans for the remainder of 2024.



Feedback from the survey was very positive. Staff members commented on their appreciation of hearing about the plans and vision for the service. Staff engagement and recognition was mentioned as an area/topic for consideration in the next town hall meeting.



Thank you to those who completed our survey. This will assist us in planning for the next town hall meetings.

The next town hall meetings will take place in-person in October 2024. We will be in contact regarding the agenda and details will be provided closer to the time.

NFMHS

NEWS

The Prison & Healthcare Chaplaincy Committee of the Methodist Church in Ireland (NI/ROI)

Visit to NFMHS - 16th April 2024

The NFMHS Forensic Pastoral Care Team hosted a multi-faith visit with **The Prison & Healthcare Chaplaincy Committee of the Methodist Church in Ireland (NI/ROI)** on the 16th April 2024.

This group consists of members from across the island of Ireland who visit hospitals and prisons once every two years, to share, pray and brainstorm on Chaplaincy ideas.

NFMHS would like to thank the committee for their donation of £100 to the NFMHS to support initiatives by the Forensic Pastoral Care Team.



NFMHS

NEWS

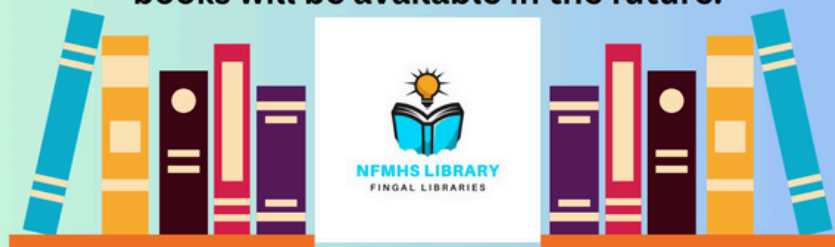
Launch of NFMHS Library

14th May 2024

NFMHS Library opening on 14th May 2024 in the VC Cafe !

A fantastic new patient vocational project in partnership with
Fingal Libraries.

There will be over 90 books available, on loan from Fingal
Libraries. These books will be rotated regularly and more
books will be available in the future.



NFMHS was pleased to announce the launch of the NFMHS Library on the **14th May 2024**.

Patients who are interested in using the library, should discuss this with their OT.

The NFMHS Library has been made possible through Occupational Therapy partnering with Fingal Libraries.

In later stages, it is envisaged that patients will become actively involved in vocational projects in the library as librarians.

Fingal Libraries have kindly loaned books to NFMHS for use by all patients, and these books will be rotated with more books over time.

NFMHS

NEWS

Central Mental Hospital Review & Inspection



FORENSIC
QUALITY NETWORK
FOR FORENSIC
MENTAL HEALTH SERVICES



15th May 2024

The Quality Network for Forensic Mental Health Services (QNFMHS) is a quality improvement network for low and medium secure inpatient forensic mental health services in the UK & Ireland

On the 15th May 2024, the Quality Network for Forensic Mental Health Services (QNFMHS) visited the Central Mental Hospital, NFMHS to carry out a review of our services.

The Review took place in the medium secure and low secure units. The Quality Network met with patients, staff members, and spoke to family and friends.

Initial feedback was presented to the service, and the full report is expected in the coming weeks.

28th to 31st May 2024

The Mental Health Commission (MHC) carried out its annual inspection of the Central Mental Hospital between the 28th and 31st May 2024.

The Central Mental Hospital is under the remit of the MHC as an approved centre under the Mental Health Act 2001.

Inspectors viewed the premises, reviewed documentation, met with patients and staff, and spoke with carers.

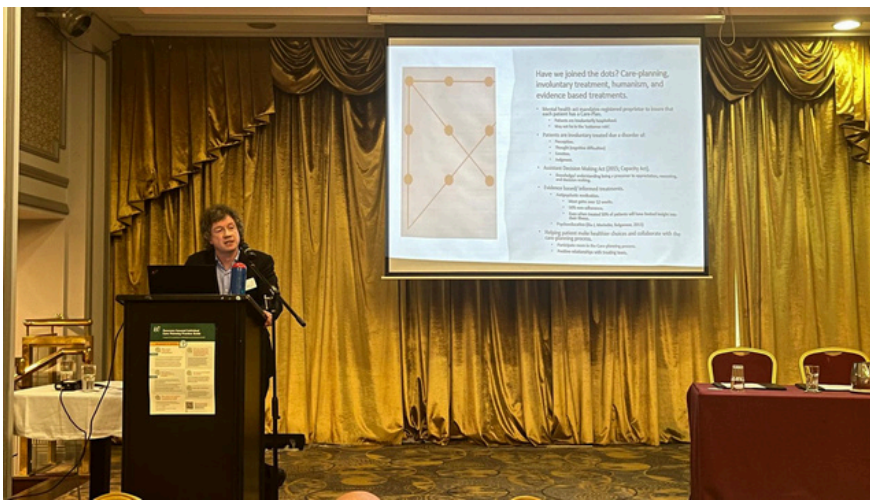
Initial feedback was provided on the 31st May, and the full report is expected in the coming weeks.

The cooperation of our staff team has been acknowledged and complemented by all groups. Thank you to everyone who assisted in the review and inspection process while addressing the competing operational priorities that arise on a daily basis

Individual Care Planning Conference

Bridgehouse Hotel, Tullamore

15th May 2024



On the 15th May 2024, NFMHS representatives from the Psychology and Social Work teams participated in the 'Brag and Steal' session of the Individual Care Planning Conference in Tullamore, Offaly.

Dr Ken O'Reilly, Principal Psychologist (above) gave a presentation entitled *Care-Planning, Mental Capacity, and psychological education, what's the connection?*

Anne Marie Hannigan, Principal Social Worker; Kate McGuinness and Lynda Costello, Senior Social Workers submitted a poster presentation (right) on *Social Work supported visits in Forensic Mental Health*.

Both submissions were very well received by attendees, and generated positive feedback from clinicians, service user representatives and recovery professionals.

National Forensic Mental Health Service
Central Mental Hospital

Social Work Supported Visits in Forensic Mental Health

Central Mental Hospital

Forensic Mental Health is the intersection of mental health and the criminal justice system.

The **Central Mental Hospital** is an approved centre which provides specialised forensic services to individuals who require care in a therapeutic secure setting. It offers an environment where rehabilitation, stabilisation, safety, and person centred care will support patients in their individual recovery.

Set the Scene

Secure Forensic Hospital Environment

- Airport Style Security on entry
- CCTV across campus/rooms
- Air locks and weighted furniture
- High staff ratio, alarms, keys, radios

Approved Visitor Application Process

- Screening interview and pre-arrival information sharing with Social Work.
- Read and sign document outlining rules and procedures.
- No entry unless approved and pre-booked at set times.
- High number of staff supervising visits to ensure safe facilitation

Objective

The aim of this new initiative is to provide an additional therapeutic intervention and environment with social work support for patients and their families.

- To allow an increased support for families on their first visit to the forensic hospital
- Manage Sensitivity
- Support and assist vulnerable patients and family members.
- Provide flexibility to meet the needs of families.

Implementation & Case Examples

01 Implementation

- * Initial Visits, change in circumstances that lead to their loved ones admission to the CMH.
- * Provide social work with a therapeutic space to support the patient re-establish family and social connections that have been impacted by their mental illness.
- * To facilitate sensitive disclosures and discussions with available social work support.
- * To support families who require long distance travel to visit or those with additional needs.

02 Case Example: Initial Visit on Admission

- * No Contact with family due to severe mental illness and psychosis while in prison on remand.
- * Family extremely worried and concerned for loved one.
- * Transferred to CMH for treatment and specialised care.
- Social Work providing support and guidance to family on admission.
- * Offering initial visit to the patient and hospital. Prep work and facilitation. Debrief with family following for additional emotional support.

03 Case Example: Reunification Work

Long term patient with adult child.

Relationship has been impacted by the patients mental illness over the years.

Social Work assistance in re-establishing connection with now adult child after 10 years not meeting in person.

Preparation work completed with adult child, what to expect, education piece around mental illness, presentation, forensic hospitals.

Re-unification visit facilitated and supported.

Feedback from Friends & Family

| Previous Experience | Current Experience |
|---|---|
| Intimidating and unforgetting experience | Feeling prepared and knowing support was there on arrival |
| Open visits not allowing privacy for sensitive family matters, reunification or no emotional support following. | Helpful pre-meeting with Social Worker and debrief following visit with their loved one |
| Not knowing what to say to their loved one following admission or how to communicate with someone who may be suffering with particular symptoms | Positive feedback on Social Works ability to facilitate difficult/challenging visits and how this is managed well to support the patient and family |

Conclusion

The familial bond is a cornerstone in the recovery process, providing a source of emotional support and stability. The SW Team collaborates seamlessly with families to create a therapeutic environment during visits, tailoring experiences to meet the unique needs of each patient and family.

These interactions not only strengthen familial connections but also contribute significantly to the overall mental and social reintegration of our patients. We strive to promote holistic recovery, the impact of these family visits underscores the importance of a comprehensive approach to forensic mental health.

NFMHS

DEPARTMENT UPDATE

Quality, Safety & Service Improvement

HCI Knowledge Portal Training May to December 2024

- The HCI Knowledge Portal is the NFMHS repository and one stop shop for policies, procedures, protocols and guidelines.
- A shortcut to the Portal is available on your desktop
- If you have any queries regarding the HCI Knowledge Portal please contact QSSI.NFMHS@hse.ie
- All Staff are encouraged to attend one of the HCI Knowledge Portal general user training sessions.
- Online training sessions will be taking place every month between May and December 2024.
- Next training sessions are on Thursday 6th July 2024.** See below for details.

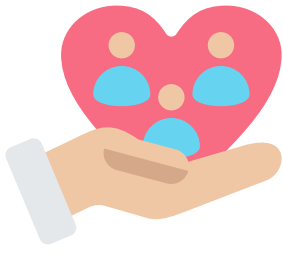


National Forensic Mental Health Services HCI Knowledge Portal Training Sessions **via MS Teams** May-Dec 2024

| Training Plan 2024 | | | | |
|------------------------|---------------|--|-----------|--------------|
| Date | Time | Training Details / Meeting Link | Attendees | Trainer |
| Thursday 02/05/2024 | 14:00 – 14:30 | General User Training Meeting ID: 331 227 656 216 Passcode: 9VaY67 | All staff | Vivek/Kuntal |
| Thursday 02/05/2024 | 14:30 – 15:00 | General User Training Meeting ID: 381 927 849 263 Passcode: tJE4Fu | All staff | Vivek/Kuntal |
| Thursday 06/06/2024 | 14:00 – 14:30 | General User Training Meeting ID: 317 708 032 033 Passcode: yqf5Wc | All staff | Vivek/Kuntal |
| Thursday 06/06/2024 | 14:30 – 15:00 | General User Training Meeting ID: 359 933 368 28 Passcode: wthD8j | All staff | Vivek/Kuntal |
| Thursday 04/07/2024 | 14:00 – 14:30 | General User Training Meeting ID: 332 322 966 762 Passcode: 34DYr2 | All staff | Vivek/Kuntal |
| Thursday 04/07/2024 | 14:30 – 15:00 | General User Training Meeting ID: 343 931 172 573 Passcode: e4VA32 | All staff | Vivek/Kuntal |
| Thursday 01/08/2024 | 14:00 – 14:30 | General User Training Meeting ID: 331 586 390 093 Passcode: LmGUQp | All staff | Vivek/Kuntal |

NFMHS

DEPARTMENT UPDATE



Social Work

Summer Update

St. Vincent de Paul (SVP) Patient Visiting Schedule



The poster features the NFMHS logo (National Forensic Mental Health Service) and the SVP logo (Society of St. Vincent de Paul). The text is set against a blue background with a green grass border at the bottom. The H&E logo is in the bottom left corner.

SVP Patient Visiting Schedule

The SVP volunteers in NFMHS aim to provide emotional and social support to increase living skills, coping skills, mental health and overall wellbeing.

The most important function is the social aspect - providing support & friendship.

What to expect:

During our visits [currently 3rd Sunday of each month 09:30-11:30] we hope to get to know you and you get to know us.

We offer short social chats in an informal setting.

There is no obligation to meet with us. We are your guests. It may not always suit you to meet us and that is OK.

At your invitation, we also attend various events such as the garden party, christmas plays, parties and other occasions.

We are a panel of 7 volunteers. There will always be at least 2 volunteers for each visit.

SVP assistance is offered in a spirit of support & friendship by volunteers from all walks of life and all our visits are dealt with in a completely confidential & non-judgemental manner

Sunday 19th May - 09:30 to 11:30

Sunday 16th June - 09:30 to 11:30

Sunday 21st July - 09:30 to 11:30

Sunday 18th August - 09:30 to 11:30

Family & Carers Support Group

The NFMHS Social Work team will be launching the Family & Carers Support Group (FCSG) in **June 2024**.

The National Forensic Mental Health Family & Carers Support Group (FCSG) has been established to provide a compassionate and understanding community for families, carers and close friends of our patients who are impacted by the admission of their loved one to the National Forensic Mental Health Service (NFMHS).

We plan to hold 6 meetings per year, once every two months. These meetings will be a mix of online and in person. In person meetings will be held in national venues with the aim of making them as accessible as possible.

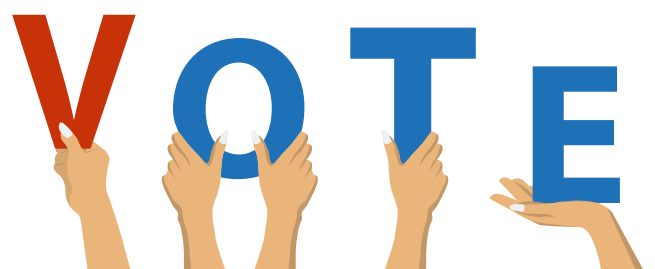
Membership is open to family members and close friends of patients involved in the National Forensic Mental Health Service.

Family and carers interested in attending this group should contact their team social worker who will put you in touch with the facilitators.

Patient Voting in European and Local Elections

On the 29th May 2024, NFMHS was delighted to welcome 3 local election candidates to the service to speak to patients who are eligible to vote in the European and local elections.

A special polling day was arranged for patient voting on the 30th May 2024.



NFMHS

DEPARTMENT UPDATE

Occupational Therapy/Catering

Patient Work Experience & Barista Training



The Occupational Therapy and Catering teams have facilitated the first work experience and barista training programme for patients in NFMHS.

The aim of the programme is for patients to develop skills that future employers would value as part of their rehabilitation.

15 patients took part in the training over 12 weeks.

NFMHS held a graduation event for patients on Friday 7th June 2024 at 11.30am in the patient cafe.

The NFMHS teams plan to roll out the programme again in July and are liaising with the next group of applicants.

On the job skills included:

- Increased experience and skills with job seeking process- CV, Interview skills etc.
- Barista skills
- Retail skills
- Stock Rotation
- Serving customers
- Keeping café clean
- Working as part of a team
- Transferrable skills

And specific training included:

- HACCP training
- Hand hygiene
- Manual handling
- Catering Training

Recycle Revolution

Barcam Unit



Recycle Revolution is a collaborative movement which has commenced on the Barcam unit.

The concept was developed and co-produced with both patients and nursing staff.

The initiative's idea is that patients and staff can donate 1-2 Re-Turn bottles each month.

Returned contributions will be utilised to support improved self-esteem through self-care sessions, movie evenings, events, projects, and initiatives on the Barcam unit.

Any and all decisions about how the contributions will be allocated will be decided collectively by patients.

This seeks to increase autonomy, collective decision-making while also promoting organisational commitment to change.

Patients can donate to the central bottle bank via unit community meetings.



Did you know you need to log a ticket for service requests online?

Go to <https://nfmhs.zohodesk.eu/portal/en/newticket>

Click on the department for the service you need:

- **Engineering** - for any maintenance issues
- **ICT** - for general IT issues
- **General Services** - for transport request, room setup, order
- **Security** - for security queries/issues
- **Catering** - for hospitality requests
- **CMS TrakCare** - for any queries regarding TrakCare
- **CMS Training** - to request TrakCare training

The screenshot shows the 'Submit a Ticket' page on the NFMHS portal. At the top, there is a blue header with the NFMHS logo and the text 'National Forensic Mental Health Service'. Below the header, the page is titled 'Submit a Ticket'. The main content area is titled 'Departments' and features a grid of seven department buttons, each with a code, name, description, and a 'Submit Ticket' button with a '1 form' indicator.

| Code | Department | Description | Action |
|------|------------------|---|----------------------|
| EN | Engineering | Maintenance, Electricians, Carpenters, Plumbers, Gardening etc. | Submit Ticket 1 form |
| IC | ICT | ICT | Submit Ticket 1 form |
| GS | General Services | General Services | Submit Ticket 1 form |
| SE | Security | Security | Submit Ticket 1 form |
| CA | Catering | Catering | Submit Ticket 1 form |
| CT | CMS TrakCare | CMS TrakCare | Submit Ticket 1 form |
| CT | CMS Training | CMS Training | Submit Ticket 1 form |

UPDATE FROM THE EVOLVE RECOVERY COLLEGE

Hello, How Are You?

Hello, How Are You? is a campaign about connection and engaging in open conversations about mental health. The campaign asks individuals, communities, workplaces, friends & family to say Hello and ask the question ‘How Are You?’ in a meaningful way. Asking this small question and having one conversation can make a real difference in someone’s life. Creating, maintaining, and staying connected with others helps tackle loneliness, creates a sense of belonging and purpose, and builds relationships.

Evolve Recovery College invited everyone in NFMHS to participate in “Hello, how are you day” on 15th of May.

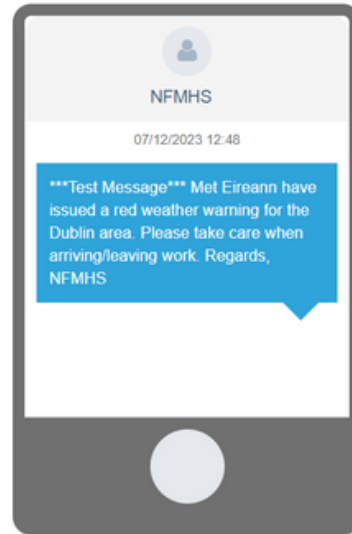
You don’t need to be an expert to have a meaningful conversation. By using the HELLO Steps, you can feel supported in asking the question. Let’s make saying Hello and asking How Are You? an everyday question that keeps us connected.



NFMHS

STAFF NEWS

Sendmode



The text messaging service **Sendmode** has been in operation in NFMHS since February 2024.

The service provides short SMS alerts sent directly to a staff member's designated mobile phone and is used exclusively by the Head of Service office to communicate important updates relating to the service, and weather/traffic and/or local news which may impact you.

230 staff members have so far signed up to the service and received alerts regarding local road closures and delays, Employee Financial Wellness seminars, feedback regarding the Quality Network and NFMHS Town Hall meetings.

If you wish to avail of the service please email comms.nfmhs@hse.ie and include your mobile number to be included in the database.

Please indicate whether the mobile number is your personal number or work number.

We hope to use the Sendmode system to reach all our staff members!



NFMHS

STAFF NEWS

HSE Services

EAPandME

Employee Assistance Programme

Many of us experience stresses and strains in our work and personal lives and might be wondering if there is anyone there to help.

Call **0818 327 327**
to speak to someone who can help.



 #EAPandME



Cycle to Work Scheme 2024

2024 Cycle To Work scheme opened in January 2024 for applications.

- Tax incentive encouraging you to cycle to and from work
- Application form available from January 2024 on the HSE website or from HR.NFMHS@hse.ie
- For more information go to <https://healthservice.hse.ie/staff/benefits-and-services/cycle-to-work/>

**“Learn from
yesterday,
live for today,
hope for
tomorrow.”**

ALBERT EINSTEIN

**Cycle
to work**
Save up to 52%



NFMHS

PEAKS OF PORTRANE



CALL FOR STAFF INTERESTED IN COORDINATING/SUPPORTING THE 'PEAKS OF PORTRANE' CHALLENGE

We're looking to setup a 'Peaks of Portrane' challenge for staff this year, with a prize for the team which climbs the most number of peaks.

Some suggestions on how the challenge might work below:

Rules:

- Max of 10 people per team
- 1 point for every peak climbed + 1 point for every staff member = 2 points

e.g. 3 people climb Nephin = 6 points

- Photographic evidence of your climb required.
- Photo of you or your team at the mountain peak, to be sent to comms.nfmhs@hse.ie.
- Closing date of 30th November 2024.

Please email comms.nfmhs@hse.ie if you are interested in getting involved. We're hoping to setup a group soon to discuss how the challenge might work and to ensure that measures are in place to safely run the challenge.

Mournes, Co. Down

- Lamagan
- Binnian
- Donard

Blooms, Co. Offaly

- Arderin
- Barcam

Cooley, Co. Louth

- Clermont
- Foye

Galtees, Co.

Limerick/Tipp

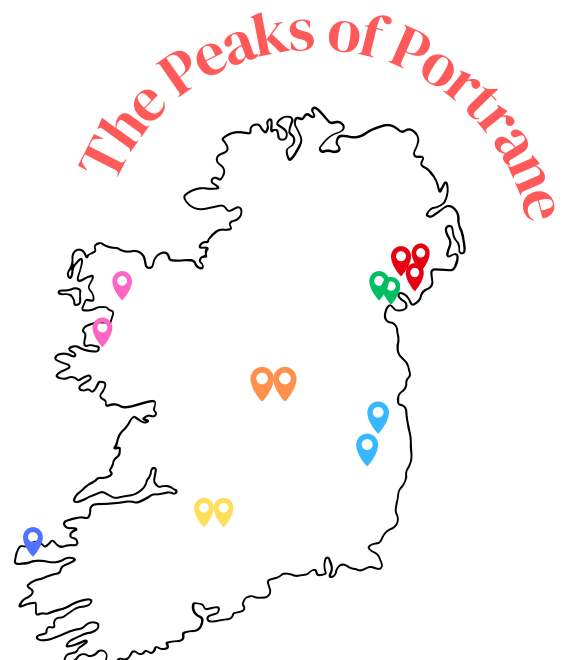
- Greenane
- Galtymore

Wicklow, Co. Wicklow

- Sugarloaf
- Kippure

Brandon, Co. Kerry

Nephin, Co. Mayo Ben Gorm, Co. Mayo





NFMHS

ADDING SOME GREEN TO THE RECEPTION LOBBY

Linda & Tracey from the Catering Dept have added a little bit of atmosphere to the reception building lobby by bringing in some plants that Tracey and her green fingers grow and also the cushion on the chairs for a bit of comfort.

Thank you both 😊





JOIN THE PORTRANE GOSPEL CHOIR



STAFF AND PATIENTS ARE WELCOME TO JOIN

**CONTACT NFMHS CHAPLAIN MARY EVUARHERHE IF
YOU ARE INTERESTED**

MARY.EVUARHERHE@HSE.IE



NFMHS

National Forensic
Mental Health Service

CONTACT US

NFMHS Comms

Thank you to all our contributors to the NFMHS Summer Newsletter 2024.

If anyone would like to pass on a story or highlight the work of one of your colleagues, please send it to comms.nfmhs@hse.ie for consideration in the next newsletter.

Please get in touch if you would like to highlight an initiative taking place in your department.

We also welcome any feedback on the NFMHS newsletter. Please let us know at comms.nfmhs@hse.ie

Central Mental Hospital NFMHS

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