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**THERAPIES HUB AT HAFAN-Y COED
OPERATIONAL PROCEDURES**

Introduction and Aim

This procedure aims to inform the wider service of the role and function of the Therapies Hub at Hafan-Y-Coed

- Objectives**
- To provide a recovery-focused therapy resource for the Hafan-Y-Coed Mental Health Unit
 - To encourage a multi-disciplinary and multi-agency approach to therapy provision at Hafan-Y-Coed
 - To support the safe use of the Therapies Hub

Scope

This procedure applies to all of our staff in all locations including those with honorary contracts

Equality Impact Assessment	An Equality Impact Assessment has not been completed as this is procedural guidance
Health Impact Assessment	A Health Impact Assessment (HIA) has not been completed.
Documents to read alongside this Procedure	Vocational Opportunities Procedure Hafan-Y-Coed Operational Policy
Approved by	Mental Health Policy Group Mental Health Clinical Board Quality & Safety Committee

Accountable Executive or Clinical Board Director	Mental Health Clinical Board
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Disclaimer

If the review date of this document has passed please ensure that the version you are using is the most up to date either by contacting the document author or the [Governance Directorate](#).

Summary of reviews/amendments			
Version Number	Date of Review Approved	Date Published	Summary of Amendments
1	7/4/2016	21/06/2016	New document

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ADULT MENTAL HEALTH THERAPIES HUB AT HAFAN-Y COED OPERATIONAL PROCEDURES

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1. Introduction

This document details the operational procedures for the Therapies Hub at Hafan-Y-Coed following relocation of the Adult Mental Health Services to the University Hospital of Llandough. If operational procedures do not require revision as a result of the relocation, they will not be reproduced here, but referral to the relevant section within the existing operational procedures will be made.

2. Context

Whilst broad inclusivity is encouraged the core purpose of the therapies hub must reflect the use of the unit by named therapy professions as follows:

- Occupational Therapy
- Physiotherapy
- Dietetics
- Art Therapy

These four professional groups form four components of this procedure.

This document refers to the re-provision of Mental Health therapy services at the Hafan-Y-Coed unit including:

- Speech and Language therapy
- Podiatry
- Activity nurses / FAST team
- Psychology / Advanced Nurse Practitioners, / Consultant Nurses / general access for therapeutic interventions by other mental health staff
- Third Sector

NB: Speech and Language therapy will have access to therapy space, however the service delivery model indicates that the majority of activity will be conducted within the Neuropsychiatry unit.

3. Summary of Current Service Delivery

Current service delivery utilises the existing therapy units and ward accommodation within Whitchurch Hospital and the Llanfair Unit. Therapy areas within Whitchurch Hospital are also accessed by other units such as Park Road Housing and Gabalfa Clinic for Physiotherapy, Domestic Science and Art Psychotherapy. Due to geographical location this will not be possible in the new unit.

4. Summary of Proposed Service Delivery

It is anticipated that the current model of service delivery will underpin proposed service delivery models in the new unit. However, due to the improved design of the accommodation there is more scope for shared access and more flexible use of the clinical space with an overarching expectation of maintaining the safety, security and governance of the unit,

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patients and staff and specific related policies, procedures, protocols and guidelines listed below:

- Therapeutic kitchen procedure
- Art Therapy procedure
- Gymnasium, treatment room and shower area procedure (*access by staff*)
- Group room and consultation room procedures
- storage spaces protocol
- Admin office protocols

4.1. Proposed Operational Hours

Core operating hours for therapy services are 8.30am to 5pm Monday to Friday. The unit should embody the principles of recovery, being accessible in support of the recovery pathway 7 days a week operating and outside of core hours, although currently staff are working to a 5 day job plan.

5. Use of Therapeutic spaces in Therapies Hub

5.1. Schedule of Rooms and use

Appendix A indicates a schedule of rooms and their uses and includes office spaces located above the Hub. This procedure refers to the use of therapeutic spaces within the Hub.

5.2. Outstanding Concerns

To ensure good governance the following procedures and protocols will be developed to accompany the operational policies and procedures relating to:

- the Vocational Opportunities Project (VOP) Procedure
- the use, care and maintenance of therapeutic materials and equipment,
- stock control,
- audit to provide assurances that staff are appropriately trained,
- security,
- health and safety of shower area
- fire procedures,
- use of therapies unit outside of core operational hours,
- safe staffing levels (compliance with delivery of procedures) use of admin to monitor department whereabouts of staff and patients,
- hydration for gym use.

5.3. Access and Coordination of Hub Therapeutic rooms (core hours)

The Occupational Therapy admin team will coordinate room access to the Therapeutic Kitchen, Group Rooms, Art Therapy space, storage areas and Consultation rooms during Hub core hours. There may be limited access to some areas out of core hours due to health and safety reasons (for example

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the Art Therapy room when the kiln is in operation) or security (restricting access to the VOP resources).

Keys to the department are kept in a locked cabinet in the Therapies Admin room at the entrance to the Therapies Hub.

5.4. Access and Coordination of Hub Therapeutic Rooms (outside of core hours)

Outside of core hours on weekdays and on weekends, access to the rooms can be requested via the Admin Office with keys being available to be signed out before the Office closes at 4.30pm Monday to Friday. Outside of these times the keys to the therapy rooms can be accessed via the shift coordinator. This will not include keys to any cabinets in the therapy rooms (with the exception of the Therapeutic Kitchen) nor will access be provided to the Therapy store room areas or VOP. Key management will need to be reviewed within 3 months of the service being operational.

5.4.1. Key access to shower areas is available within core hours from Therapies Admin office. For access outside of core hours arrangements for collection can be made with the Therapies Admin office prior to it closing at 4.30pm weekdays. Outside of these hours access to the Admin office through the shift coordinator will need to be arranged. Safety of patients and / or staff utilising the showers will be the responsibility of key collector (please refer to Use of Shared Showers Procedure).

5.4.2 Key access to gymnasium as in 5.4.1.

5.5. Safe working in clinical areas of Therapies Hub (Core hours)

Within core hours staff working within the group rooms, Art Psychotherapy, VOP or Therapeutic Kitchen must adhere to safe working procedures at all times. This includes:

5.5.1. Reviewing the risk assessment and clinical record prior to entering clinical rooms with service users

5.5.2. Wearing pinpoint alarms at all times.

5.5.3. Ensuring that the Admin office team are aware of whereabouts, which room(s) is (are) being used and the names of service users attending groups / clinical work.

5.5.4. No clinical work can be undertaken without a minimum of 2 staff within the Therapies Hub (this includes admin staff located in the admin office but does not extend to the gymnasium areas).

5.5.5. Ensuring all staff are aware of the alarm strip points and exit points and that no furniture (including occasional furniture such as flip charts, coffee tables or chairs) impede quick access to the alarms or exit points.

5.5.6. Ensuring that the doors to the courtyards from rooms are only opened when staff are within the rooms.

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- 5.5.7. The 2 group rooms must not exceed 6 persons (inclusive of staff)
- 5.5.8. The Hub Therapeutic Kitchen must not exceed 4 persons (inclusive of staff)
- 5.5.9. The Art Psychotherapy room must not exceed 8 persons (inclusive of staff)
- 5.5.10. The Art Psychotherapy room must not be used by staff other than Art Psychotherapy staff during kiln firing and until cleared for use following kiln firing by an Art Psychotherapist.
- 5.5.11. The Therapies admin office will be locked from the inside when occupied by 1 staff member. A hatch can be used to converse with service users or public.
- 5.5.12. Ensuring that staff are aware of all fire assembly points and have up to date fire training certificates.
- 5.5.13. Access to the storage areas are restricted to therapies staff only. No service users are to access these areas.
- 5.5.14. Yearly workplace inspections are to be conducted for all rooms.
- 5.5.15. Training records for therapies staff are available on request from the Therapies Admin Office on request from Fire Officers or for Health and Safety inspections.
- 5.5.16. The key collectors are responsible for leaving the room in a safe and fit state on leaving. Failure to leave rooms in a fit and safe state for use by others may lead to withdrawal of access to the facility.

5.6. Safe working in clinical areas of Therapies Hub (Non-Core hours)

Outside of core hours Hub rooms booked either through Therapies Admin team or Shift Coordinator operate with the same restrictions as core hours. The Admin Team will not be available on arrival, local arrangements with wards for off-ward working are to be adhered to.

- 5.6.1. A minimum number of 2 staff must be present within the immediate area or within eyesight for any work conducted in the Therapies Hub outside of core hours.
- 5.6.2. Access to storage areas, VOP and kiln are restricted. As there are separate budgets and arrangements for purchase of materials, prior discussion or agreement with therapies management or use of ward budgets is required for non-therapies staff engaging in activities involving therapeutic materials.

6. Additional Risks following Relocation

- Storage of sensitive data
- Provision of workstations for admin and clerical staff during their hours.
- Access to rehabilitative facilities: due to the location on the UHL site, access to recovery focused, community-based facilities (e.g. bank, post office, shops)

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could potentially lengthen treatment sessions, increase travel costs, increase in clinical risks to service users and staff due to travel by car rather than by foot.

-Access to gym equipment outside of core operational hours as a service development accompanied by enhanced training for non-Therapies staff as an enabler

-Procedures for medical emergencies within Therapies Hub

-Storage of food supplements

-Limitations on Art Therapy room access during kiln firing.

-Park Road patients remaining at Whitchurch and lack of suitable treatment space in that setting.

-Current lack of suitable treatment space in Gabalfa CMHT (service users currently access Physiotherapy department in Whitchurch, accessible due to close proximity), service users from Gabalfa may not be able to travel to UHL site. Will require change in Physiotherapy service delivery model.

7. Additional Opportunities following Relocation

-Closer working arrangements / integration

-Benefits of improved clinical environment

-Working outside of core hours

-Therapy space close to or on ward areas including outside space

-Use of gymnasium as health and wellbeing activity to include training of other staff to maximise potential benefit to service users

-Staff use of gymnasium

-Close location with MHSOP services

8. Training Requirements

-Vocational Opportunities Procedure

-ADL therapeutic kitchen including food handling qualification

-Training for staff at Level 2 for supervision of others using gym equipment will be undertaken

-COSHH

-General induction to therapies area

-Fire exits routes and procedures

-TDSI

-Alarm systems

-SIMA

-Pinpoint badges

-Medical emergencies

-Comfort cooling

9. Key Interfaces

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The Therapies Hub offers greater opportunities to interface with clinical staff other than therapies staff, including Nursing staff, Medical staff, Psychology staff, Housekeeping staff, Security staff, Catering staff, CMHT, rehab and day services staff.

Access to the unit by partner agencies such as Third Sector, Social Services, Community Groups, Education providers and Job Centre Plus staff is encouraged.

Service provision will include adult mental health inpatients, inpatients from the broader UHL site, or community-based service users where they interface with inpatient service-users and staff accessing the gymnasium facilities.

Interdependencies with other units include accessing disabled access Therapeutic kitchens in stroke unit and MHSOP.

Physiotherapy respiratory emergency on-call service will not be provided for this service as is currently the case in the absence of other clinical services able to support the patients requiring urgent or emergency respiratory care interventions. Patients requiring such care should be transferred to an appropriate acute medical setting.

Access to the Therapies Hub facilities may be required to support assessments or treatments that are required for discharge at short notice. These are to be managed as far as possible within the routine schedules of the unit but may take priority where discharge planning is critical. For example; ADL assessments required for safe discharge within the therapeutic kitchen will take priority over routine kitchen practise or leisure-based activities.

10. Occupational Therapy and Art Therapy

The Occupational Therapy and Art Therapy services aim to work as far as possible with inpatients within the ward environments. Assessment and treatment within the Therapies Hub will be when:

- specific resources need to be accessed (such as the VOP),
- groups operating across wards or specialties make a shared resource necessary or,
- when there is a clinical rationale for working off ward environments.

11. Physiotherapy

Currently some patients resident in Park Road requiring Physiotherapy attend the Physiotherapy Adult Mental Health Department in Whitchurch Hospital. This will no longer be possible. Patients may have the option to attend sessions using the HYC Gymnasium and treatment facilities if able to travel. This may also offer a therapeutic opportunity to travel to local leisure centres

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and participate in a rehabilitation programme under guidance of a Physiotherapy Technician.

There may be interplay between use of the Low Secure Unit fitness suit facilities and use of the gymnasium for group activities where appropriate and by specific arrangement.

Potentially staff well being activities could also be provided.

The appointment of Specialist Physiotherapy Clinical Leadership enable close working and cross service support to address the needs of an aging population of patients with Mental Health Needs.

12. Dietetics

The main areas of service provision include;

- Clinical Dietetic service provision to all the wards In Hafan Y Coed. The Dietetics service aims to build on existing working relationships across therapies and the multidisciplinary team to help deliver an effective service.
- Re-provision of existing Group activities to Hafan Y Coed aiming to expand group mode of delivery where possible in conjunction with other therapies.
- Health promotion events will also be undertaken across Hafan Y Coed
- Outpatient service: currently run from Llanfair unit will be re provided in Hafan Y Coed.

13. Review

The Hub Procedure will be reviewed by 31st July 2016 and amended if required.

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Appendix A: Room Use

Room Number	Original Room Name (on plans)	Amended Room Name	Description of Use	Frequency & Duration of use
DGF 15	Waiting Area	Consultation room waiting area	Waiting area	Within Core hours 8.00am-5.00pm
DGF 15	Office 2 person	Therapies Reception Office	Administrative, first point of patient contact	8.30am- 4.30pm Monday to Friday
DGF 13	Consulting / Interviewing room	N/A	Therapeutic / Clinical	No restriction on hours on hours of use but priority during core hours (8.00am - 5.00pm) may be given to Therapies staff (in particular dietetics) for assessments
DGF 12	Consulting / Interviewing room	N/A	Therapeutic / Clinical	No restriction on hours of use but priority during core hours (8.00am - 5.00pm) may be given to Therapies staff as indicated by clinical need
DGF 11	Consulting / Interviewing room	N/A	Therapeutic / Clinical	No restriction on hours of use but priority during core hours (8.00am - 5.00pm) may be given to Therapies staff as indicated by clinical need
DGF 10	ADL Kitchen	Therapeutic Kitchen	Therapeutic / Clinical	No restriction on hours of use but priority during core hours (8.00am - 5.00pm) may be given to Therapies staff as indicated by clinical need
DGF 9,8,7,17	Circulation area, toilet, disabled toilet	N/A	Patient use	No restriction on hours of use
DGF 6	Patient Group Room	Therapy Group Room	Therapeutic / Clinical (Active)	No restriction on hours of use but priority during core hours (8.00am - 5.00pm) may be given to Therapies staff as indicated by clinical need
DGF 5	Patient Group Room	Therapy Group Room	Therapeutic / Clinical (Low stimulation)	No restriction on hours of use but priority during core hours (8.00am - 5.00pm) may be given to Therapies staff as indicated by clinical need
DGF 4	Arts & Crafts	Art Psychotherapy	Therapeutic / Clinical	No restriction on hours of use unless kiln is firing during which time only Art Psychotherapy staff have access. Priority during core hours (8.00am - 5.00pm) may be given to Art Psychotherapy staff as indicated by clinical need.
DGF 18	Records Store	Store	Storage of Therapeutic materials and equipment for use by core therapies.	Access only to Therapies staff
DGF 19	Store	Store	Storage of Therapeutic materials and equipment for use by core therapies.	Access only to Therapies staff

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DGF 30	Locker Room	Locker Room	Lockers for use by staff and patients	No restriction on access
DGF 31	Locker Room	Locker Room	Lockers for use by staff and patients	No restriction on access
DGF 27	Male Patient Change	Male Patient Change	Patient use / staff use	See Physiotherapy Gymnasium Procedure for indications of use
DGF 28	Female Patient Change	Female Patient Change	Patient use / staff use	See Physiotherapy Gymnasium Procedure for indications of use
DGF 25	Store	Physiotherapy Store	Storage of Therapeutic materials and equipment for use by core therapies.	See Physiotherapy Gymnasium Procedure for indications of use
DGF 29	Circulation	Circulation		See Physiotherapy Gymnasium Procedure for indications of use
DGF 26	Treatment Room	Physiotherapy Treatment Room	Therapeutic / Clinical	See Physiotherapy Gymnasium Procedure for indications of use
DGF 21	Treatment and Clean Utility	Physiotherapy Treatment and Clean Utility	Therapeutic / Clinical	See Physiotherapy Gymnasium Procedure for indications of use
DGF 24	Office	Office	Clinical recording / administration, point of observation for gymnasium area by staff	See Physiotherapy Gymnasium Procedure for indications of use
DGF 22	Store	Store	Storage of Therapeutic materials and equipment for use by core therapies.	See Physiotherapy Gymnasium Procedure for indications of use
DGF 23	Gym	Gym	Therapeutic / Clinical	See Physiotherapy Gymnasium Procedure for indications of use
DFF09	9 staff office	Therapies Office	Large staff office for clinical recording / administration	For use by Therapies teams during core hours
DFF11	Records office	Management office	Management office shared by Occupational Therapy Clinical Lead and Consultant Clinical Psychologist for Older People	Restricted to use by 2 staff only due to presence of confidential staff information. No access to other staff outside of the core working hours of 2 staff members
DFF12	Records office	Photocopying room / records room	Photocopying by Therapies staff	Core Hours 8.00am to 5.00pm weekdays only
DFF13	Office	Admin Office	Use by admin team for therapies and team leaders	Core Hours 8.00am to 5.00pm weekdays only
DFF18	Staff Rest room	Staff Rest Room	Use by Therapies team and SIMA team only	Core Hours 8.00am to 5.00pm weekdays only
DFF15	Office	Occupational Therapy Clinical Lead Office	Restricted use for OT Management only	Core Hours 8.00am to 5.00pm weekdays only
DFF16	Office	Strategic Lead Occupational Therapist's Office	Restricted use for OT Management only	Core Hours 8.00am to 5.00pm weekdays only
DFF14	Office	Physiotherapy Clinical Lead Office	Restricted use for OT Management only	Core Hours 8.00am to 5.00pm weekdays only
DFF08	9 Person Office	Therapies Office	Large staff office for clinical recording / administration	Core Hours 8.00am to 5.00pm weekdays only
DFF06	Cleaner's Room	N/A	Storage of Cleaning Materials	As required by domestic staff

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