

Reviews of the Treatment and Care Provided to Residents of Private Psychiatric Hostels

Methodology – Revised for 2023

Between 2020 – 2022, the Chief Psychiatrist conducted reviews of 14 private psychiatric hostels across six licensees. Despite the appointment of a second Principle Officer – Reviews in 2022, the OCP's psychiatric hostel clinical review program has experienced significant delays due to COVID-19, with a further 19 hostels (six licensees) still to be reviewed.

Using the methodology devised for the reviews in 2019 (available on the [Chief Psychiatrist's website](#)), it will take 10 months to complete the remaining hostels reviews with two teams of 3x Clinical Reviewers.

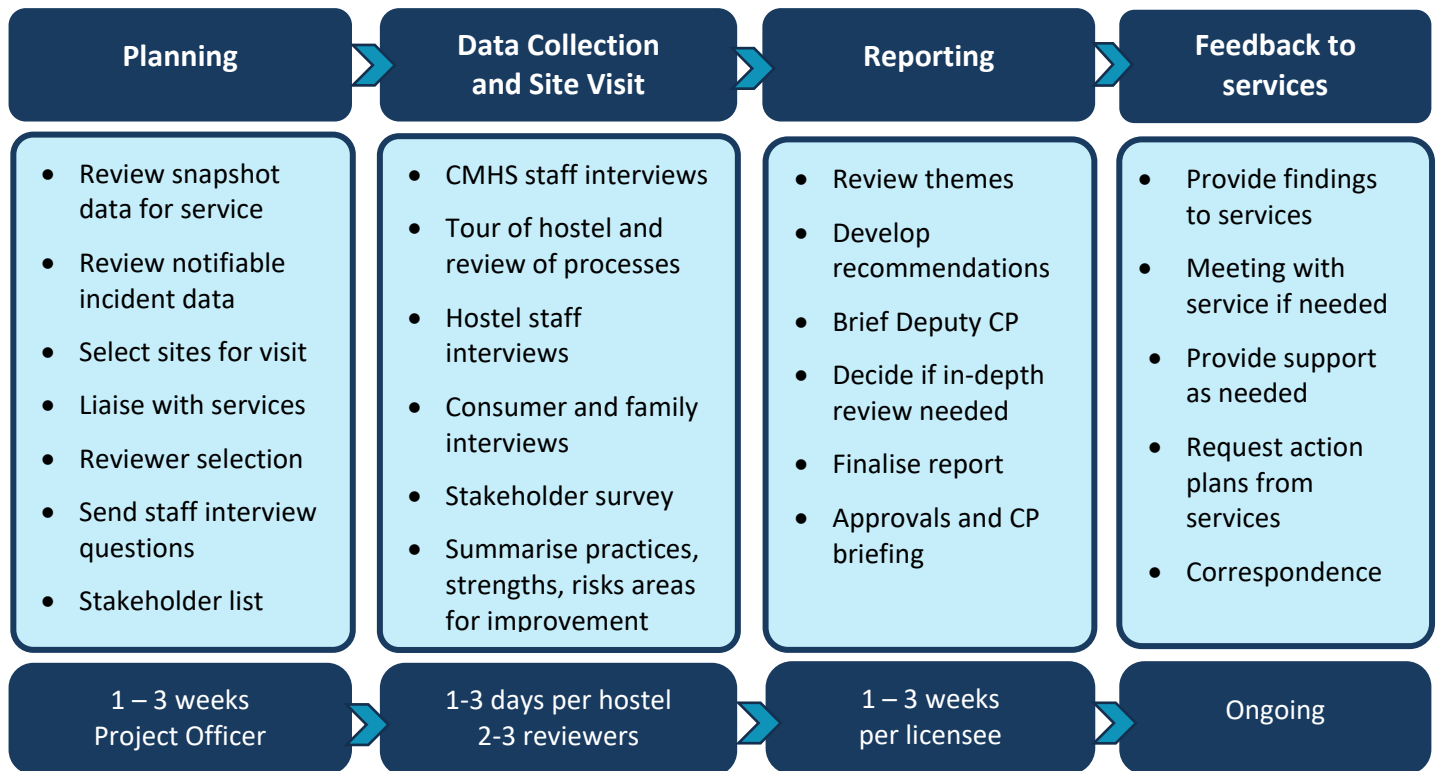
The OCP has decided to take a risk management/triage approach with the remaining psychiatric hostels, with reduced methodology and shorter site visits. The goals of this approach are:

- To reduce the amount of time to complete the hostel reviews,
- To reduce the amount of data collection required to identify key issues, risks and areas for improvement
- To provide more time to support service improvement and review process to ensure changes are made and sustained.
- To reduce planning time

Table: Private Psychiatric Hostel review status

Year	Licensee	Number of hostels
Completed with original methodology		
2020 (Pilot reviews)	Life Without Barriers	1 hostel
	Southern Cross Care	3 hostels
2021	Albany Halfway House	1 hostel
	St Jude's Hostel	1 hostel
	St Bartholomew's House	7 hostels
2022	Fusion Australia	1 hostel
To be completed with updated methodology 2023		
2023	Casson Homes	1 hostel
	Devenish Lodge	1 hostel
	Richmond Wellbeing	8 hostels
	Roshana Care	4 hostels
	Salisbury Home	1 hostel
	St Vincent de Paul Society	4 hostels

Methodology Overview



Review Aims

- To evaluate the clinical care provided by mental health services to residents within hostels, and how the hostel staff support, and are supported to do that.
- To identify common process issues impacting on quality of care and adherence to the Chief Psychiatrist's standards.
- The relationships between mental health services and hostels and how that impacts on residents and the care that they receive.

Pre-review planning

Data from the Chief Psychiatrist's Hostel Snapshot will be used to inform planning for the review (eg. number of active patients).

Hostel and mental health service will be contacted to advise of review and confirm dates (formal letters will be sent once dates are confirmed).

Pre-review liaison

Mental Health Service

Mental health service will be asked to provide a list of clinical staff who manage residents within the hostel. The OCP will email those staff to advise of the review and ask:

1. What are the top three things that work well between the MHS and the hostel
2. What are the top three things that need improvement in the relationship between the MHS and the hostel
3. Are there any other service providers involved in the care of residents within the hostel (eg. Wungen Kartup, NDIS providers, GPs etc.)

Feedback will be compiled by the Clinical Review team.

Hostel

The OCP will contact the hostel to discuss the upcoming review and will ask for a list of service providers that they work with and to discuss the logistics of the site visit.

Review team

The size of the review team will be determined by the size of the hostel, with a team of two to three reviewers visiting each site. The review team will include 2x Principal Officer Reviews but may include an additional reviewers at large sites. An Aboriginal reviewer or ELD reviewer may be used where appropriate and practicable.

Feedback from mental health service staff

The OCP will speak to a minimum of one medical staff and two case managers (unless there is only one case manager) who manage residents of the hostel. Meetings can take place in person or using MS Teams. Interviews can be individual or in a group, will be booked for 30mins and reviewers will use an interview schedule.

Staff may be selected based on their response to the pre-review feedback (ie. if specific issues are raised). Other staff will be offered a meeting if they wish to speak to the OCP review team. All staff who request a meeting will be offered the opportunity to provide feedback for the review.

Visit to the hostel, including feedback from hostel staff and residents

The visit to the hostel will take place over one to two days. The first day of the site visit will be to meet with staff who are rostered on for the day, and to have an introduction to residents (eg. at an informal morning tea). The second day of the site visit will be to meet with residents and any other staff if required. Meetings will take approximately 30mins and reviewers will use interview schedules for both staff and residents.

Reviewers may examine hostel documentation while on site.

Small hostels that are operated by a licensee which operates multiple sites may not receive a visit by the review team. Staff at all sites will be invited to speak to the review team.

Stakeholder feedback

Service providers and other stakeholders identified by the mental health service and the hostel, will be emailed a link to the OCP stakeholder survey to provide feedback. A survey link will also be sent to MHAS for all hostel reviews.

The OCP review team may meet with a stakeholder if requested or required.

Feedback from carers/personal support people

Feedback from carers and other stakeholders with a personal relationship to residents will be collected via carer survey. The OCP will provide the mental health service and hostel with a survey link to send to carers via email.

The OCP review team will meet with any carers if requested.

Notifiable incidents

Notifiable incidents reported to the OCP will be compiled by the OCP monitoring team for reviewers.

Report of findings and review follow up

Please see [Reviews of the Treatment and Care Provided to Residents of Private Psychiatric Hostels - Terms of Reference](#).