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## Summary of the Commission's Activities from 1<sup>st</sup> January 2023 to 30<sup>th</sup> June 2023

### Visit

The Mental Health Commission (MHC) made an announced visit to the in-patient unit at Manannan Court on Tuesday 14th March 2023. Two professional members and three lay members made up the team, however flight cancellations meant that the professional members attended remotely. The visit began with a short meeting with senior managers where there was discussion around the format of the visit, and the Chairman recognised the effective response of the leadership team to previous concerns regarding treatment of some informal patients.

Ward observations were then undertaken. Professional members of the Commission scrutinised paperwork and electronic records, assisted by the Chairman, and Lay Members visited wards. The Commission once again judged this a positive visit. There were positive observations regarding the physical environment and patient interviews elicited praise for staff both for skills and attitude. There were no concerns from patients about their rights. Staffing levels appear to have improved, and the NEWS is being used effectively and empowering Health Care assistants to escalate with confidence. Concerns remain over the lack of development opportunities for HCA staff, the lack of a permanent psychiatrist and of the health nurse who has not been replaced.

### Other Activities

One new lay member was appointed. The Commission was in receipt of a number of complaints, many of which were outside its remit and had to be re-directed. Other complaints were referred to management and responded to appropriately.

The Commission met with representatives of DHSC and Manx Care in March and June 2023. There was discussion about the Terms of Reference of the joint meetings, the Terms of Reference and remit of the Commission itself, the Mental Health Code of Practice, and the patient advocacy service. These matters remain unresolved. There was, however, progress in the appointment of several new SOADs and the Chairman was to approach a doctor in regard to their training.