

**St Patrick's**  
Mental Health Services



Annual Report  
and Financial  
Statements

**2021**



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# 2021 in numbers

Inpatient care to **3,000** service users delivered by **400** clinicians

## Service delivery

**14,057**



Dean Clinic appointments

**27%**



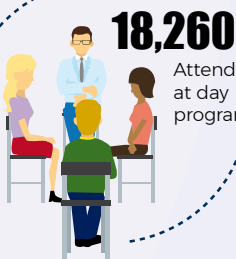
of service provided via Homecare

**12,546**



Contacts made to Support and Information Service

**18,260**



Attendances at day programmes

In 2021, St Patrick's Mental Health Services continued to deliver recovery-focused and human rights-based mental health services to the highest possible standards.

Our services strive to fulfil our founder Jonathan Swift's vision of a society where all citizens are given the opportunity to live mentally healthy lives.

## Research and training

**16**



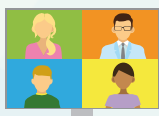
Peer-reviewed papers published in international journals by SPMHS research teams

**4**



Ongoing multidisciplinary research projects

**28**



Mental health promotion and advocacy events

**195**



WIMS School Portal registrations

## Advocacy

**21**

Media releases



**521**

Items of media coverage

**21**



Advocacy submissions and consultations

**125**



TY students participating in WIMS TY programme

## Service user engagement

**12**



SUAS meetings

**1,557**



Service users registered for Your Portal by end of 2021

**23**



Information Café sessions delivered

**65**



Peer support sessions delivered

# Chief Executive Foreword



**The pandemic may be in the rear-view mirror for broader society as this report is published, but for those working in healthcare it remains a challenge. Yet in 2021, St Patrick's Mental Health Services (SPMHS) continued to build on the successes of 2020, consolidating and embedding our new models of care while protecting our service users and staff.**

Throughout 2021, the organisation provided vital services while implementing robust health and safety measures. Indeed, COVID-19 ushered in a new era for SPMHS, enabling us to develop a new paradigm of care for the people who engage with our services every year. This new model of care continues to place the service user firmly at the centre, and allows us to stay true to our vision for a society where all citizens are empowered and given the opportunity to live mentally healthy lives.

Throughout the pandemic, we have responded positively to the challenges presented, but also continued to strive to future-proof our facilities and our service delivery as we lay the groundwork for meeting the growing and changing demands of society. Our *Changing Minds. Changing Lives. 2018 – 2022* strategy recognises the unique role that SPMHS plays in the development and delivery of mental health services in Ireland. Throughout 2021, work continued apace on implementing many of the strategic objectives of the strategy and significant progress was achieved.

Some minor revisions to the strategy were required during 2021, but these were wholly positive and fully aligned with our long-term vision for SPMHS. The St Patrick's, Lucan campus was converted into a COVID-19 isolation mental health treatment centre for operational reasons.

Meanwhile, our new Homecare service was established as a separate service, and it now accounts for 27% of the care we provide. During 2021, all private health insurers agreed to continue to provide cover for this service into the long term, demonstrating their recognition of its value and their commitment to supporting the delivery of the highest quality mental healthcare. The focus of the new adolescent clinical activity was also redirected to Homecare. Meanwhile, 90% of the Dean Clinic Service and day services continued to be delivered through technology-mediated interventions. We also focused on increasing and enabling the use of technology-mediated assessment and therapy sessions across all of our services, and continued to promote remote working among all staff where appropriate.

To enable consideration of future strategic options, it was also decided last year to progress with seeking planning permission for the building of a new hospital on the St Patrick's, Lucan site, and for the conversion of the historic section of the St Patrick's University Hospital site into a new national centre for mentally healthy living. Project teams were established to progress both applications.





We also continued to work closely with the HSE. A number of time-defined service agreements were put in place with CHO (community health organisation) areas during 2021, and the agreement with CHO5, which is the longest standing agreement, continues to work well.

SPMHS aspires to lead the way with our human-rights based approach to mental health services. In line with this, last year we continued to consolidate the mechanism through which service users can have real time access to their own mental health information. Use of the service user portal, Your Portal, increased significantly in 2021, and by the end of last year there were 1,557 service users registered. Work is currently in progress for all addiction services and mood disorder programmes to use Your Portal.

Another of our primary objectives is to continue to enhance service user participation and involvement in the organisation through the establishment of a robust partnership ethos and structure. This work to enhance service user partnership continued in 2021. Our vital advocacy and awareness-raising work continued throughout the year, with the No Stigma and WIMS Live campaigns gaining further traction and building on previous years' successes.

As always, we continued to support the philanthropic projects commenced over the past five years.

Our compliance with Mental Health Commission standards was once again exemplary in 2021; two of the three approved centres, Willow Grove Adolescent Unit and St Patrick's, Lucan, achieved full compliance ratings on the Mental Health Commission inspections, while St Patrick's University Hospital obtained just one breach.

SPMHS will always strive to meet challenges head on and never waver from our overarching mission - that of aspiring to provide the highest quality mental healthcare; to promoting mental health; and to advocating for the rights of those who experience mental health difficulties. We recognise that continued development and improvement of our services is necessary in order to achieve this, and we always endeavour to take a human rights-based approach to mental healthcare; to commit to the enhancement of evidence-based knowledge; and to be at the forefront of new initiatives and advances in the field.

**Throughout the pandemic, we have responded positively to the challenges presented, but also continued to strive to future-proof our facilities and service delivery as we lay the groundwork for meeting the growing and changing demands of society.**

Having weathered the storm of a global pandemic, I believe we have truly transformed our organisation for the better. For this we must pay tribute to the dedication and commitment of our Board, our staff and our volunteers, and the continued trust placed in us by our service users and their families.

**Paul Gilligan**

Chief Executive Officer  
St Patrick's Mental Health Services

# Report of the Chairman of the Board of Governors



**St Patrick's Mental Health Services (SPMHS) remains cognisant of its unique origins and original mission, while simultaneously evolving and planning for the future. During 2021, the organisation continued to provide quality care to our service users while adapting to the challenges posed by the COVID-19 pandemic and the resulting public health guidance.**

Our Homecare service and remote delivery of services have now become a formal component of our care offering, and these will be very important in the medium to long-term for SPMHS. The delivery of technology-mediated care allows us to offer services to a broader cohort of service users.

Our ability to deliver this service in a seamless fashion is a great testament to the staff and Board of SPMHS.

## **Transparency and trust**

Given our unique governance structure, SPMHS is independent and autonomous. Governed by a charitable trust set out by a Charter established in 1746, we receive no Government funding, instead operating as an independent not-for-profit entity. As a result, we continue to invest our financial resources, as well as our staff commitment and clinical expertise, in ensuring those experiencing mental health difficulties are empowered to live fulfilling lives.

## **Achieving high standards of governance**

SPMHS is independently governed by a voluntary Board of Governors, which is comprised of 12 non-executive, voluntary members who receive no remuneration for their services. The Board assumes the responsibility of administering our charitable trust on a not-for-profit basis. The Board, including its five subcommittees and management, invest considerable time and effort into ensuring that we maintain our high standards of corporate governance.

In accordance with the Charter, the Board met 10 times in 2021, with all meetings taking place virtually in line with public health guidance. The day-to-day management of the organisation is delegated to our executive management team, led by the Chief Executive.

Each month, the Board appoints one of its members as 'visiting governor'. This appointee visits a specific area or service and reports to the Board at the next meeting. Two members of the Board attend a Service User Consultative Forum every quarter and report back to the Board on the issues discussed.



## The people who shape our organisation

The Board of Governors of SPMHS must be thanked for their continued commitment and dedication in 2021. The Board members are the Very Reverend Dermot Dunne, the Most Reverend Dr Michael Jackson, the Very Reverend William Wright Morton, the Most Reverend John McDowell, Mrs Caroline Preston, Mrs Bernadette Godley, Dr John Hillery, Mrs Caroline Gill, Prof Joyce O'Connor, Mrs Audrey Cunningham, Mr Geoff Scully, Mr Michael Moriarty and Mr Tom Godfrey.

In 2021, I was once again humbled by the unwavering dedication shown by our staff and volunteers, who demonstrated a remarkable commitment to their role and unprecedented levels of flexibility in the face of the logistical and practical challenges wrought by the pandemic. I would like to take this opportunity to thank each of them for their commitment, their hard work and for maintaining the highest quality services for our service users despite the many challenges the past year brought.

**The unique structure of SPMHS allows us to invest our financial resources, staff commitment and clinical expertise in ensuring those experiencing mental health difficulties are empowered to live fulfilling lives.**

### **Danny Kitchen**

Chairman, Board of Governors,  
St Patrick's Mental Health Services



# Service delivery

**An independently governed, not-for-profit mental health service, St Patrick's Mental Health Services (SPMHS) offers care and treatment for service users from all over Ireland via a specialised range of integrated services.**

SPMHS encompasses three Mental Health Commission approved centres, including our two adult inpatient centres at St Patrick's University Hospital (SPUH) and St Patrick's, Lucan (SPL), as well as the Willow Grove Adolescent Unit (WGAU). Continuity of care for all of our service users on their journey to recovery is provided by our inpatient and day services, as well as the community services offered across our Dean Clinics in Dublin 8, Lucan, Cork and Galway.

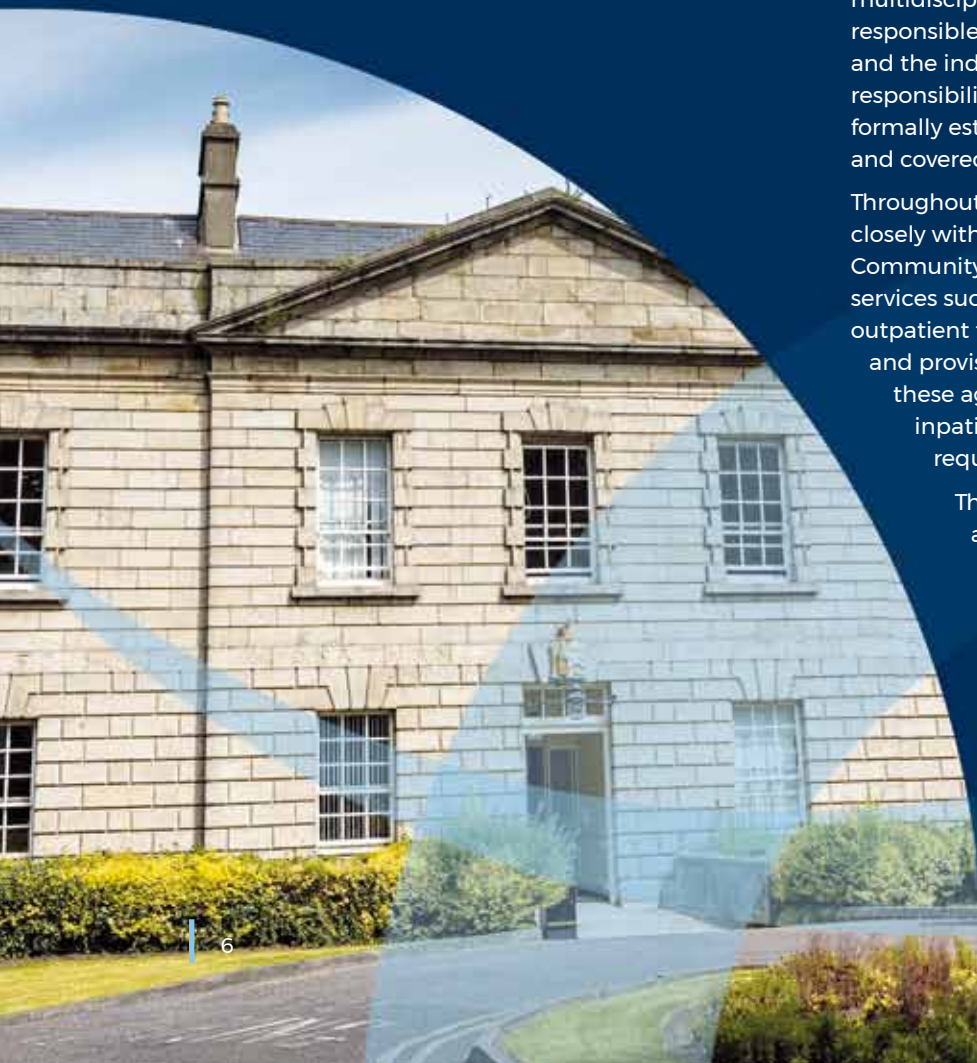
The necessary changes to our models of care as a result of the COVID-19 pandemic became embedded in the fabric of our service delivery offering throughout 2021. Our rapid deployment of technology-mediated interventions in response to the onset of the pandemic was further refined and finessed over the course of 2021. While public health guidance and changed work practices meant that nearly half of our staff continued to work remotely, our full suite of services remained on offer to those who needed to avail of them, anchored by our Homecare service.



As part of the Homecare service, the multidisciplinary treating team remains clinically responsible for the safety and care of an individual and the individual also remains the clinical responsibility of the hospital. In 2021, Homecare was formally established as a separate entity, recognised and covered by the private insurers.

Throughout 2021, SPMHS continued working closely with several Health Service Executive (HSE) Community Health Organisations (CHOs), delivering services such as mental health assessment, outpatient treatment of children and adolescents and provision of inpatient care to adults. Through these agreements, we provide seamless inpatient care for service users of theirs that require our services.

This was achieved while taking an abundance of caution in the face of ongoing risk to our inpatients, staff and visitors. The very small numbers of COVID-19 infections among our inpatients is testament to the excellent work of our frontline staff and the processes and procedures we put in place from the onset of the pandemic.







# Clinical activity

SPMHS continues to experience a year-on-year increase in demand for our services. SPMHS comprises three separate approved centres including SPUH with 241 inpatient beds, SPL with 52 inpatient beds and WGAU with 16 inpatient beds (including two Homecare admissions).

## Inpatient activity

The table below shows the numbers and percentages of admission care/treatment days delivered in 2021, providing a breakdown of the inpatient care days versus the Homecare days.

No. (%) of Inpatient Admission Days and Homecare Admissions Days 2021.

	Total Adult	WGAU	Total
Homecare Admission Days	26,752 (26.5%)	2,435 (44.3%)	29,187 (27.4%)
Inpatient Admission Days	74,160 (73.5%)	3,058 (55.7%)	77,218 (72.6%)
Total Admission Days	100,912	5,493	106,405

These numbers represent the core activity within SPMHS of the care and treatment delivered during 2021 to over 3,000 service users, which was provided by approximately 400 clinicians. They also represent the wide range of excellent multidisciplinary teams and programmes through which care is provided.

These activity statistics also include the inpatient services that we have provided via several agreements with the HSE. Service agreements signed or renewed between the HSE and SPMHS in 2021 included HSE CHO5 (counties Wexford, Waterford, Laois, Kilkenny and Tipperary) and CHO7 (Dublin South West and Kildare).

## Day services

Day services continued to be delivered remotely throughout 2021. Our continued adherence to public health guidelines prompted the continued use of technology-mediated interventions across our day programmes. Attendance levels at our day services had a slight increase on pre-pandemic (2019) levels by 3.6%, and service user feedback was extremely positive, with many expressing a preference for online programme delivery for a variety of reasons including infection control, travel costs and time.

In 2021, in response to increased demand, we expanded a number of our services, including our addiction services, dual diagnosis service, eating disorder service and recovery-based programmes.

SPMHS Day Programmes	Attendances 2021
Acceptance and Commitment Therapy (ACT)	1,894
Access to Recovery	1,451
Addictions Programme	1,779
Anxiety Programme	1,298
Best Health	34
Bipolar Programme	421
Building Strength and Resilience	44
Building Healthy Self-Esteem	165
Cognitive Behavioural Therapy for Adolescents	166
Compassion Focused Therapy (CFT)	1,060
CFT Eating Disorders	304
Coping with COVID-19	73
Depression Programme	1,200
Eating Disorders Programme	922
Family Therapy for Anorexia	60
Formulation Groups	392
Living Through Distress	1,757
Living Through Psychosis	141
Mindfulness	318
Pathways to Wellness	975
Psychology Skills for Adolescents	273
SAGE	178
Radical Openness	1,036
Recovery Programme	1,772
Schema Therapy	246
Trauma Group Therapy	300
<b>Total</b>	<b>18,260</b>

# Dean Clinic

## Community care activity - Dean Clinics

A total of 14,057 appointments took place across our network of Dean Clinics in 2021, representing a 10.6% decrease when compared with 2020. This was largely due to the unplanned reduction of clinical resources as a result of the COVID-19 pandemic. This figure represents community provision of care and treatment to thousands of people for a variety of mental health difficulties such as anxiety, depression, trauma, eating disorders, addictions, dementia and other psychological issues. Clinical activity in our Dean Clinics include multidisciplinary assessments, psychology, cognitive behavioural therapy, social work and occupational therapy sessions.

The majority of Dean Clinic appointments during 2021 were delivered via technological-mediated interventions.

Dean Clinic - St Patrick's University Hospital

## Rights-based care and treatment

SPMHS continued to admit service users under the Mental Health Act 2001. SPMHS uses this Act, and its associated regulations, to create the essential legislative foundation to provide care and treatment to those experiencing mental health difficulties.

These regulations ensure that individuals experiencing a mental health difficulty can access healthcare in a way that is equitable and protects their human rights.



In 2021, service users were treated under the Mental Health Act on 81 occasions. This represented 2.8% of all admissions to SPMHS, and includes service users admitted under the Mental Health Act; those transferred to SPMHS already under the protection of the Mental Health Act; and those admitted voluntarily who subsequently went on to be treated under the Act.

In 2021, 64 independent Mental Health Tribunals were facilitated in SPMHS. On 111 occasions in 2021, inpatient service users who requested a premature discharge were supported through the 'Discharge Against Medical Advice Process'. This represented a slight increase on 2020. In addition to this, service users requesting a premature discharge were often supported through an agreed discharge plan.

### **Clinical governance: Quality and excellence**

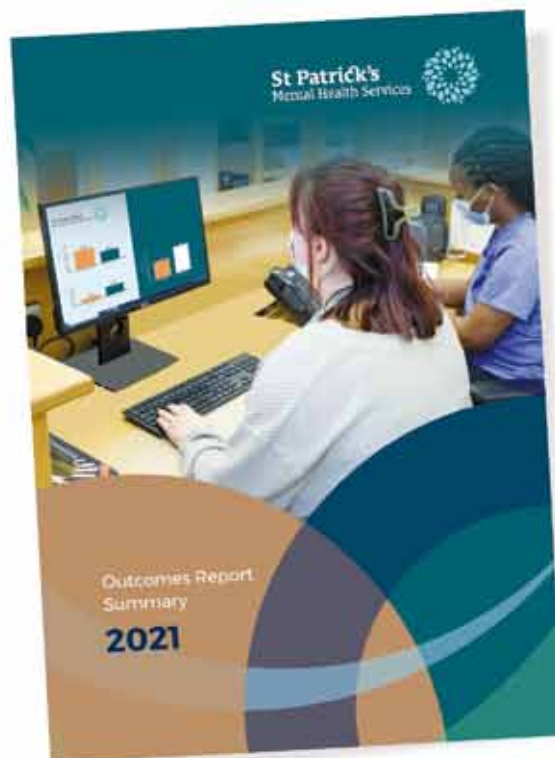
Since the establishment of the Mental Health Commission, SPMHS has maintained an exemplary record in consistently achieving the highest quality standards in mental healthcare service provision.

In 2021, the Mental Health Commission Annual Report for 2020 recognised the three approved centres of SPMHS as achieving full compliance with all regulations during the COVID-19 pandemic.

During the 2021 annual inspection of SPMHS' three approved centres, Willow Grove Adolescent Unit and St Patrick's, Lucan achieved full compliance with all applicable rules, codes and regulations. Of all rules, codes and regulations applicable to St Patrick's University Hospital, one standard was found to be non-compliant in 2021. These exemplary results reflect the commitment of all staff working in SPMHS to delivering the highest standards of quality.

### **Outcome measures**

In 2021, SPMHS continued to assess and monitor the efficacy of its services through the measurement of specific outcomes. SPMHS is one of the first mental health organisations to collate, analyse and produce this information relating to its outcomes on an annual basis.



These reports present outcomes relating to clinical care, clinical governance processes, clinical programmes and service user satisfaction rates, and we believe this data is central to the organisation's promotion of excellence in mental healthcare. By measuring and publishing the outcomes of the services we provide, we strive to understand our strengths, and identify and monitor any perceived weaknesses.

Wherever possible, validated tools are utilised throughout the *Outcomes Report*, and the choice of clinical outcome measures used is under regular review. This ensures we are attaining the best possible standards of service delivery. Despite the practical challenges posed by the pandemic, SPMHS succeeded in collating the necessary information for the publication of our 11<sup>th</sup> *Outcomes Report* in 2021.



# Key service delivery developments



## Digital and telehealth service developments

SPMHS continued to leverage its expertise in telehealth throughout 2021 as the digital transformation of our services progressed. In 2021, we focused significant technical resources to consolidate our technology platforms and embed innovative solutions for the remote delivery of our mental health services. Our core service delivery model now depends on video conferencing, our electronic health record (eSwift), text messaging and the service user portal (Your Portal). Alongside SPMHS' own innovative use of technologies, in 2021, we continued to partner with external technology organisations to search for, collaborate with, and test out innovative technologies capable of augmenting, supporting and enhancing positive mental health and its treatment for citizens.

## Prompt assessment of needs

SPMHS' prompt assessment of needs (PAON) is an innovative free-of-charge service that allows for prompt engagement with service users (including risk-assessment), and ensures the most appropriate care pathway can be quickly identified.

It is a telecommunications-based assessment for service users who are referred by their GP. An experienced registered nurse carries out the PAON, and based on their assessment, will create a care plan with the service user that can include referral to the SPMHS Dean Clinics, day services, services outside of SPMHS or for inpatient assessment.



There were 1,338 adult PAONs delivered in 2021, which represented a 35% increase on 2020. We observed that PAON referrals fell throughout the second and third quarters of 2020 when GPs were seeing fewer patients in person due to public health restrictions. The number of referrals increased in the fourth quarter of 2020 and remained strong throughout 2021.

## Social Work Department



### **Mental Health Recovery: A Family Perspective webinar series**

The webinar series, Mental Health Recovery: A Family Perspective, was developed by the Social Work Department, and aims to provide information, education and guidance on different mental health difficulties and available supports for families and supporters in an accessible format. Beginning in October 2021, the lecture series is delivered on a rolling monthly basis, and is provided by different mental health professionals (from social work, psychology, occupational therapy, nursing, medicine and pharmacy) and service user representatives.

The series focuses on a wide range of mental health difficulties from a family perspective. Recordings of the webinars are publicly available on [www.stpatricks.ie](http://www.stpatricks.ie) and the webinar format of the series enables no maximum limit of attendees.

## Psychology Department

The Psychology Department's day programmes remain in demand, with waiting lists for many programmes. Throughout 2021, the Psychology Department addressed waiting lists in specific areas such as Living Through Distress (now called Dialectical Behaviour Therapy, Compassion-Focused Therapy and Group Radical Openness).

Waiting times have since reduced significantly, however, there is still a high demand. The older adult programme (Coping with COVID) demonstrated flexibility and responsiveness to service users' feedback by moving the focus from coping with COVID-19 to developing broader coping skills and redesigning and renaming the programme to Coping for Older Adults (COAP).

Of note, relatively new programmes such as the Trauma Programme and the Temple Formulation Programme have had an increase in demand and a related increase in waiting times.

**In response to long-term demand for more psychology services for young adults, the Psychology Department worked with the young adult team to develop more resources. As a result, the young adult psychology allocation has increased both for inpatients and the Dean Clinics.**

In 2021, the Psychology Department planned a new and innovative young adult 'Emotional-Focused Therapy' day programme, which will be piloted in 2022.



## **Pharmacy Department**

Clinical pharmacists are integrated into our multidisciplinary teams. They provide individual interventions to all service users, and regular group interventions as part of a number of programmes.

In 2021, pharmacists began providing sessions to the Depression Recovery Programme and continued to deliver presentations as part of the Walk in My Shoes' Transition Year Programme. Pharmacy staff support and actively participate in clinical trials in SPUH such as the ongoing Karma-Dep 2 trial.

Throughout the ongoing pandemic restrictions and staffing challenges, the pharmacy dispensary team continued to support outpatients to access our essential supply services and expanded the capacity of the team for service delivery.

During 2021, the clinical pharmacy team pursued further quality and medication safety improvements by introducing a pre-admission Medicines Reconciliation process in SPMHS. This required input from nursing, medical and ICT staff, and has been very well received by both service users and prescribers.





## Occupational Therapy Department

In 2021, the Occupational Therapy Department continued to provide group and/or individual interventions to approximately 35% of all inpatient hospital admissions and service users on a Homecare service admission. Face-to-face groups were facilitated on a needs basis with infection control protocols, while the Department also facilitated virtual group interventions on a number of clinical programmes. The Occupational Therapy Department also provides intervention to service users in the Dean Clinics.

The Monday to Friday general activities timetable was reworked in 2021 to allow service users to access morning lectures, anti-tension and other activities. The programme was expanded to include a virtual art therapy group, mindfulness group, creative writing group and weekend activities such as relaxation, mindful yoga and yoga nidra.

All virtual groups are available to inpatient service users and service users availing of Homecare, and all service users receive a daily email with the virtual programme for the day.

In 2021, the creative activity rooms such as pottery, art and craft and other on-site groups such as gardening groups, sound meditation and yoga nidra were available for service users to access with appropriate infection controls.

**Additionally, external facilitators provided groups and activities remotely such as creative writing and loving-kindness meditation.**

## Support and Information Service

SPMHS operates a confidential support and information telephone and email service, staffed by experienced mental health nurses from 9am-5pm, Monday to Friday, with an answering and call-back facility outside of these hours. There is also an online support and information form that can be filled out on our website. The volume of contacts received by our Support and Information Service increased significantly in 2021; The total number of contacts was 12,546, which represented a 12.5% increase on 2020 activity.

## Your Portal: 2021 developments

In keeping with SPMHS' rights-based approach to service user care and treatment, SPMHS has committed to enabling service users to access their own mental health information, as well as enabling them to share information and communicate securely with their care teams. In June 2020, Phase 1 of Your Portal was fast-tracked in response to COVID-19, with the intent of providing service users with easy access to information to help facilitate remote care.



A Service User Consultative Forum was held in May 2021; following which, Phase 2 of Your Portal was rolled out in line with the supports and improvements identified as part of the Forum. A key success factor in the development of Your Portal is the collaboration with the Remote Care Advisory Forum, a committee comprising former service users of SPMHS, which was established in March 2021, and met monthly thereafter. This Forum has built upon the work of the Service User Portal Design Team, which helped us achieve the launch of the first phase of Your Portal in 2020.

Work also continued to promote and expand how clinical staff use Your Portal to share information with service users. To support this, staff training on Your Portal is incorporated in new starter training, and refresher training sessions for other staff were also provided regularly throughout 2021.

Your Portal is used by several clinical programmes to enable the sharing of information, while also enabling service users to complete online forms required for their group programme. As of January 2022, 1,557 service users were confirmed registered on Your Portal.



## Data protection

SPMHS takes our requirements under the various data protection legislation very seriously and we are cognisant of potential cybersecurity threats. All Data Subject Access Requests in 2021 were processed by the Data Protection Office (DPO) in compliance with our obligations under Section 91(1) of the Data Protection Act 2018 which gives further effect to the GDPR and internal SPMHS Data Protection Policies.

We received 360 data subject access requests (SAR) in 2021; a 10% increase on the previous year. Some 99% of the SARs (357) were reviewed internally by the DPO, with three complex SARs reviewed by our external legal team. The highest volume of requests (N=146) came from service users, followed by doctor-to-doctor requests (N= 60), solicitors (N=53) and health insurers (N=34).

A Data Incident Register continued to be maintained in 2021 for all data incidents and data breaches, and each incident was managed in line with our Data Breach Management Policy. A total of 79 data incidents were reported internally in 2021 compared to 76 in 2020. All were risk-assessed by the DPO and 49 were classified by the DPO as a data breach; of which four reached the threshold as reportable to the Data Protection Commission (DPC). The DPO liaised with the DPC on reported breaches and the DPC confirmed that they were satisfied with the outcome of our investigations and our actions to remediate and mitigate the impact of each of these breaches as a result. All breaches reported in 2021 have been closed by the DPC and our Clinical Governance Committee.



## Service User IT Support Service (SUITS)

Established in March 2020 as complementary to the deployment of our Homecare service and other technology-mediated interventions, the SUITS team now comprises three full time staff (WTE). In 2021, a pro-active support process was implemented, whereby the initial service user call assesses the service user's technical support and training needs and enables a scheduled booking process for the team to meet or call the service user at a time that is convenient for them. By contacting service users prior to their scheduled appointments, SUITS helps service users with preparations to use MS Teams on their own or on SPMHS-provided devices and encourages SPMHS Your Portal account activation.

SUITS aims to reduce technical issues for service users during appointments, while also advancing Your Portal adoption to enable enhanced secure communications. This also ensures that clinicians can focus on their service users and their needs without having to focus on any technical issues that may arise. Where issues arise just before or during calls, SUITS can also provide real-time assistance to ease service user anxiety, and troubleshoot to enable a successful video appointment.



## GP electronic referrals

The national Healthlink system provides an electronic messaging service that allows the secure transmission of clinical service user information between hospitals, healthcare agencies, clinical centres and GPs. SPMHS has been utilising this service since 2017 and its use has grown as a direct result of the pandemic. Electronic referrals from GPs via the national Healthlink system increased by 22.4% in 2021 compared with 2020, with a total of 2,814 referrals received over the course of the year.

## Centre for Innovative eMental Health Technologies

As part of the *Changing Minds. Changing Lives.* strategy, SPMHS committed to the development of a Centre for Innovative eMental Health Technologies. The Centre will collaborate with technology partners to develop innovative mental health interventions and supports.

**SPMHS continued its partnership with the Ireland Fund Business Plan Competition 2021 for the third and final year under the current agreement. The competition is a pre-accelerator programme designed to help Ireland's early-stage student entrepreneurs progress their innovative technology ideas to commercialisation.**

The winner of the 2021 award was Speakeasy; a wellbeing-focused classroom software management system used by teachers and school officials to gain analytical insights into student data and provide an early warning system for students at risk of ill mental health and wellbeing issues. SPMHS is currently exploring opportunities for collaboration with Speakeasy.

In addition, SPMHS is in discussions with the 2020 winners of the Business Plan Competition, KeepAppy, in relation to a collaborative research project.





**Employee wellbeing**

SPMHS recognises the importance of taking a proactive approach to staff health and wellbeing. As a responsible employer, SPMHS is committed to the ongoing achievement of an inclusive and open workplace culture through initiatives and policies that are underpinned by workplace strategies and supports for staff.

A key component of the organisation’s approach to employee wellbeing is the Staff Wellbeing Committee; a cross-functional group comprising staff members from various departments, which was established four years ago.

The Wellbeing Committee organise events throughout the year designed to engage and assist staff in maintaining their wellbeing.

Such events are in part informed by an annual Wellbeing Survey which all staff are invited to complete and to share their views about the activities and initiatives they would like to see the Wellbeing Committee organise.





## Innovation Corridor

Developed by Dublin City Council and in partnership with the research, healthcare and technology sectors, Smart D8 is an initiative that focuses on the health and wellbeing of the local community in Dublin 8.



In 2020, SPMHS became one of the Smart D8 partners, signing the Partner Deed of Adherence.

Our Director of Digital Health, Orla Gogarty, joined the Smart D8 Steering Committee.

During 2021, a project from Walk in My Shoes, Ways to Wellbeing: Learning from Locals, was selected as a Smart D8 mental health and wellbeing pilot.

## The KeepWell Mark



SPMHS underwent the Ibec Keep Well Mark re-assessment during 2021; the first since being awarded the mark two years ago.

The organisation succeeded in retaining the KeepWell Mark, which is awarded in recognition

of the importance placed by the organisation on the overall wellbeing and constructive management of employees.

This is a significant achievement, particularly in the context of the pandemic. In addition, the organisation was nominated in two categories in the annual KeepWell Mark awards; Company of the year - Large and Best in Class in Mental Health.

## Human Resources Department

Over 700 staff across a range of disciplines, both clinical and non-clinical, work to deliver care to our service users. To ensure we are always able to deliver the highest standards of care, we are committed to creating and maintaining a working environment within which all staff are empowered and encouraged to reach the fullest extent of their potential.

We realise this vision by working in partnership with the wider SPMHS organisation to provide leadership, support and guidance in the development and implementation of the policies, procedures and practices required to assist SPMHS in the achievement of our clinical and commercial objectives. SPMHS is committed fully to the vision and mission of our human resources management strategy. Part of meeting these objectives is our being able to respond to recruitment challenges in a timely manner, and in maintaining and developing our existing skills base. To this end, the Human Resources Department continued to lead and support the organisation in meeting recruitment challenges across all departments and disciplines against the backdrop of an increasingly competitive labour market. Overall staff turnover for 2021 stood at 5.2%, which was a very slight increase on the figure for 2020 (4.8%).

**Throughout 2021, the organisation successfully managed and met the ongoing challenges presented by the pandemic as these related to work practices and staff safety.**

Remote working continued to play a central role in mitigating the risk to staff health and wellbeing to the extent that the organisation is now committed to the continued use of remote working post-pandemic. The organisation invested in external occupational health expertise to guide and advise on the management of staff who were affected by COVID-19. Additionally, the organisation appointed its first internal occupational health nurse to further enhance our response to the pandemic and to develop our own in-house occupational health services.



# Advocacy



**St Patrick's Mental Health Services (SPMHS) is committed to promoting mentally healthy living and mental health awareness across the community, and advocating for the rights of those who experience mental health difficulties.**

Through our active advocacy function and awareness-raising campaigns and initiatives, such as Walk in My Shoes, our goal is to work towards a society in which the rights of those experiencing mental health difficulties are protected, and people are empowered to live mentally healthy lives without fear of stigma or discrimination.

SPMHS has a dedicated Advocacy Strategy that aims to continuously build upon, and further develop, SPMHS' achievements and outputs in its advocacy and awareness-raising work, and service user consultation and participation is central to our Advocacy Strategy.

The objectives of the advocacy strategy are fundamentally aligned with European and international child and adult mental health advocacy goals, and reflect an overarching vision of a society where all people are given the opportunity to live mentally healthy lives. Our Advocacy Committee contributes to all relevant consultations issued by Oireachtas Committees, Government departments and other national bodies.





During 2021, new organisational links were established and others were strengthened as we worked with partner organisations and international bodies. SPMHS continued to cement its reputation as a respected authority in mental healthcare, and the Communications Department worked closely with regional and national media in 2021 to raise awareness of mental health and tackle mental health stigma. 2021 saw extensive media coverage of our various activities and initiatives, and SPMHS continues to leverage social media to highlight and promote these online. This worked particularly well given that most of these events again took place in a virtual capacity during 2021; engagement, impressions and link clicks were significantly higher compared to previous years, thus bringing our advocacy and awareness-raising efforts to an even wider audience.

### **Advocating for human-rights based approaches to mental healthcare**

SPMHS contributed to a total of 21 consultations in 2021 - the highest number during any one year to date. Additionally, a successful submission was made to a report being collated by the International Initiative for Mental Health Leadership, a collaborative that focuses on improving mental health and addiction leadership and services across 10 sponsoring countries and regions, on innovative responses by mental health services during the pandemic. An impact review of 12 months of submissions from July 2020 to June 2021 was completed, with a view to using it as a baseline for the continued evaluation of the impact of our advocacy submissions.

Some 36 events related to mental health, disability and advocacy activities were attended (remotely) by the Advocacy Manager over 2021 to represent SPMHS, and to build on the network of mental health organisation partnerships established. These included participation in a meeting convened by the MEP Alliance for Mental Health and attendance at a high-level conference by the European Commission on COVID-19 and Mental Health.

Our efforts to strengthen our presence at international level continued last year. SPMHS continued its participation in the Global Mental Health Action Network, an open community of mental health professionals who share a mission to protect the right to good mental health, by taking part in member calls, attending webinars and the annual meeting and contributing to its newsletter.

An application for SPMHS to join a new Pan-European Mental Health Coalition convened by WHO Europe was made in 2021, and has subsequently been accepted in April 2022. SPMHS also offered support to a campaign by the MEP Alliance for Mental Health for a European Year of Mental Health. A submission was also made to the UN Universal Periodic Review process ahead of the State's next Periodic Review.

**In 2021, 3,222 parents attended 105 mental health awareness training sessions delivered by the National Parents Council in partnership with St Patrick's Mental Health Services**

SPMHS became an associate member of the Assisted Human Reproduction Coalition in 2021; strengthening children's rights, and in consideration of associated mental health impacts related to the legislative reform remit of the Coalition.

We also contributed to a project by Headline, Ireland's national media programme for responsible reporting on mental health, to develop the world's first media resource for improving the experiences of people living with severe mental health difficulties.

Our philanthropic efforts continued throughout 2021. A philanthropic project evaluation was completed with the National Parents' Council (NPC) for the mental health awareness training programme for parents, and a further year of funding was subsequently approved following the positive feedback. In 2021, 3,222 parents attended 105 training sessions delivered online.



Mental health advocate Grace Mongey at the launch of WIMS Live 2021

MENTAL HEALTH  
SUPPORT SYSTEMS

### **Undertaking critical awareness-raising work**

While many of the conferences and events that SPMHS would usually partake in did not go ahead or took place online, we maintained a strong presence where possible and sought to contribute and offer value to our partner organisations while raising awareness of mental health difficulties.

SPMHS staff were invited to speak at a number of external events and webinars in 2021, including Healthfest 2021 and the Smart Health Summit. Partner campaigns by Mental Health Reform, SeeChange, First Fortnight and the Children's Rights Alliance were further supported via submissions, attendance and participation at events, and support through SPMHS or Walk in My Shoes' (WIMS) social media channels.

SPMHS continued to utilise all forms of media to raise awareness of mental health difficulties throughout 2021, and many media outlets requested SPMHS clinicians and experts for comment on various mental health segments. A total of 21 media releases were issued in 2021, including 16 press releases, four media notices and one statement, with all receiving widespread coverage across print, broadcast and online media. There were a total of 521 media items relating to SPMHS or WIMS across various media in 2021, with campaigns such as WIMS Live and #MindYourSelfie receiving significant media coverage. A number of our clinicians and staff contributed opinion editorials to national newspapers and were also interviewed on radio, podcasts and television throughout the year.



There was significant traffic to the organisation's websites and social media channels as we continued to share responses to the COVID-19 pandemic, including visiting restrictions or updates to services; news and updates on events; campaigns and advocacy initiatives; and a diverse range of information and supports, including blogs, podcasts and videos exploring various mental health themes.

The organisation operates a number of digital mailing lists: the SPMHS general public and GP lists; the WIMS' general mailing list; and primary school and secondary school lists. At the end of 2021, a total audience of 10,053 people were subscribed to these mailing lists, and click through rates and engagement were higher than previous years.

SPMHS and WIMS social media performed well in 2021, with impressions, engagements and link clicks all increasing from 2020. Audiences grew by 10.2% in 2021 and impressions grew by 156%. A number of areas of potential growth were identified and are being strategically targeted in 2022.

## Women's Mental Health Network



The Women's Mental Health Network is now in its fourth year. A joint initiative developed by SPMHS and the National Women's Council, it aims to provide a forum for information-sharing and networking, and to advance interdisciplinary and multi-agency collaboration on women's mental health issues.

The Network held three events during 2021, including webinars on 'Women's Mental Health and COVID-19: Opportunities for Change and Advocacy' and 'Mental Health in Mid-Life'. Coverage of these events appeared in *The Irish Times*. An end-of-year networking event also took place, and over 740 registered to attend across all Women's Mental Health Network events held in 2021. Membership of the Network increased from 296 to 359 during the year; an increase of 21% from year end 2020.

## GP Information Programme

The GP Information Programme ran throughout 2021 to raise awareness of mental health among GPs; to inform GPs about changes to services in light of the pandemic; to educate GPs on managing mental health presentations in their surgeries; and to encourage GPs to attend or engage with SPMHS' online events and resources, such as the GP portal.

2021 also saw the launch of a new six-part CPD-accredited GP webinar series to educate GPs on managing mental health presentations in their surgeries. The series took place between March and September, and each webinar featured SPMHS clinicians. The webinars each explored a different theme: understanding older adult mental health; the impact of COVID-19 on adolescent mental health and service delivery; self-harm: psychoeducation and intervention; anxiety Q&A workshop; supporting persons experiencing memory difficulties; and responding to emotional over-control.

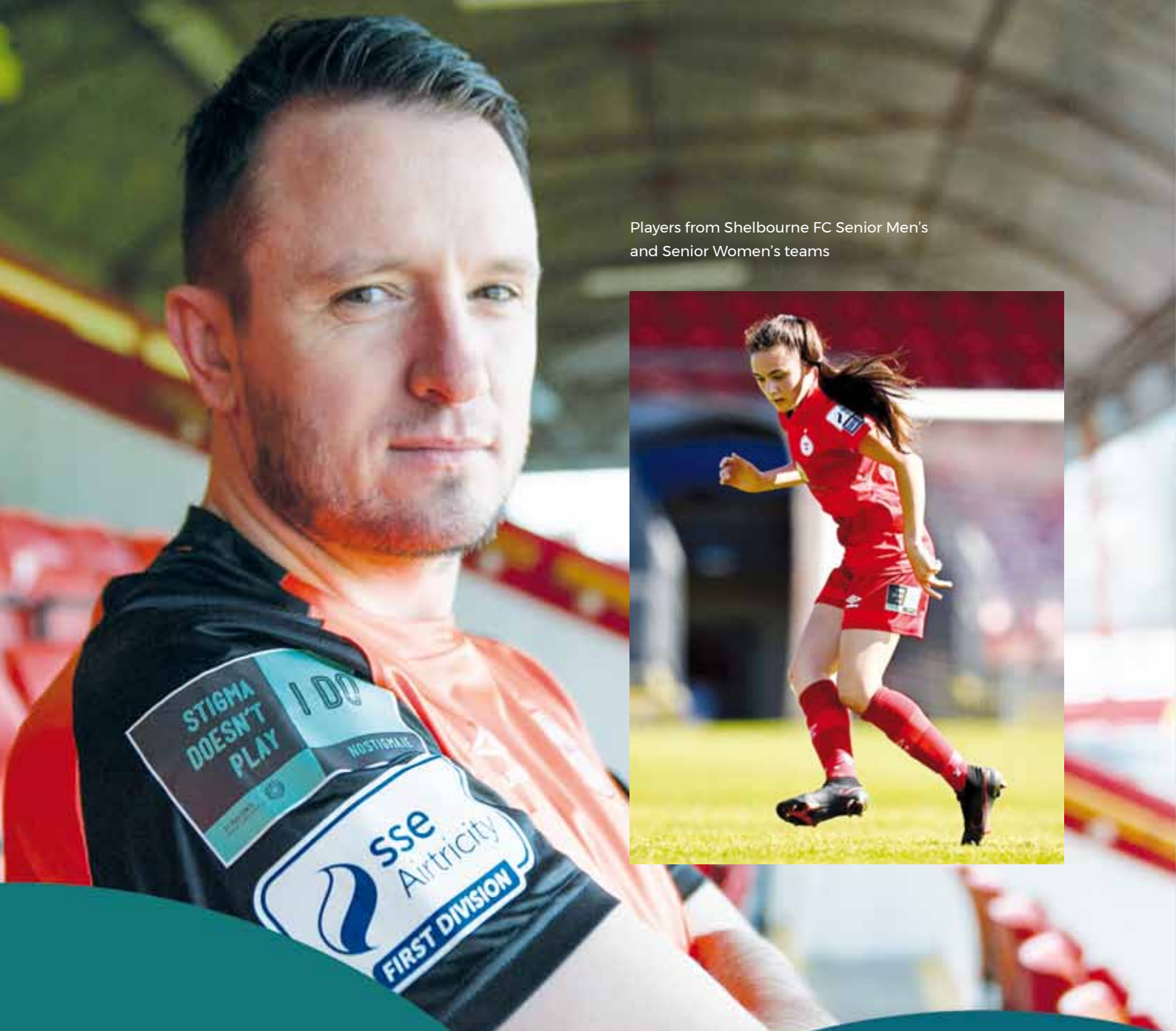
## Annual Stigma and Attitudes to Mental Health Survey

SPMHS once again commissioned Amárach Research to undertake its annual Stigma and Attitudes to Mental Health survey, which aims to highlight public awareness of, and attitudes towards, mental health difficulties. The 2021 survey, which had over 840 respondents, included questions about accessing remote care; the impact of the pandemic on mental health; and the impact of the pandemic on mental health stigma, along with existing questions contained in earlier surveys to allow for year-on-year comparisons.

The survey results highlighted the ongoing impact of the COVID-19 pandemic on the nation's mental health, with a reported rise of 6% since 2020 and 16% since 2019 in the number of people receiving mental healthcare. One-quarter of people who responded to the survey were experiencing mental health difficulties for the first time since the onset of the pandemic, while 43% noted that they themselves, or a family member, had sought mental health treatment or support during this time. Nearly half of Irish adults had been treated for a mental health difficulty in 2021. However, the results also highlighted Irish society's resilience during the pandemic, and identified new opportunities to focus on mental health and wellbeing.

The full survey results are available online at [www.stpatricks.ie](http://www.stpatricks.ie)





Players from Shelbourne FC Senior Men's and Senior Women's teams



### No Stigma and Shelbourne FC partnership

The No Stigma campaign, which launched in July 2020 with the aim of reframing mental health stigma and discrimination by imagining what a life without stigma in the home, workplace or community would look like, continued in 2021.

We partnered with Shelbourne Football Club for the campaign in 2021 following a suggestion from one of our SUAS council members who is also a member of Shelbourne FC. Key messages from the No Stigma campaign aligned well with Shelbourne FC's inclusive ethos and community work, and the collaboration resulted in significant media coverage.

Among the various elements of the campaign was a specially designed "Stigma doesn't play, I do" logo on men's and women's home and away team kits; an interactive mental health promotion blog series for members and supporters on the St Patrick's website; a No Stigma in the Community WIMS Live webinar; WIMS project engagement for Youth Academy members, including reserved TY Programme spaces; and participation by Shelbourne FC in #MindYourSelfie day and a special WIMS podcast.



WIMS Live launch: (L-R): Sinéad Makk, Communications Manager, SPMHS; Don Conroy, Artist and WIMS Live Contributor; Rebecca Gaynor, WIMS Campaigns Officer; and Amanda McArdle, WIMS Campaign Manager

## Walk in My Shoes (WIMS)

Walk in My Shoes is the flagship awareness-raising and education campaign of SPMHS. The genesis of our WIMS campaign was when one of our teenage service users said that he wished that someone could walk in his shoes to understand his mental health journey.

Since its inception in 2012, WIMS has continued to go from strength to strength. Many of the core initiatives taking place under the umbrella of WIMS were delivered on a digital platform in 2021 but engagement and impact continues to grow year on year.

## Transition Year Programme

The Transition Year (TY) Programme aims to provide mental health education for TY students through week-long placements facilitated by SPMHS staff and clinicians. Participating students return to their schools as mental health ambassadors. Two weeks of the 2020/2021 TY Programme and three weeks of the 2021/2022 TY Programme took place in 2021. All programmes took place online, with 25 students taking part in each week of the programme. An online graduation ceremony took place for the 2020/2021 cohort in May 2021.

## Frame of Mind

Marking its seventh year in the 2020/21 academic year, the Frame of Mind short-film competition aims to improve awareness of mental health and to reduce stigma associated with mental health difficulties through filmmaking. Entrants are invited to submit short films of between two and three minutes in length in either the secondary school or general category. The 2021 competition saw the addition of a general TikTok category and a secondary schools TikTok category, with entrants asked to submit TikTok videos of up to one minute. The six winning films and online awards ceremony were announced in February 2021 and each was subsequently added to the WIMS YouTube channel.

## #MindYourSelfie

#MindYourSelfie aims to promote positive mental health among children and young people through the sharing of free resources. #MindYourSelfie Day is the initiative's related social media campaign to promote the release of a new mental health resource for use in schools. As well as highlighting the new resource, the campaign invites social media users to engage by posting a selfie online that shares a message of what they do to mind their mental health. An online event, 'Youth Mental Health: Staying Resilient' was held as part of the campaign on 27 May. During May 2021, the #MindYourSelfie hashtag reached 357,600 people and received 1,456,857 impressions across Facebook, Twitter and Instagram.



## Mission Possible School Achievement Awards

The Mission Possible School Achievement Awards celebrate and acknowledge the work schools do to promote positive mental health, and encourages teachers and students to implement wellbeing initiatives in their schools. Teachers entering the competition share evidence of their school's initiatives with WIMS, such as photos, posters, books and website links. In 2021, 49 entries from schools across Ireland were received. All participating schools were recognised with a certificate of participation and WIMS hosted a live online event to announce the winners, which received 2,500 views on YouTube.

## Ways to Wellbeing

WIMS, in collaboration with Smart D8, launched a new initiative called Ways to Wellbeing in 2021. Younger and older populations of Dublin 8 were brought together for meaningful conversations and insights from one another, with the aim being able to build intergenerational connections, and in the hope that the younger and older generations can learn important life lessons from each other, as well as tips on maintaining positive mental health.



Students that took part had eight weeks to form creative projects to showcase what they had learned from the older people they had linked up with, such as tips for living a mentally healthy life, how to build resilience, and an important lesson the older person learned that made a positive difference to their life.

## WIMS Webinars

A new series of WIMS webinars ran throughout 2021. Given the restrictions due to the pandemic, WIMS wanted to further provide opportunities for the public, school staff and students to engage with the campaign. A total of 11 WIMS webinars were hosted, covering topics such as student wellbeing and climate change and mental health. Two mindfulness videos were also created and shared. Over 2,000 people registered to attend WIMS webinars, while webinar recordings added to the WIMS YouTube channel garnered almost 12,000 views. Once again, feedback on the series was very positive.

## WIMS 2021 ambassador



The WIMS' ambassador plays an important role in raising awareness, educating young people about mental health and wellbeing, and tackling stigma. Every year WIMS invites a new ambassador to help promote the aims of WIMS, encourage engagement and

create awareness about available resources. Conor O'Keeffe was chosen as the WIMS Ambassador for 2021/22. A mental health and wellbeing speaker from Cork, Conor is passionate about personal resilience and adopting daily wellbeing practices to help maintain our mental health.

## WIMS Live

WIMS Live is a programme of online wellbeing events, activities and curated content to celebrate World Mental Health Day on 10 October.

WIMS Live is all about learning more about our mental health and how we can support people; talking about how we can face current issues that weigh on our minds; and renewing ourselves after what was another very challenging year.





The 2021 campaign ran across four weeks, with a different theme each week: Your Wellbeing: 27 September–3 October; Wellbeing in the Classroom: 4–10 October; Family Wellbeing: 11–17 October; and Wellbeing in the Community: 18–24 October. The media campaign for WIMS Live resulted in widespread coverage, with a total of 35 media items, including a *Morning Ireland* interview with Paul Gilligan, SPMHS CEO; an *RTÉ Six One News* interview with WIMS ambassador, Conor O’Keeffe; and 14 online news stories, including the *Irish Examiner*, the *Irish Independent* and *The Irish Times*.

Over the four weeks of the campaign, the hashtag #WIMSLive received over 1.3 million impressions across social media. Total impressions of posts and ads to WIMS social platforms reached over 475,000, with a total of 7,101 engagements and 2,102 link clicks. In total, in 2021, WIMS Live campaign pages received 31% of all traffic in the campaigns section of the website.

### **Parent Survey**

In June 2021, WIMS and the NPC released a survey to explore the ongoing impact of the pandemic on children’s mental health and compare the findings a year on from the same survey carried out in 2020. Almost 2,000 parents of primary school children completed the online survey. Following the results, WIMS hosted a webinar for parents on ‘supporting your child’s mental health’ in July. The webinar for parents was recorded and uploaded to the WIMS [YouTube](#) channel and it has over 1,500 views.

### **School Portal**

The WIMS School Portal is a secure, private online platform that enables school staff to highlight and share what they are doing in their schools, classrooms and communities to promote positive mental health and wellbeing with other schools. School staff can upload their projects and share ideas, and in turn, can see what other schools are doing in relation to wellbeing and mental health promotion. There were almost 200 portal registration requests from teachers during 2021.

## **Other key activities and events**

### **Founder’s Day**

The annual Founder’s Day conference, held each year to recognise the legacy of SPMHS’ founder Jonathan Swift’s excellence in mental healthcare, was held online on 3 December, 2021. The theme was focused on ‘mental health, human rights and the law’. Some 385 people registered to attend Founder’s Day 2021, with 187 attending live during the event. A recording of the event was added to SPMHS’ [Youtube](#) channel, with over 11,000 views by the end of 2021.

### **First Fortnight**

SPMHS continued its partnership with mental health festival First Fortnight in 2021, collaborating for three events. A screening of the film *Street Leagues* followed by a panel discussion was held on 11 January. An online showing of *Cistin*, an annual event in the First Fortnight calendar that involves performances of songs and stories, took place on 14 January. *What’s The Story*, immersive theatre workshop performances, were held on 15 and 17 January.

### **Culture Night**

SPMHS rolled out three virtual initiatives to mark Culture Night on 17 September: a video featuring members of the Dublin 8 community speaking about what a community where mental health stigma does not exist would mean to them; screenings of a compilation of winning entries to the WIMS Frame of Mind short-film competition; and a presentation from Prof Jim Lucey, Consultant Psychiatrist at SPMHS, about the life and legacy of Jonathan Swift.

### **Family Information Series**

In 2021, the Social Work Department of SPMHS, supported by the Communications Department, launched a new family information webinar series - *Mental Health Recovery: A Family Perspective*. A press release was issued in October to launch the series, which resulted in widespread radio coverage and an interview with Elaine Donnelly, Social Work Team Lead, on *Galway Bay FM*.

# Research and training

## St Patrick's Mental Health Services (SPMHS) prides itself on its reputation as a national and international leader in clinical research and education.

Our wider research agenda is shaped and monitored by a service user steering group and incorporates input from, and co-operation with, Trinity College Dublin and other relevant bodies.

The establishment of the Empowering Recovery Mental Health Academic Institute is one of the pillars of our *Changing Minds. Changing Lives. 2018-2022* strategy. Our vision is that it will be considered a major international centre at the forefront of enlightened and pioneering research in the field of mental health. While financial constraints mean its commencement has been delayed, it remains a long-term priority for the organisation, and we remain committed to undertaking ground-breaking research that will positively impact people's ability to live mentally healthy lives.

The SPMHS Research Ethics Committee (REC) remained active during 2021 under its Chair, Prof Joyce O'Connor. Under her stewardship, many aspects of the operation of the REC continue to be updated and modernised to be consistent with the latest best practice guidelines and operating procedures of other comparable national and international bodies.

Of note, it was clarified in 2021 that the REC is regarded as a legitimately functioning entity based on legal advice in relation to legislation governing RECs.

### Current studies

SPMHS is integrally involved in a number of ongoing multidisciplinary research projects. These include:

- The KITE-Dep Trial: Ketamine interleaved with electroconvulsive therapy for depression, a pragmatic randomised controlled pilot trial
- COWORKER Nursing Home Study: Effects of COVID-19 on the mental health and wellbeing of nursing home staff in Ireland – an anonymous online survey
- Randomised breathalysing as an intervention to improve abstinence at an open addiction unit
- Service user evaluation of KeepAppy (Mental Health App).

During 2021, members of SPMHS research teams published a total of 16 peer-reviewed papers in international journals.

### Training and professional development

In its 2018 – 2022 *Changing Minds. Changing Lives.* strategy, SPMHS reaffirmed its commitment to developing the competencies of those committing to work in mental health and of the organisations providing mental healthcare.



Nurses' graduation ceremony 2021



Erasmus+ project: St Patrick's Mental Health Services partners with European organisations to develop a mobile app to support young people's mental health.

### **Erasmus+ Better ACT than React**

In 2020, SPMHS partnered with four European organisations to develop a mobile app to support young people's mental health. The app, called *Better ACT than React*, aims to increase psychological flexibility skills in youth workers and in turn, the young people they work with.

The Better Act than React project continued during 2021, with SPMHS working with our European partners in the Netherlands, Romania, Croatia and Italy. While the majority of meetings took place online, the first and only in-person meeting took place in Dublin, hosted by SPMHS in July 2021 following the easing of public health and travel restrictions. The training event for youth organisations who will trial the app and curriculum materials will take place in Croatia in April 2022.

This project is funded by Erasmus+.

### **Mental health training programmes**

Ensuing from existing relationships between SPMHS and the Department of Foreign Affairs and Trade, and a further successful tender in March 2020 to deliver a Mental Health Support Programme to the Consular Support Service, SPMHS continued the delivery of this programme during 2021. The 2021 Programme has resulted in increased participation and engagement by Department of Foreign Affairs and Trade Consular staff, and feedback has been very positive.

SPMHS delivered a range of workshops and events to other sections, teams and services within the broader Department of Foreign Affairs and Trade, based in Ireland and overseas in 2021. In January 2021, the Brussels Permanent Mission to the European Union, which is the collective of all Government departmental civil servants servicing the EU, requested a series of staff training sessions on 'Minding your Mental Health'. Four sessions were provided on the subject of 'strategies for optimising mental wellbeing in the COVID era'. This was delivered to consular staff globally over one week in June and accommodated the time zones of all participating Embassy Staff in Asia, Africa and North America.

### **Staff professional development**

As a teaching hospital aligned with Trinity College Dublin, SPMHS invests heavily in staff education and ongoing professional development. The HR Department design, co-ordinate and ensure delivery of in-house staff and management training programmes.

The HR Department also supports ongoing CPD, nurse training and external training programmes across all clinical and non-clinical disciplines. This investment by SPMHS in staff education and development is critical to the overall delivery of the mission of the organisation, and an integral part of our working environment where staff are supported, empowered and encouraged to reach their full potential.



# Service user engagement

**As St Patrick's Mental Health Services (SPMHS) strives to meet the changing needs of society, further and consistently engaging with service users, and ensuring their views are represented, will be pivotal in the delivery of mental health services.**

Enhanced service user participation remains one of SPMHS' strategic priorities, and each of the 17 different projects outlined in our 2018-2022 strategic plan *Changing Minds. Changing Lives.* highlights service user engagement as a core element.

In 2021, service user engagement structures and improvements to the Service User and Supporters (SUAS) Council continued to be consolidated. By working in partnership with service users and by incorporating service users' insights, perspectives and opinions, we believe this will ensure our services develop in line with their needs as the organisation grows and expands.

## **Service Users and Supporters Council (SUAS)**

Established by SPMHS in 2005, SUAS provides a forum for service user participation. Membership of SUAS comprises former service users of SPMHS who offer their expert insights, on a wholly voluntary basis, based on their lived experience. The overall purpose and aim of SUAS is to enhance the experience of SPMHS' services users and their families, ensuring that they have a positive experience in all aspects of their care and treatment.

SUAS met online on 12 occasions during 2021. There are currently nine members on the Council; one additional member joined during 2021.

SUAS members delivered a total of eight morning lectures to service users and one Weekly Academic Meeting to staff. These lectures provide current service users with information about SUAS, the role and function they fulfil, opportunities to join SUAS and how to get involved via the Service User Advisory Network (SUAN)

During 2021, quarterly advocacy updates were established with SUAS which involved attendance by the Advocacy Manager at online meetings.



Five blog articles written by SUAS members were shared on the SPMHS website in 2021, while a member of SUAS was interviewed in national media for the launch of the Here 4 U online peer support service. Two SUAS members took part in WIMS Live events.

## **Service User Advisory Network (SUAN)**

SUAN gives current and former service users the opportunity to provide input and get involved in the strategic development of the organisation on a project-by-project basis. The objective of SUAN is to build on the work being done by SUAS by engaging with network members through consultations and seeking their views and opinions, which are representative of those who have engaged with SPMHS' services.

Originally established in 2018, SUAN currently has 112 members, with eight new members joining in 2021.

In April 2021, four SUAN members took part in a focus group to help inform the content of a new Family Education webinar series aimed at family members and supporters, which was developed by the Social Work Department.

## **Remote Care User Advisory Forum**

The Remote Care User Advisory Forum was formed in May, with a panel of 16 SUAS and SUAN members. The Forum works to ensure that the perspectives of both service users and staff are represented during the roll-out of the second phase of the development of our service user portal (Your Portal). The Forum also contributes to the ongoing enhancement of remote services.

The group met monthly between May and November to provide input and feedback on communications resources and processes, with the aim of increasing service users' use of Your Portal. In terms of key outcomes, the Remote Care Users Advisory Forum helped SPMHS to identify aspects of Your Portal that users would find most beneficial, and these will be prioritised for development. The group also helped to improve communications about Your Portal, especially with the registration process. Input was also given into the user guides developed to help portal users to access various functions within Your Portal.



## Peer support

In January 2021, SUAS members, with the support of SPMHS, launched a new online peer-to-peer support service called Here 4 U. This service offered twice-weekly peer support sessions to former service users. The sessions were delivered by members of SUAS and SUAN (including four trained peer facilitators), and the service was overseen by a steering group of six members. The steering group developed the project, and one member of SUAS and three members of SUAN facilitated 65 support sessions between January and October.

The service received 267 bookings from 55 attendees during that time. The service came to a natural end in October due to low demand following the easing of public health restrictions across the country.



The Information Café, the non-clinical discharge process, continued in 2021 via MS Teams. A total

of 23 sessions were held, with an average of three attendees per session. These sessions are delivered by a panel of SUAS and SUAN members and co-facilitated by the Service User Engagement Lead.

## Service User Experience Surveys

Our Service User Experience Surveys are a key tool for the ongoing assessment and evaluation of our services. There are four surveys: Inpatient, Homecare, Day Programmes and the Dean Clinics. In 2021, surveys were issued by post and by email, and all surveys sought feedback on accessing services remotely.

Dean Clinic service users completed 318 surveys, a 16.4% increase on 2020, while inpatient service users, including Homecare, completed 262 surveys, a 19.63% increase on 2020. Day service users completed a total of 144 surveys, which represented a 38.1% decrease compared with 2020. A mid-year review of service user feedback was compiled by the Service User Engagement Lead in July, using feedback received via the service user experience surveys.

New surveys were also developed to obtain specific feedback from service users who completed Pillars of Wellness, Eating Disorder Online Art Therapy, Psychology Skills Group For Young People And Their Parents, Young Adult Formulation Group, Dean Clinic Cork Self-Compassion, AAQ-II and recreational activities.

## Consultative forums

Three quarterly consultative forums were scheduled in 2021, with two taking place. The topic of the forum in May was 'Your Portal: One Year On', while the forum in September was entitled 'The Future of the Day Programmes Service'. Both forums were attended by representatives of the Board and a total of 63 service users.

## Carers and Supporters Information Guide



SUAS revised and updated the *Carers and Supporters Information Guide* in September 2021.

The guide was first developed by SUAS in 2015, with a new edition released in 2021 to reflect several changes to our services, particularly those brought about through

the COVID-19 pandemic. SUAS believes that having a guide for carers and family members that is written in Plain English will help family members to better understand their loved one's hospital journey.

The guide was made available as a digital download from the SPMHS website. The new guide was downloaded 165 times in 2021, which is a 23.1% increase on the number of downloads the previous version achieved in 2020.

# Income and expenditure account and other comprehensive income

for the year ended 31 December 2021

Extract from Financial Statements

	<b>2021</b> €'000	2020 €'000
<b>Income - continuing operations</b>		
Maintenance and treatment fees	<b>79,359</b>	75,013
Other income	<b>156</b>	335
	<b>79,515</b>	75,348
<b>Expenditure</b>		
Salaries and wages	<b>(56,378)</b>	(53,181)
Establishment and administration expenses	<b>(13,321)</b>	(12,267)
Other operating costs	<b>(5,230)</b>	(5,874)
Depreciation	<b>(3,093)</b>	(3,013)
	<b>(78,022)</b>	(74,335)
<b>Operating surplus</b>	<b>1,493</b>	1,013
Interest payable and similar charges	<b>(229)</b>	(191)
<b>Surplus for the year</b>	<b>1,264</b>	822

The Hospital had no recognised gains and losses in the financial year or previous financial year other than those dealt with in the above profit and loss account, and as such have not prepared a separate statement of other comprehensive income.



# Balance sheet



as at 31 December 2021

	<b>2021</b>	2020
	<b>€'000</b>	€'000
<b>Fixed assets</b>		
Tangible fixed assets	<b>26,756</b>	28,342
Financial assets	<b>4</b>	4
	<b>26,760</b>	28,346
<b>Current assets</b>		
Stocks	<b>74</b>	80
Debtors	<b>14,914</b>	17,440
Cash at bank and on hand	<b>13,212</b>	5,436
	<b>28,200</b>	22,956
<b>Creditors</b>		
Amounts falling due within one year	<b>(16,199)</b>	(12,900)
<b>Net current assets</b>	<b>12,001</b>	10,056
<b>Total assets less current liabilities</b>	<b>38,761</b>	38,402
<b>Creditors</b>		
Amounts falling due after more than one year	<b>(4,264)</b>	(5,169)
<b>Net assets</b>	<b>34,497</b>	33,233
<b>Capital and special funds</b>		
Capital account	<b>34,497</b>	33,233

# Statement of changes in equity

for the year ended 31 December 2021

	<b>Capital Account €'000</b>	<b>Total €'000</b>
Balance at 1 January 2020	<b>32,411</b>	<b>32,411</b>
<b>Total comprehensive income for the year</b>		
Surplus for the year	<b>822</b>	<b>822</b>
Total comprehensive expense for the year	<b>822</b>	<b>822</b>
<b>Balance at 31 December 2020</b>	<b>33,233</b>	<b>33,233</b>

	<b>Capital Account €'000</b>	<b>Total €'000</b>
Balance at 1 January 2021	<b>33,233</b>	<b>33,233</b>
<b>Total comprehensive income for the year</b>		
Surplus for the year	<b>1,264</b>	<b>1,544</b>
Total comprehensive expense for the year	<b>1,264</b>	<b>1,544</b>
<b>Balance at 31 December 2021</b>	<b>34,497</b>	<b>34,777</b>



# Cash flow statement

For the year ended 31 December 2021

	<b>2021</b> <b>€'000</b>	2020 €'000
<b>Cash flows from operating activities</b>		
Surplus for the year	<b>1,264</b>	822
<i>Adjustments for:</i>		
Depreciation	<b>3,093</b>	3,013
Interest payable and similar charges	<b>229</b>	191
	<b>4,586</b>	4,026
Decrease/(increase) in trade and other debtors	<b>2,527</b>	(2,533)
Decrease in stocks	<b>6</b>	9
Increase/(decrease) in trade and other creditors	<b>3,298</b>	(34)
	<b>5,830</b>	(2,558)
<b>Net cash from operating activities</b>	<b>10,416</b>	1,468
<b>Cash flows from investing activities</b>		
Acquisition of tangible fixed assets	<b>(1,506)</b>	(1,261)
<b>Net cash from investing activities</b>	<b>(1,506)</b>	(1,261)
<b>Cash flows from financing activities</b>		
Loan repayments	<b>(906)</b>	(789)
Interest paid	<b>(229)</b>	(206)
<b>Net cash from financing activities</b>	<b>(1,135)</b>	(995)
Net increase/(decrease) in cash and cash equivalents	<b>7,775</b>	(788)
Cash and cash equivalents at beginning of year	<b>5,436</b>	6,224
<b>Cash and cash equivalents at end of year</b>	<b>13,211</b>	5,436



# Appendix A - Board and committee attendances

## Present at Board meetings during 2021

GOVERNORS	2 Feb	4 Mar	1 Apr	6 May	3 June	1 July	2 Sept	7 Oct	4 Nov	2 Dec
Ms Caroline Preston	NO	NO	YES	YES	NO	YES	YES	NO	YES	YES
Mr Danny Kitchen (Chairman, Board of Directors)	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Ms Caroline Gill	YES	YES	YES	YES	YES	YES	YES	YES	NO	YES
Dr John Hillery (Chairman, Quality Governance Committee)	NO	YES	NO	YES	NO	YES	NO	YES	NO	NO
Prof Joyce O'Connor	YES	YES	YES	YES	YES	YES	YES	YES	NO	NO
Ms Bernadette Godley	YES	YES	YES	YES	NO	YES	YES	YES	YES	NO
Mr Geoff Scully	YES	YES	YES	NO	NO	NO	YES	YES	YES	YES
Ms Audrey Cunningham	YES	YES	YES	YES	NO	NO	NO	YES	YES	YES
Mr Michael Moriarty (Chairman, Finance and Audit Committee)	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Mr Tom Godfrey	YES	YES	YES	YES	YES	YES	NO	YES	YES	YES



## Present at Board meetings during 2021

EX OFFICIO GOVERNORS	2 Feb	4 Mar	1 Apr	6 May	3 June	1 July	2 Sept	7 Oct	4 Nov	2 Dec
The Most Reverend Dr Michael Jackson	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO
The Very Reverend William Morton Wright	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO
The Very Reverend Dermot Dunne	NO	NO	NO	YES	YES	NO	NO	NO	NO	NO
The Most Reverend John McDowell	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO

EXECUTIVE DIRECTORS	2 Feb	4 Mar	1 Apr	6 May	3 June	1 July	2 Sept	7 Oct	4 Nov	2 Dec
Mr Paul Gilligan (Chief Executive Officer)	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Prof Paul Fearon (Medical Director)	YES	YES	YES	YES	YES	NO	YES	YES	YES	YES
Mr Brendan Power (Director of Human Resources/Company Secretary)	YES	YES	YES	YES	YES	YES	NO	YES	YES	YES
Ms Mary Farrelly (Director of Finance)	YES	NO	YES	YES	YES	YES	YES	YES	YES	YES
Ms Tara O'Hare (Financial Controller)	N/A	YES	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

No meetings were held in January or August 2021.

## Executive management team

Mr Paul Gilligan	Chief Executive Officer
Prof Paul Fearon	Medical Director
Ms Mary Farrelly	Director of Finance
Mr Tom Maher	Director of Services
Mr Brendan Power	Director of Human Resources, Company Secretary
Mr John Creedon	Director of Nursing
Ms Orla Gogarty	Director of Digital Health, Transformation and Partnerships
Ms Tamara Nolan	Director of Communications and Advocacy

# Appendix B - Peer-reviewed research

## **Decision-making Capacity for Treatment After Electroconvulsive Therapy for Depression.**

Loughran O, Finnegan M, Dud I, Galligan T, Kennedy M, McLoughlin DM (2022). *J ECT*. Mar 1;38(1):24-29. doi: 10.1097/YCT.0000000000000804. PMID: 34699391.

## **Electroconvulsive therapy for depression: 80 years of progress.**

Kirov G, Jauhar S, Sienaert P, Kellner CH, McLoughlin DM (2021). *Electroconvulsive therapy for depression: 80 years of progress*. *Br J Psychiatry* Nov;219(5):594-597. doi: 10.1192/bjp.2021.37. PMID: 35048827.

## **Usefulness of Hamilton rating scale for depression subset scales and full versions for electroconvulsive therapy.**

Fenton C, McLoughlin DM (2021). *PLoS One* Nov 9;16(11):e0259861. doi: 10.1371/journal.pone.0259861. eCollection 2021. PMID: 34752484.

## **Nursing home staff mental health during the Covid-19 pandemic in the Republic of Ireland.**

Brady C, Fenton C, Loughran O, Hayes B, Hennessy M, Higgins A, Leroi I, Shanagher D, McLoughlin DM (2021). *Int J Geriatr Psychiatry*. Nov 2. doi: 10.1002/gps.5648. Online ahead of print. PMID: 34729818.

## **Variations in seasonal solar insolation are associated with a history of suicide attempts in bipolar I disorder.**

Bauer M, Glenn T, Achtyes ED, Alda M, Agaoglu E, Altinba\_K, Andreassen OA, Angelopoulos E, Arda R, Vares EA, Aydin M, Ayhan Y, Baethge C, Bauer R, Baune BT, Balaban C, Becerra-Palars C, Behere AP, Behere PB, Belete H, Belete T, Belizario GO, Bellivier F, Belmaker RH, Benedetti F, Berk M, Bersudsky Y, Bicakci \_, Birabwa-Oketcho H, Bjella TD, Brady C, Cabrera J, Cappucciati M, Castro AMP, Chen WL, Cheung EYW, Chiesa S, Crowe M, Cuomo A, Dallaspesza S, Del Zompo M, Desai P, Dodd S, Donix M, Etain B, Fagiolini A, Fellendorf FT, Ferensztajn-Rochowiak E, Fiedorowicz JG, Fountoulakis KN, Frye MA, Geoffroy PA, Gonzalez-Pinto A, Gottlieb JF, Grof P, Haarman BCM, Harima H, Hasse-Sousa M, Henry C, Høffding L, Houenou J, Imbesi M, Isometsä ET, Ivkovic M, Janno S, Johnsen S, Kapczinski F, Karakatsoulis GN, Kardell M, Kessing LV, Kim SJ, König B, Kot TL, Koval M, Kunz M, Lafer B, Landén M, Larsen ER, Lenger M, Lewitzka U, Licht RW, Lopez-Jaramillo C, MacKenzie A, Madsen HØ, Madsen SAKA, Mahadevan J, Mahardika A, Manchia M, Marsh W, Martinez-Cengotitabengoa M, Martiny K, Mashima Y, McLoughlin DM, Meesters Y, Melle I, Meza-Urzúa F, Ming MY, Monteith S, Moorthy M, Morken G, Mosca E, Mozzhegorov AA, Munoz R, Mythri SV, Nacef F, Nadella RK, Nakanotani T, Nielsen RE, O'Donovan C, Omrani A, Osher Y, Ouali U, Pantovic-Stefanovic M, Pariwatharakul P, Petite J, Pfennig A, Ruiz YP, Pilhatsch M, Pinna M, Pompili M, Porter R, Quiroz D, Rabelo-da-Ponte FD, Ramesar R, Rasgon N, Ratta-Apha W, Ratzenhofer M, Redahan M, Reddy MS, Reif A, Reininghaus EZ, Richards JG, Ritter P, Rybakowski JK, Sathyaputri L, Scippa ÂM, Simhandl C, Severus E, Smith D, Smith J, Stackhouse PW Jr, Stein DJ, Stilwell K, Strejilevich S, Su KP, Subramaniam M, Sulaiman AH, Suominen K, Tanra AJ, Tatebayashi Y, Teh WL, Tondo L, Torrent C, Tuinstra D, Uchida T, Vaaler AE, Veeh J, Vieta E, Viswanath B, Yoldi-Negrete M, Yalcinkaya OK, Young AH, Zgueb Y, Whybrow PC (2021). *Int J Bipolar Disord*. Sep 1;9(1):26. doi: 10.1186/s40345-021-00231-7. PMID: 34467430.





**PBMC telomerase activity in depression and the response to electroconvulsive therapy.**

Ryan KM, Finnegan M, Harkin A, McLoughlin DM (2021). Eur Arch Psychiatry Clin Neurosci. 2021 Oct;271(7):1297-1307. doi: 10.1007/s00406-021-01294-4. PMID: 34268617.

**Relapse following bitemporal and high-dose right unilateral electroconvulsive therapy for major depression.**

Jelovac A, Kolshus E, McLoughlin DM (2021). Acta Psychiatr Scand Sep;144(3):218-229. doi: 10.1111/acps.13331.PMID: 34033117.

**Online news media reporting of ketamine as a treatment for depression from 2000 to 2017.**

Gallagher B, Neiman A, Slattery MC, McLoughlin DM (2021). Ir J Psychol Med. Jul 1:1-9. doi: 10.1017/ipm.2021.47. Online ahead of print. PMID: 34193329.

**Speed of electroconvulsive therapy for depression: Effects of electrode placement.**

Fox CA, McLoughlin DM (2021). Acta Psychiatr Scand May;143(5):444-452. doi: 10.1111/acps.13286. PMID: 33586144.

**Group radical openness: A feasibility study.**

Egan, R., Long, E., McElvaney, J., & Booth, R. (2021). Counselling and Psychotherapy Research, 00, 1–12. doi: 10.1002/capr.12480.

**Psychological Impact of the COVID-19 Pandemic on Mental Health Nurses.**

Marie King, Aoife Farrington, Gráinne Donohue & Edward McCann (2021). Issues in Mental Health Nursing, DOI: 10.1080/01612840.2021.1978598.

**Risky Business? A Year-Long Study of Adult Voluntary Admissions Who Leave Psychiatric in-Patient Care without Informing Staff.**

Jennifer Donnelly, Adam Kavanagh & Gráinne Donohue (2020). Issues in Mental Health Nursing, doi:10.1080/01612840.2020.1725196.

**Factors associated with requests for premature discharge and the decision to support a service user through the discharge against medical advice process.**

Kavanagh A, Donnelly J, Dunne N, Maher T, Nichol M, Creedon J. Int J Ment Health Nurs. 2020 Aug;29(4):716-724. doi: 10.1111/inm.12706. Epub 2020 Mar 5. PMID: 32134182.

**Psychedelic perceptions: mental health user attitudes to psilocybin therapy.**

Corrigan K, Haran M, McCandliss C, McManus R, Cleary S, Trant R, Kelly Y, Ledden K, Rush G, O'Keane V, Kelly JR. (2021). Ir J Med Sci Jun 15;1-13. doi: 10.1007/s11845-021-02668-2. Online ahead of print. PMID: 34131812.

**An emotional regulation approach to psychosis recovery: The Living Through Psychosis group programme.**

Aisling Ryan, Edel Crehan, Mizanur Khondoker, Mary Fell, Roisin Curtin, Louise C. Johns Journal of Behavior Therapy and Experimental Psychiatry, Volume 72, 2021, 101651, ISSN 0005-7916, doi: 10.1016/j.jbtep.2021.101651.

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**Experience of Physical Restraint in the Acute Setting: A Systematic Review of the Qualitative Research Evidence.**

Douglas, L., Donohue, G., & Morrissey, J. (2021). Patient Issues in mental health nursing, 1–9. https://doi.org/10.1080/01612840.2021.1978597

**Nursing leadership in response to the COVID-19 crisis in an Irish independent mental health service.**

Kirwan, S., Cunningham, P., Donohue, G., Keogh, B., & Creedon, J. (2021). British Journal of Mental Health Nursing, 10(2), 1-8.

**Nurse leadership in implementing digital change in an Irish mental health service.**

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**St Patrick's**  
Mental Health Services



James' Street, Dublin 8, Ireland  
phone: +353 1 249 3200  
fax: +353 1 679 8865  
email: [info@stpatmail.com](mailto:info@stpatmail.com)  
visit: [www.stpatricks.ie](http://www.stpatricks.ie)