

Older People's Mental Health Redesign Strategy Consultation Update February 2012

Prepared by
Kate Anderson
Consultant Psychologist/
Manager of Plymouth Community Memory Service
With support from
Sara Mitchell, Plym Locality Manager
Lucy Beckwith, Commissioning Manager
Mike Lincoln, Programme Manager

Older Peoples Mental Health (OPMH) Redesign December 2011- April 2012.

1. Purpose of the paper.

To provide an update regarding OPMH Redesign.

2. Background

In November 2011 a strategy for the provision of Older People's Mental Health Services was presented to the Plymouth City Council Overview and Scrutiny Committee (OSC) and the Sentinel Clinical Commissioning Executive (SCCE). The strategy had been developed with the Plymouth Dementia Joint Strategic Commissioning Group and the Mental Health Local Implementation Team. These groups have representatives from across the health, social care and voluntary sector and service users/carers.

The proposed changes are in keeping with the national and Plymouth Dementia strategy and form part of the QIPP programme.

In summary the proposals entailed:

- Relocation of in patient units onto a single site alongside community staff with an initial reduction of beds from 15 to 18 on each ward to offer an enhanced patient and carer experience
- Remodelling of service provision in the community to ensure congruence with joint commissioning agendas with the aim of encouraging a pathway approach to care provision which will increase the range of options for care patients and their supporters.

The redesign strategy also set out the consultation process to be followed in accordance with S242 of the 2006 NHS Act. The purpose of this paper is to provide feedback on that consultation.

3. Consultation.

The 90 day period of consultation began on 10th December 2011 and ends formally on 9th February 2012 although patient and carer engagement will continue after this date.

The consultation and engagement has been extensive and is ongoing, particularly with carers and patients who are the most directly involved in the move.

All engagement sessions have explained the rationale for the move and the positive benefits for patients whilst being mindful of staff concerns. The aim of

all engagement events has been one of complete transparency, to offer them as widely and as often as possible under the mantra of “No surprises”. We have been mindful of the principles outlined in Involving People Living with Dementia: Making Involvement Count.

There have been a range of both formal and informal engagement events with:

- External stakeholders
- Mental Health colleagues
- OPMH colleagues
- Carers
- Patients
- Plymouth Community Healthcare Support colleagues eg catering, administrative and secretarial staff.

There has been overwhelming support from all internal and external stakeholders who view the redesign strategy as offering an improvement in patient care. They have valued the opportunity for increased links with other services.

The paper outlines in some detail the consultation and engagement events and outcomes from the various groups.

3.1 External Stakeholders.

- Letters about the redesign have been sent to key stakeholders as documented in Appendix 1. The letter offered a meeting if concerns were raised.
Outcome: No group has been in contact with us about the information.
- A formal meeting was held with representatives from Plymouth Age Concern and the Alzheimer’s Society on 23-1-12.
Outcome: felt to be a helpful meeting. Both groups asked to be sent Redesign Newsletters that are displayed on Oakdale and Pinewood at the beginning of each month.
- Meetings with Elder Tree Befriending Consortium have been offered but rearranged at their request,
- Senior Managers met with the Plympton League of Friends on 11-1-12.
Outcome: The Plympton League of Friends is supportive of the move and is requesting some storage facility on the new site. They are going to be in contact with the Charities Commission about the ongoing nature of the group when the Plympton site is empty.

- OPMH Redesign was flagged in the Christmas “Cheery Letter” to all Plymouth GPs.
- OPMH redesign was a major part in the Plymouth Community Memory Service Newsletter. This is in the process of being sent out to every patient who is currently known the Community Memory Service. It is displayed on the boards in the Memory Clinic and has been sent to all Practice Managers for display and distribution to GPs in the practice.
- The OPMH Redesign was submitted as part of the evidence submitted to the South West Dementia Partnership as part of the Peer Review on 19-1-12.

3.2 Staff engagement.

All OPMH staff have been sent a copy of the Redesign Strategy by email and have been updated informally throughout the consultation at referral meetings, business meetings and any relevant fora.

These 2 hour session have been held on Plympton and Mount Gould sites for the following staff

:16-12-11	Oakdale and Pinewood staff
4-1-12	All affected Plympton staff
9-1-12	Edgecumbe staff
16-1-12	All OPMH staff
19-1-12	Ancillary Staff and Domestic Staff
19-1-12	Night staff and others
24-1-12	All OPMH staff

Sessions had been well advertised with posters and encouragement to attend at internal team business meetings. Time owing was offered to staff attending out of working hours.

Notes were taken by a designated note taker. Human resources and Staff side were represented at each meeting. All staff were reassured that if they had particular individual issues there was the opportunity to meet with a manager and HR.

The response from staff has been overwhelmingly positive with at the prospect of increased medical cover for the wards and an improved patient environment. This represents a majority of staff attending formal sessions.

For some staff the implications of the redesign has held significant disappointment and problems with redeployment which are currently being worked through. Regrettably some staff are being placed 'at risk'.

Key issues raised by staff were:

Parking

Travel allowance for relocation of base.

Emergency medical and nursing cover

Provision of a staff room on the new ward

Clarification of equipment moving with the ward.

Outcomes:

Staff have requested some influence on the design of the use of space, for example, location of linen store and toilet roll holders and clear clocks in each bedroom. These will be incorporated into the works.

Staff have been reassured that training for new equipment will be in place.

The Modern Matron is preparing an Induction pack for staff transferring to the Mount Gould site.

Interested ward, community staff, secretarial and medical staff have had the chance to walk around the new ward areas and comment upon the key changes.

Dates have been set for 4 half day 'away days' to be held in Lopes Training Room for discussion and consolidation of pathway and Locality Support Working.

3.3 Patient and Carer engagement

A Redesign Newsletter has been prominently displayed on each ward (Appendix 3) They have contained important information and the dates of engagement events for carers and have been highlighted to patients and carers by the nursing staff.

Take up of the 2 sessions offered so far has been low and the feedback from ward staff is that carers feel that the date for the proposed move is such that their relative will be discharged. One carer has attended and raised interesting additions to improved patient care.

Outcomes: Modern Matron will discuss whether hairdressing and barber facilities can be made available on the Mount Gould site. She will also clarify whether pharmacy arrangements for TTO medication.

Outcomes: the feedback from relatives has high lighted the importance of increasing engagement events as the move date draws closer and it

is clearer which patients and relatives are likely to be affected. The following **ADDITIONAL** sessions have been scheduled:

Thursday 16th February	Oakdale 09.30-10.15 Pinewood 10.15- 11.00
Wednesday 29th February	Pinewood 10.30-11.15 Oakdale 11.15-12.00
Tuesday 6th March	Oakdale 10.00-11.00 Pinewood 11.00-12.00
Tuesday 13th March	Pinewood 10.00-10.45 Oakdale 10.45-11.30
Monday 19th March	Oakdale 1.30-2.15 Pinewood 2.15-3.30
Wednesday 28th March	Pinewood 11.00-12.00 Oakdale 1.30-2.15
Monday 2nd April	Oakdale 1.30-2.15 Pinewood 2.15-3.00
Tuesday 10th April *	Pinewood 09.00-10.00 Oakdale 10.00.

* This is envisaged as the final session and will deal with the detailed logistics of the move for both wards

All sessions will have same level of management support as those at the beginning of the process and will be held on the Plympton site.

- All carers of current patients on both Oakdale and Pinewood have been given a letter from the Locality Manager informing them of the plans and encouraging them to join us in ensuring that we make the move for patients as stress free as possible. Staff will give these letters to all new patients as they are admitted.

Patients on Oakdale have discussed the move of wards at the Saturday morning Patient's Business meeting.

Outcomes: patients have fed back their pleasure that there will be an onsite Chaplaincy, a café for visiting relatives and single rooms

4. Proposed Strategy Changes arising from consultation.

The outcomes demonstrate that suggestions from staff and carers have become part of the redesign and have been helpful in making sure that the changes make a difference to both the experience of the ward stay and working on the ward. The additional sessions for carers and patients closer to the move date is the most significant change made to the Redesign Strategy.

5. Future of the Plympton Site

Arising from the positive response to the proposals regarding the re-design of Older Persons Mental Health services it is envisaged that all existing services will have vacated the Plympton site by the end of April 2012. A review of options for the site will now be undertaken in accordance with section 9.3. of the PCT's Estates Strategy.

If the outcome of the review is that the site is no longer needed it will be disposed of and funding, released from the sale, recycled back into NHS funded care.

6. Conclusion.

The OPMH management team have been very grateful to all who have responded to the proposals for OPMH service redesign. Staff have given their time and commitment in responding to the strategy and the wider OPMH staff group are thrilled that for the first time all our services will be on a single site. There are active plans to capitalise on this and make the synergies that this creates to develop a flagship service which meets the needs of the older people of Plymouth, reduces stigma and provides a seamless level of care that meets the needs of the individual and their family.

Appendix 1.

List of external stakeholders contacted.

LINKs

Plymouth Race Equality Council (Counselling Service)

Plymouth Befriending Umbrella (Elder Tree)

Plymouth Bi Polar Support group

Plymouth Mind

Plymouth Guild Mental health and Well Being Advocacy service

Plymouth Involvement and Participation service (PIPS) Plymouth














Rethink Community Service

Shekinah Mission

Appendix 2

Dates of engagement

Plympton Hospital Engagements

Date	Time	Details	Venue	Confirmation/ Rooms booked
4.1.12	9.30 - 11.30	Plympton Engagement (all affected at Plympton)	Plympton Hospital	
9.1.12	9.30 - 10.30	Edgecumbe Ward staff consultation	Plympton Hospital	
	11.00 - 12.30	Edgecumbe patient and carer move session	Plympton Hospital	
16.1.12	1.00 - 3.00	All staff - consultation	Lopes Training Room	
19.1.12	6.15 - 7.30	Plympton Night Staff consultation	Plympton Hospital	
23.1.12	9.30 - 10.30	Alzheimer's and Age Concern	Beauchamp/Office	
	11.30- 12.30	Oakdale Carers	Plympton Hospital/ Conference Room	
24.1.12	1.00 - 1.30	Plympton Consultation	Meeting Room, Beauchamp	
25.1.12	11.00 - 12.00	Pinewood Carers	Plympton Hospital/ Conference Room	
31.1.12	2.00 - 3.00	Oakdale Carers	Plympton Hospital/ Conference Room	
7.2.12	10.30 - 11.30	Pinewood Carers	Plympton Hospital / Hazeldene Day Room	
13.2.12	2.30 - 3.30	Oakdale Patients	Plympton Hospital on Ward	
15.2.12	11.00 - 12.00	Pinewood Patients	Plympton Hospital on Ward	
4.1.12	12.00-13.00	Elder Tree - voluntary organisation third sector	Beauchamp	Yes

Date tbc

Plympton League of Friends

Plympton

December 2011

Redesign Services to Older People's Mental Health Services

INFORMATION AND UPDATE

At the start of 2012, the Older People's Mental Health (OPMH) wards will be relocating from Plympton Hospital to the Mount Gould Hospital site.

Pinewood will be moving to Edgcumbe Ward.

Oakdale will be moving to Cotehele Ward.

We have made these decisions after much thought and planning with the aim of providing an even higher quality of care. There will be 15 beds on each ward and no reduction of staffing levels. It will mean that all parts of the service – the Doctors, the Community Nursing Teams and the Community Memory Service will all be on the same site. This will enable us to give you what the NHS calls 'seamless care'. This means that as a person's needs change the service is easily and quickly able to provide the best sort of support by the most appropriate person.

By being at Mount Gould Hospital we will be close to doctors and resources for physical health.

In the current climate you may be concerned that this is about cutting costs. It definitely is not. It will actually cost more to provide the beds on the Mount Gould Hospital site but we think that the extra quality in the service is more important.

The changes have the support of the medical and nursing staff.

You may have lots of questions and perhaps some anxieties about the move. If you do please contact the Ward Manager or Mandy Rolfe (Modern Matron).

You will be having an open meeting **4 weeks** before the move date to clarify any issues or concerns you might have. We will announce this on the ward so please keep an eye out on the notice board. We will have another short meeting **one week** before moving day to let you know how it will happen on the day.

The team is not responsible for what happens to the site of Plympton Hospital so we will not be able to answer questions about that.

If you want to speak to us please let the ward staff know.

Sara Mitchell, Plym Locality Manager
Claire-Louise Journeaux, Deputy Locality Manager
Kate Anderson, Head of the Community Memory Service
Mandy Rolfe, Modern Matron

Older People's Mental Health Service (OPMH) Redesign Newsletter - January 2012

A Happy New Year to you all. 2012 will see BIG changes as we outlined in the last newsletter.

We are still on track for the wards to move to the Mount Gould Hospital site by the end of March 2012. Work has started on the ward 'downstairs', currently Greenfields, which has to be completed first to allow them to move so that we can make the changes to Edgcumbe.

The tenders are out for the upgrading work on both Edgcumbe and Cotehele. The biggest challenge has been ensuring single-sex accommodation as per the Department of Health regulations but we think that we have solved this. Everybody will have single rooms and there is one room on each ward with ensuite bathroom facilities.

The dates for you as relatives and supporters to meet the key management team about the moves are:

Oakdale Carers and Relatives:

Monday 23rd January 2012 – 11.30 am to 12.30 pm – Hazeldene, Plympton Hospital.

Tuesday 31st January 2012 – 2.00 pm to 3.00 pm – Hazeldene, Plympton Hospital.

Pinewood Carers and Relatives:

Wednesday 25th January 2012 – 11.00 am to 12.00 pm – Hazeldene, Plympton Hospital.

Tuesday 7th February 2012 – 10.30 am to 11.30 am – Hazeldene, Plympton Hospital.

This is your chance to talk to us about any concerns you have about the changes we are making. We will be meeting with the patients in both wards in January and then again when we have the actual date of the moves confirmed. We will also meet with relatives and carers again closer to the date so that we can explain the exact logistics of how we are planning to move your relative as calmly and as safely as we can. You can be involved with the transfer of your relative if you think that would be the least stressful way of managing it, but we will need to know this. Please talk to the Nurse in Charge or Mandy Rolfe, our Modern Matron.

We are actively engaged with talking to staff who will be affected by the move and have got meetings with Age Concern and the Alzheimer's Society planned for January.

The aim of all this consultation and meetings is to ensure that everybody feels that they know about the plans for the patients - and staff - and there are NO SURPRISES!

Kate Anderson

Clinical Psychologist/Manager Community Memory Service
on behalf of the OPMH Management Team

February 2012

**Older People's Mental Health Service (OPMH)
Redesign Newsletter - February 2012**

The move of the two wards to the Mount Gould Hospital site continues to gather pace. Work has started on Cotehele, which will be the new ward for patients on Oakdale. New non slip flooring will be laid and the overall colour scheme for the daytime areas will be a soothing green. The aim is to have the bedrooms with gentle shades of white.

The patients who have been on Edgecumbe ward have moved to their new accommodation in the first week of February. This will allow building and renovation work to start to make the alterations and changes to make the ward as 'dementia friendly' for the Pinewood patients.

We will continue to have sessions available for relatives, carers and friends of patients on the ward. There will be 2 sessions in February for each ward and in March one each week so that we can tell everybody in greater detail what will happen on Moving Day. Details of the dates and times are below.

We are hoping to move before Easter. If we manage this the likely dates are Wednesday and Thursday 4th and 5th April. If not then it will be the following Wednesday and Thursday or if necessary the following Wednesday or Thursday. Even if you think that your relative will be discharged by then please feel free to come to the sessions. It is important that we make the move as easy as possible for patients. You know your relative or friend best and are likely to have helpful ideas.

The details of the changes that will occur have been in earlier newsletters that have been displayed each month. If you want to see the previous ones they are available from the nursing team. If you have any doubts or queries about what is going to happen please come to one of our sessions or speak to the Nurse in Charge.

The dates of the sessions are as follows:

Thursday 16th February	Oakdale	9.30 -10.15 am
	Pinewood	10.15 - 11.00 am

Wednesday 29th February	Pinewood	10.30 -11.15 am
	Oakdale	11.15 -12.00 Noon

Tuesday 6th March	Oakdale	10.00 - 11.00 am
	Pinewood	11.00 – 12.00 noon

Tuesday 13 March	Pinewood	10.00 – 10.45 am
	Oakdale	10.45 – 11.30 am

Monday 19 March	Oakdale	1.30 – 2.15 pm
	Pinewood	2.15 – 3.30 pm

Wednesday 28 March	Pinewood	11.00 – 12.00 noon
---------------------------	-----------------	--------------------

	Oakdale	1.30 – 2.15 pm
Monday 2 April	Oakdale	1.30 – 2.15pm
	Pinewood	2.15 – 3.00pm

**Appendix 4.
Letters to patients**

Plymouth Community Healthcare CIC
Plym Locality
Ground Floor
Beauchamp Centre
Mount Gould Hospital
Plymouth
PL4 7QD

31 January 2012

Tel: 01752 435363
FAX: 0845 155 8265

Dear Relative or Carer

As you know the wards are moving to the Mount Gould site. The intention is that this will happen around the end of March.

Up until that time we will be offering sessions for relatives and carers so that they can be kept informed of plans for the move. The dates for these are on the ward notice board and we would encourage people to attend so that they can raise any anxieties or concerns. As the move date gets closer we will be increasing the sessions to weekly so that we can give progressively more detailed information to you.

If you have any concerns about the move please talk to the Nurse in Charge of the ward or speak to:

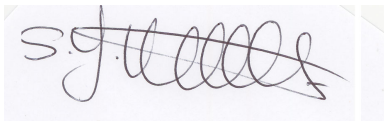
Mandy Rolfe, Modern Matron (telephone 01752 434243),
Kate Anderson, Clinical Psychologist/Manager Plymouth Community Memory Service
(telephone 01752 435363)

or

Claire-Louise Journeaux, Deputy Locality Manager (telephone 01752 435363)

We look forward to hearing your views.

Yours faithfully

A handwritten signature in black ink, appearing to read 'S. Mitchell', is written over a light blue rectangular background.

**Sara Mitchell
Plym Locality Manager**