

Adults and Health Select Committee

9 November 2017

Relocation of Mental Health Wards from Epsom to Chertsey

Purpose of report:

To update the Committee on their Recommendations following the relocation of Delius and Elgar wards (Epsom) to the Abraham Cowley Unit (Chertsey).

Introduction:

1. This report provides an update to the Adults and Health Select Committee in line with the recommendations made by the Wellbeing and Health Scrutiny Board at its meeting on the 17 February 2017.
2. These recommendations resulted from the Committee's scrutiny of plans to relocate Delius and Elgar Mental Health Wards from the Langley Wing at Epsom General Hospital site to the Abraham Cowley Unit (ACU), St Peter's Hospital site, in February 2017.

Background:

3. In November 2016 Surrey and Borders Partnership NHS Foundation Trust (SaBP) took the decision that it was necessary to consolidate Delius and Elgar wards with inpatient services at ACU. Delius and Elgar wards, at the Mid Surrey Assessment and Treatment Centre (Langley Wing) on the Epsom Hospital site, served adults of working age living in mid Surrey.
4. Delius and Elgar wards, which each provided care and treatment for male and female adults of working age, transferred in February 2017 into Anderson and Clare wards at ACU. Anderson ward is a female-only ward with 13 beds and Clare ward is a male-only

ward with up to 20 beds. This provided four more beds than was previously available between the Delius and Elgar wards.

5. This decision was taken for the following reasons:
 - 5.1 The environment at Delius and Elgar wards no longer enabled us to provide the type of surroundings we wanted people to experience.
 - 5.2 Some work which had recently been undertaken there to implement environmental security and practice changes with the aim of reducing the risk of people going absent or missing from the wards did not have a positive impact on people's experience.
 - 5.3 An external report and internal infection control audits identified environmental issues with kitchen areas, flooring and bathrooms.
 - 5.4 The size and configurations of the wards, meant that therapy and diversional activities were facilitated for both wards within Elgar ward which could restrict people's ability to attend.
 - 5.5 The Care Quality Commission (CQC) raised some comments regarding SaBP's ability to be fully compliant with Maintaining Single Sex Accommodation guidance on these wards during the CQC inspection in March 2016.
 - 5.6 The relocation also enabled staff to work more collaboratively across the wards under clinical leadership based on a single site.
 - 5.7 SaBP are more able to create an environment that promotes dignity and respect at the ACU than at Elgar and Delius Wards. Whilst there are no single ensuite bedrooms at the ACU, people on the wards have easy and safe access to a full range of therapy activities and recreational spaces including a therapy kitchen, gym, skills workshop, craft room, café and pleasant outdoor space.

Recommendations from the Well Being and Health Scrutiny Board
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6. The Wellbeing and Health Scrutiny Board were invited to review plans for relocation in November 2016. Members of the Board visited Elgar and Delius wards as well as the ACU. Board members also held a meeting with members of the Trust and stakeholders including people who use services to consider the proposals.
7. The report compiled by Members of the Wellbeing and Health Scrutiny Board was submitted for the Board to discuss at its meeting in March 2017.
8. The Board made seven recommendations as a result:
 - Recommendation 1: That the Trust reviews the process by which it plans future ward relocations in order to improve its change management practices.
 - Recommendation 2: That the Trust set out timescales for consultation and anticipated impact on current services and that the Board receive an update during consultation.
 - Recommendation 3: That the Trust produce a travel plan to demonstrate how people and their families will be supported to access the Abraham Cowley Unit.

- Recommendation 4: That the Trust provide additional resource to support people who use the wards to access Skype and other communication tools, where appropriate.
- Recommendation 5: That the Trust monitor family and patient feedback following the move and provide a summary of key themes for the Board in six months-time.
- Recommendation 6: That the Trust report the impact on Missing Person rates to the board in six months' time.
- Recommendation 7: That the Trust and commissioner clarify the position on funding for the safe haven in Epsom.

A copy of the response to these recommendations is provided in Annex 1 to this report.

9. The Wellbeing and Health Scrutiny Board asked for a report back in six months' in relation in particular to recommendations 5 and 6. This update is provided in this report.

Update

10. **Recommendation 5 - That the Trust monitors family and patient feedback following the move and provide a summary of key themes for the Board in six months' time**

Information from 'Your Views Matter' surveys has been reviewed, a survey which invite people to feedback their experiences of SaBP's services. 'Your Views Matter' asks a number of questions. For the purpose of this report SaBP has looked specifically at whether people would recommend services to their Friends and Family (FFT) and what their wider views are of SaBP's services (Inpatient Survey).

The time leading up to the move (**August 2016 to January 2017**) has also been reviewed along with the period following the move (**February 2017 to August 2017**). When looking at this data it is important to bear in mind that whilst Delius and Elgar were both mixed wards providing care to both males and females, Clare ward is now male only and Anderson ward is female only.

An extract of this data is provided in Annex 2 and a summary of key themes is provided below.

Summary of Key Themes

- More people said they would recommend Delius ward (78.57%) to their Friends and Family than either Anderson (female only - 57.69%) or Clare (male only - 66.67%) wards.
- More people would recommend Clare ward and Anderson ward than Elgar ward (57.14%).
- Delius ward scored the highest for people's overall satisfaction at 67.86%, with Clare ward (57.16) and Anderson ward (53.84%) with Elgar being the ward people were least satisfied with (42.87%)
- People reported feeling safest on Delius (57.14%) and Clare (57.16%) wards

- People reported feeling least safe on Elgar ward (28.57%)

11. **Recommendation 6 - That the Trust report the impact on Missing Person rates to the board in six months' time**

Annex 3 contains data on people who are Absent Without Leave (AWOL) and Missing Persons (MISPER) data provided by Surrey Police. A summary of key findings is provided below:

- The number of people recorded as AWOL from inpatient settings has steadily decreased over the last 18 months following a peak of 17 in June 2017.
- When comparing the two periods for which the data is available, the number of people recorded as missing by Surrey Police shows the following:
 - The Total Number of MISPER reports per bed per month has reduced from 0.164 to 0.153.
 - In Q1 (2016) and Q1 (2017), the number of MISPERs per bed at ACU and Farnham Road Hospital are both significantly lower than the rates at Langley Wing (Delius and Elgar wards, Epsom)
- If the total number of MISPER reports per bed per month figure (0.164 to 0.153) was converted to a potential reduction in MISPER reports it would suggest that the hospital consolidation has led to a 5% reduction in MISPER reports. This would be 13 fewer people going missing and 13 fewer instances of distressed families and police deployments and, most importantly, a reduction in potential harm to vulnerable people.

Given this analysis, whilst there has been an ongoing focus to reduce MISPER across hospital services for many years, it is reasonable to assume that the move from Epsom has contributed to this improvement.

12. **Further Updates on Other Recommendations**

Below is an outline of work undertaken to address recommendations made by the Wellbeing & Health Scrutiny Board beyond those areas where an update was specifically requested:

Recommendation 3: The Trust produces a travel plan to demonstrate how people and their families will be supported to access the Abraham Cowley Unit.

It was evident that for many people the move to Chertsey would involve additional travel time and that public transport would be complicated. The Scrutiny Board was provided with a copy of the travel plan which was developed alongside case studies for how SaBP could assist people in planning their travel at its meeting in March 2017. SaBP is continuously evaluating the type of support it can provide based on people's individual circumstances.

Since the move SaBP has occasionally received feedback that some people are not being supported with their travel. Any feedback of this nature is followed up and anyone who is experiencing problems is encouraged to let SaBP know by contacting

either the Patient Advice and Liaison Service (PALs) team or the Associate Director for Hospital services so that we can help them.

Some of the ways in which SaBP has helped people are:

- As part of the Home Treatment Team assessment and preparation for admission SaBP will speak with family carers and the person being admitted about whether they have any problems with travel for visits and home leave.
- There are continued discussions with people about the Healthcare Travel Costs Scheme where appropriate
- Where home leave is being planned, the person's Care Coordinator, in discussion with the multi-disciplinary team, are available to support this and agree an individual travel plan. This may mean using public transport, the support of family and friends or a taxi can be organised for them.
- If family carers are visiting hospital using their own means of transport we do consider using carers' breaks/carers' assessments and Self-Directed Support packages where this may be of help.

Recommendation 4: The Trust provide additional resources to support people who use the wards to access Skype and other communication tools, where appropriate.

All wards now have guest Wi-Fi access for people who wish to use their own smartphones. For those who do not have this a bookable laptop is available for people to access via the acute therapy team.

Recommendations:

13. The Adults and Health Select Committee is asked to note the update following the consolidation of Delius and Elgar wards at the ACU, Chertsey.

Next steps:

None

Report contact:

Lorna Payne, Chief Operating Officer, Surrey and Borders Partnership NHS FT

Contact details: 01372 216292 lorna.payne@sabp.nhs.uk

Sources/background papers:

Report to the Well Being and Health Scrutiny Board, March 2017 including Trust responses

Annexes:

Annex 1 – Response to Wellbeing & Health Scrutiny Board Recommendations

Annex 2 – Your Views Matter Survey Results

Annex 3 – Data: People Who are 'Absent Without Leave' and Missing Person

Glossary of Terms:

ACU – Abraham Cowley Unit

AWOL – Absent Without Leave

CCG – Clinical Commissioning Group

CQC – Care Quality Commission

FFT – Friends and Family

MISPER – Missing Persons

PALS – Patient Advice and Liaison Service

SaBP – Surrey & Borders Partnership Foundation Trust