

BETTER MENTAL HEALTH FOR BASSETLAW



TRANSFORMING MENTAL HEALTH SERVICES

A FOCUS ON ADULT AND OLDER PEOPLE'S INPATIENT SERVICES

Summary Engagement Document

Talk to us about our plans to invest in mental health care and proposals to change adult and older people's inpatient services. This engagement is being led by NHS Bassetlaw.

An Introduction

We are **ambitious** to transform mental health services within Bassetlaw. We want to ensure that local services **better** meet local needs and **improve** overall outcomes. We want to make it **easier** and **quicker** for people living in Bassetlaw to get the help they need from the **best qualified professional**.

NHS Bassetlaw Clinical Commissioning Group (CCG), the organisation that plans health care for our area, has been working with people across the region to improve access to local services. This includes mental health services provided in the community and hospitals.

To do this well, meet local needs and ensure that we can maintain the services we all need, we think that some changes are needed to the way things work at the moment.

This document gives you the background to why we think that change is needed and a possible solution to improve things in the future.



People should be able to expect consistently **high-quality services** and a **positive experience**. So we need the views of local people on the proposed changes to make sure that we make the **best decisions** we can on the future of mental health services.

Our ambition



Investing in mental health for everyone in Bassetlaw

Our plan is to change mental health services in Bassetlaw so that they **meet the needs of local people better both now and in the future.**

And this matches what is happening across the country where the NHS is changing the way mental health services are provided as part of the Long Term Plan. In particular more adults will be able to access talking therapies for common disorders such as anxiety and depression and there will be better support offered to children and young people.

As part of this we will be investing in community services for Bassetlaw to provide more services outside of hospital. This will involve employing more staff and investing in existing local services.

Over the next three years, we will improve mental health services in Bassetlaw to bring together community health and social care with hospital-based care. There will be better care and easier access to services for everyone who needs mental health support in Bassetlaw. This includes lower level mental health needs as well as those with more complex needs.

Local services will be brought together in hubs. The three local hubs in Bassetlaw will provide access to a wide range of specialist care, support and treatment to help meet people with a variety of mental health support and treatment needs.

Within this local 'hub' system of care, every individual will have a personalised assessment of their needs and a plan of care tailored to support them. This more integrated service will help to support each person along their whole care journey so that people do not fall through the gaps or get lost in the system.

*"The service will help to support each person along their **whole** care journey"*



Local community hubs - supporting physical health, mental health, voluntary sector support, employment/ education, housing and social support.



Services will be wrapped around individuals - with personalised assessments and tailored care plans.



A 'No wrong door' approach - Whenever someone asks for support they will be guided to get the right help, from the right person.



More money for existing services and pathways - Including expectant and new mums (perinatal), children and young people (CAMHS), talking therapies (IAPT), therapeutic inpatients, ambulance services, crisis services, severe mental illness and eating disorders.

As well as changes to the way we will deliver care within our community, we also need to improve how we provide care to those with the most complex mental health needs. We think we can **do better** for those of us needing more specialist inpatient support. The changes to inpatient services that we think are necessary are **just one part** of this wider transformation programme.



Inpatient services are an extremely important part of the overall package of support we can offer to local people. The numbers of patients that need this support are already low but our expectation is that the transformation of wider community based services will mean even fewer patients will need inpatient services in the future. Community services in Bassetlaw will be wrapped around people so that they get the help and support they need **locally**, within their own community, preventing the need for admission as well as helping them to stay well when they have been discharged from inpatient hospital care.

Making changes to adult inpatient services now will mean that hospital-based care will be of the **highest quality possible** and will be linked back into localised, wraparound support for every individual as the community transformation takes shape. This combination will provide a more resilient and comprehensive mental health service for the people of Bassetlaw.

Why do we need to change adult and older people's inpatient services?

The current inpatient mental health provision at Bassetlaw Hospital is not as good as it needs to be: patients do not always have a positive experience, and we do not always meet the high clinical standards that we want to. There are three main areas that we want to improve:



ACCESS

Getting additional mental health, therapeutic and recovery services is not as easy as it should be



QUALITY

The current ward environment is far from ideal



EXPERIENCE

The care experience of patients and their families is not as good as we want it to be

For example:

- The adult mental health ward has 24 beds, which is too big and does not meet professional requirements
- Both wards are mixed gender, which is not recommended
- Both wards have dormitory style accommodation which reduces privacy and is against national quality guidance
- Both wards are hard to get to if you have limited mobility
- The older people's ward caters for people with very different conditions; people with Alzheimer's and people with schizophrenia for example. This is not the best way to treat people and encourage recovery
- Neither ward is designed to modern standards and, for example, make it hard for staff to keep effective observation of patients
- Neither ward has sufficient space for therapeutic activities and cannot host visiting easily.

Each year around 100 people from Bassetlaw use both the adult and older people's mental health beds at Bassetlaw Hospital. We know that the current beds are often not used by Bassetlaw patients and fewer and fewer people from Bassetlaw will need these beds as we make changes to develop a more comprehensive community mental health service.



We need to talk to the people who use these services, their carers, family members and members of the public about these changes to make sure we get them right and haven't missed anything out. Previously, people who have used the services have told us things such as:

- Staff are compassionate and hardworking, but the wait for treatment is too long
- Patients often have to tell their story numerous times, and many do not have a named worker
- Patients feel the wards are too noisy and busy; quiet spaces and individual rooms would provide a better experience
- The wards need refurbishments; for example, the shower facilities are not good
- Patients feel that access to therapy and other supportive activities could be improved

Is this about money or beds?

It is really important to know that this is not about money or reducing the number of beds available. We are investing significant levels of funding into local services through our transformation programme. It's about improving the quality of services and offering a better experience to local people and their families. Of course we must make the best use of every penny the NHS has, but these changes are not driven by finances.

*"It's about **improving** the quality of services and offering a **better** experience"*



What is the possible solution?

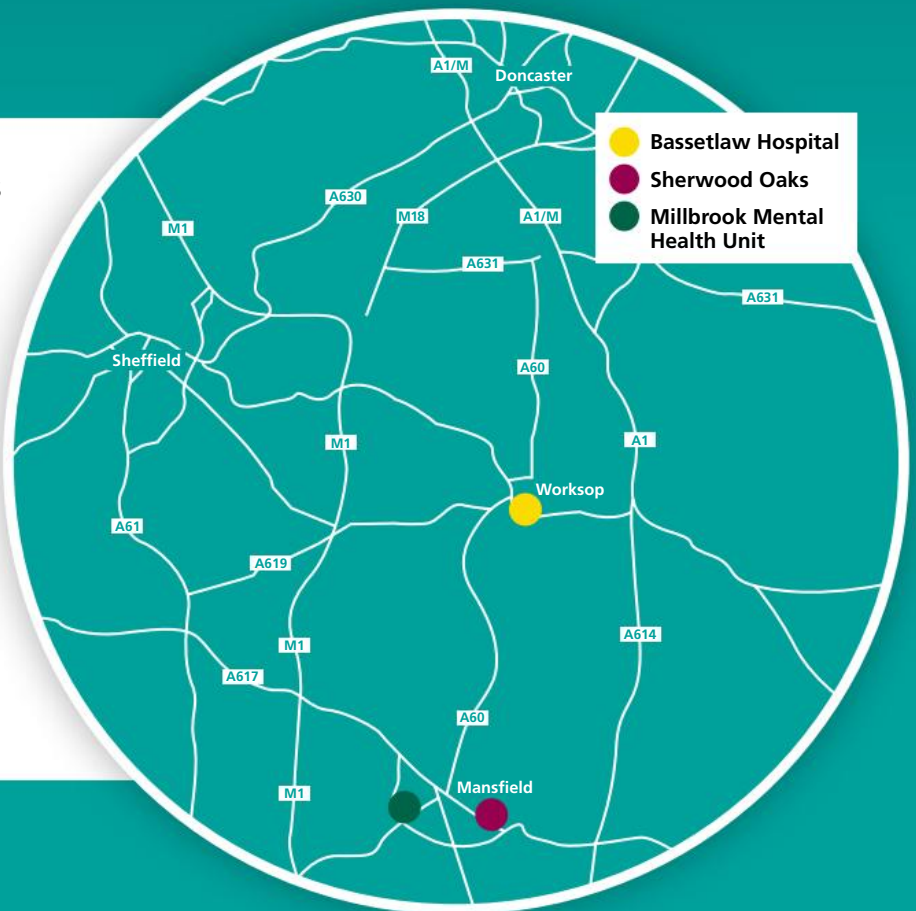
Weighing up all the things we want to achieve - improved standards, not an isolated location, best use of investment, achievable without long delays - we believe that the improvements we want to make can be achieved.

The option we are exploring at present is to provide adult and older people's inpatient services at the newly purpose built and refurbished accommodation at Sherwood Oaks and Millbrook Mental Health Unit in Mansfield.

Adult mental health inpatient services could be provided at the **Sherwood Oaks** site which will have two female wards and two male wards, all with single en-suite rooms.

Mental health services for older people could be provided in a refurbished part of **Millbrook Mental Health Unit**.

This would allow people with similar conditions to be treated in the same area, and everyone would have their own room and en-suite facilities.



In summary...

The wards at **Sherwood Oaks** could provide:

Bed numbers	
Female ward 1	17 single en-suite rooms
Female ward 2	17 Single en-suite rooms (4 designed to deliver enhanced care)
Male ward 1	18 single en-suite rooms
Male ward 2	18 single en-suite rooms

The wards at **Millbrook** could provide:

Bed numbers	
Functional ward	18 single en-suite rooms
Dementia ward	18 single en-suite rooms
Enhanced care unit	8 single en-suite rooms

	Current provision	Proposed model of care for AMH	Proposed model of care for older people's and dementia
Ward size of 18 beds or smaller		●	●
Single gender wards		●	
Safe single rooms		●	●
Separate wards for mental health and dementia patients			●
Ground floor accommodation for those with restricted physical mobility		●	●
Outside space and courtyard garden		●	●
Dedicated space for therapeutic activities		●	●
Good lines of sight for patient observation		●	●
Specialised dementia friendly wards			●
Intensive care suites and access to de-escalation and seclusion facilities		●	
Low stimulus environments			●
Safe family visiting suite		●	
Linked to other on site mental health services and staff		●	●

Overall with these changes, the number of beds available for Bassetlaw patients **will be the same**.

In fact, for Mid-Nottinghamshire and Bassetlaw, there would actually be **an increase of eight beds** available for adult mental health.



What we have we done so far?

Our preferred solution has been further explored through discussion with the CCG's Governing Body, which includes local GPs, as well as working more recently with wider stakeholders from across the NHS and local community and voluntary groups. We have also sought independent clinical advice from the Yorkshire & Humber Clinical Senate and the views of local leaders on the Health Scrutiny Committee. Our proposals have also been subject to an assurance process by NHS England/Improvement, our regulator.

We have so far had full support for the case for change and general agreement that there is the opportunity to significantly enhance the quality of the inpatient care for Bassetlaw people provided through these proposals. We have also heard that we would need to address some important parts of our proposals if they were to go ahead. One of these being the impact this would have on travel and transport.

What about travelling?

Of course any change can bring other impacts and effects on people's lives, at least in the short term. In this case, travel would increase for some patients and their families. Especially for people who rely on public transport, this would cause some difficulties. Staff might also find it harder to travel to work. We need to consider this carefully when we make a decision. We would also need to agree a travel plan - taking into account information around journey times and access, people's views and the support that we would need to put in place to help with this.

Have your say...

We want your views. Do you agree with our view of the current situation? What do you think of our proposals for change? How can we make sure we are supporting people if the changes happen? Are there things we have forgotten, or need to take more seriously?

By giving us your views and experiences, we will be able to plan things **more effectively** and **provide better services**.



ONLINE:

Visit our webpage (<http://www.bassetlawccg.nhs.uk/get-involved/how-to-get-involved/bassetlaw-mental-health-engagement>) where you can find a link to complete the survey and share your views. A paper (postal) version is available on request.



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CALL US:

on **01777 590035** (Monday - Friday, 9am-5pm, or leave a message). Calls are at a local rate but we can also call you back.



WRITE TO US:

at **FREEPOST RTEK-SATU-YXEC** NHS Bassetlaw CCG, Retford Hospital, North Road, Retford, Notts. DN22 7XF

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