

Health Scrutiny Committee Briefing September 2021

Better Mental Health for Bassetlaw **Transforming mental health services: including a focus on adults** **and older people's inpatient services**

1. Introduction

NHS Bassetlaw Clinical Commissioning Group (CCG) and Nottinghamshire Healthcare NHS Foundation Trust (Trust) have been fully committed to regularly involving the Health Scrutiny Committee (HSC) on their proposed significant transformation programme for mental health services including high quality inpatient mental health services for people in Bassetlaw.

The development of the proposals and plans for engagement were discussed with HSC in both September and December 2020. Wider stakeholder engagement took place during this period and HSC's feedback helped to shape the final design of the public engagement which took place between February and April 2021.

Following the period of public engagement, the CCG produced a Decision Making Business Case (DMBC) for consideration by the CCG Governing Body on 20 July 2021. The DMBC detailed the findings of the engagement, alongside a range of clinical and other considerations, so that the Governing Body could agree a final decision in an informed way. The DMBC and supporting documents can be found [here](#) in the Governing Body papers for July in the right-hand column of the webpage).

The CCG and Trust attended the HSC meeting on 13 July 2021 to update the Committee on the engagement and decision-making process relating to the improvement of inpatient mental health services for adults and older people in Bassetlaw. The CCG fed back that the over-riding concern consistently raised about the proposals is the additional length and / or cost of travel that is likely to be incurred by local Bassetlaw patients, their families and carers if the current inpatient services are relocated. The CCG also explained that the majority of patients using the inpatient beds come from elsewhere in the County and for the majority of patients this would mean an improvement in the accessibility of the service. At this meeting the HSC requested that the CCG and Trust provide more detail on how they would address the concerns of Bassetlaw residents, which would then allow the HSC to reach its final opinion.

This paper provides an update for the HSC on how these concerns are being addressed and the next steps following the Governing Body meeting.

2. Background

The proposed changes to inpatient mental healthcare in Bassetlaw are being explored in the context of new investment in community mental health services as part of the Mental Health Long Term Plan and Bassetlaw CCG's commitment to improving the quality and sustainability of local services.

The CCG plans to invest more than £4 million in local mental health services over the next four years. Strengthening community services in this way will provide greater access to 24-hour crisis and urgent care at Bassetlaw Hospital and home treatment services as well as bringing together new community services to offer physical, mental and social support as close to people's homes as possible. It will deliver improvements to existing services, improving access and quality, as well as bringing new services to the people of Bassetlaw helping to improve health and wellbeing across our district.

There is a recognition that mental health inpatient services currently provided at Bassetlaw Hospital are specialist mental health services that serve patients across the whole of Nottinghamshire. These patients require intensive support provided in a secure setting which conforms to the standards of modern mental health care.

The proposal to improve local inpatient mental health services focuses on ensuring that, for those small number of patients who need hospital-based mental healthcare in Bassetlaw, it is the best that it can be, delivered in the highest quality environments. To that end, a programme of engagement was undertaken to hear local views on proposals for significant transformation of community based services and to relocate inpatient services for adults and older people's mental health care to state of the art refurbished sites in Mansfield (at Sherwood Oaks and Millbrook respectively). This potential solution would move services away from the old, isolated wards with dormitory accommodation and offer specialist inpatient mental health services in modern, purpose-designed wards which meet national guidelines. These new facilities would also be linked to other on-site mental health services and offer access to a wider range of specialist clinical staff as well as offer safe, en-suite single rooms for patients. It has been fully acknowledged by the CCG and Trust that whilst a relocation would improve access for the majority of patients it could place a significant additional burden on some Bassetlaw patients and their carers to travel to services outside Worksop. This was therefore a central consideration of the engagement programme.

The significant investment in local mental health services will mean that the vast majority of services will continue to remain within Bassetlaw, will provide more care and support for people to remain within the community setting close to home and will still continue to offer urgent and emergency mental health care at Bassetlaw Hospital.

3. Addressing patient and public feedback

NHS Bassetlaw CCG's Governing Body (GB) considered the DMBC at its meeting on 20 July 2021. Discussion focussed on the impact of the relocation of mental health inpatient services and the concern that GB members had on the impact of travel for Bassetlaw patients, carers and families affected. The discussion and feedback from HSC at their meeting on 13 July 2021 was also considered.

The outcomes of this discussion were as follows:

- the significant investment in mental health services was supported
- the preferred option for mental health inpatient beds to move inpatient care to Millbrook and Sherwood Oaks was approved in principle
- it was noted that implementing the preferred option was predicated on addressing transport concerns for Bassetlaw patients and receiving more information on digital support and 'crash' beds.

It was also noted that no move of services will take place this calendar year which will therefore provide further opportunity to continue a dialogue with HSC and other key stakeholders about travel plans.

3.1 *Developing a Mental Health Inpatient Travel policy*

In recognition of the concerns raised by Bassetlaw patients, carers and other key stakeholders around travel assistance that might be needed for inpatients and their families/carers who may be impacted by these changes, the Governing Body agreed that: *a specific Task and Finish Group, led by Bassetlaw CCG and supported by the Peer Support Manager and including representatives from service users and carers, be established.* This group would ensure that a fully considered and engaged approach is undertaken to develop a Bassetlaw Mental Health Inpatient Travel Policy.

This Task and Finish Group, consisting of key stakeholders, including carers, across the CCG and Trust has been convened. Terms of Reference for the Group are included in Appendix 1.

The purpose of the Group is to:

- Design a process by which Individual Family Travel Plans could be developed for each individual patient and their family/carers that would be tailored to their specific needs thus meeting the concerns expressed by Bassetlaw stakeholders, patients and carers during the Engagement period.
- Recommend criteria for access to support and the nature of the support options.
- Involve service users of Bassetlaw and Mansfield based inpatient facilities and carers to ensure co-design of the policy and ensure this works effectively in practice for them. This programme of involvement will also include involving carer support groups based in Bassetlaw;

patient and public participation groups; and carers, patients and their representative groups who have been involved in the engagement to date.

Final recommendations from the Task and Finish Group will be presented to the CCG Governing Body in October 2021.

3.2 *Using digital technology to support virtual visiting*

Initial work has been undertaken to consider the issues of technology to support patient/family/carer relationships.

The Trust has been fully supportive of using digital solutions to help maintain contact between patients and their family and friends. This has been especially significant over the last 18 months throughout the COVID pandemic where use of applications such as Microsoft teams, Skype and Zoom have been installed not only for staff, but for use by patients as well.

The new Sherwood Oaks Hospital refurbishment has enhanced digital IT in the specifications, including the provision of portable tablets for patients use on the wards and other equipment.

There is also a process in place whereby support in the form of loaned equipment can be offered to the relatives and carers who may be digitally deprived so that they may remain in contact.

The IT environment is continually evolving at a rapid pace and any further technologies that may be assist patients and carers will be explored as they progress.

Further work to support consideration of these options by Bassetlaw CCG's Governing Body will be undertaken through the Task and Finish Group.

3.3 *Enhanced local crisis services*

Provision of a 'crash bed' or crisis house service is already available and used by Bassetlaw patients. This is located in Nottingham and provided by Turning Point. Over the last two years this has been used by 7 patients from Bassetlaw. This facility will continue to be available to Bassetlaw patients.

Bassetlaw CCG Governing Body will consider this option further as part of its discussion in October.

4. Next steps and recommendations

This paper provides HSC with an update and an opportunity to feed into the plans to address travel concerns raised during the engagement process. These will continue to be reviewed by the CCG's Governing Body in October 2021.

Appendix 1

Draft Terms of Reference Bassetlaw Mental Health Inpatient Travel Task and Finish Group

Background

NHS Bassetlaw CCG's Governing Body (GB) agreed in July 2021 to support the plans for transformational changes regarding mental health priorities. This also included supporting the proposed relocation of adult and older people's mental health inpatient services currently based at the Bassetlaw Hospital site to Mansfield but with the proviso that local concerns regarding transport for Bassetlaw residents should be further considered before progressing to implementation.

In recognition of the concerns raised by patients, carers and other key stakeholders around travel assistance that might be needed for inpatients and their families/carers who may be impacted by these changes, the Governing Body agreed that: *a specific Task and Finish Group, led by Bassetlaw CCG and supported by the Peer Support Manager and including representatives from service users and carers, be established.* This group would ensure that a fully considered and engaged approach is undertaken to develop a comprehensive Mental Health Inpatient Travel Policy.

The programme of involvement will include engaging with the following in the first instance:

- Bassetlaw Carers Support Group
- Bassetlaw Patient and Participation Group Chairs'
- Sherwood Oaks Steering Involvement Group
- Mental Health Services for Older People Group
- Carers and patients who have used B1 and B2 wards

The Bassetlaw Mental Health Inpatient Travel Task and Finish Group (T&F Group) has been convened to take this work forward.

Membership of the T&F Group

The following stakeholders have agreed to be part of the Steering Group:

Carer, Patient and Volunteer representatives

Volunteer and carers (x4)

Nottinghamshire MIND

Age UK Nottingham and Nottinghamshire

NHS Bassetlaw CCG stakeholders

Director of Strategy, Deputy Chief Officer

Mental Health Transformation Lead

Financial Manager (Transport)

Lay member for Patient and Public Engagement (Bassetlaw CCG Governing Body)

Nottinghamshire Healthcare Trust stakeholders

Peer Support Manager

Head of Involvement, Experience and Volunteering

Inpatient Services Programme Manager

Scope of the T&F Group

The purpose of the Group is to:

- Design a process by which Individual Family Travel Plans could be developed for each individual patient and their family/carers that would be tailored to their specific needs thus meeting the concerns expressed by stakeholders, patients and carers throughout the Engagement period.
- Recommend criteria for access to support and the nature of the support options.
- Involve patients and carers to ensure co-design of the policy and ensure this works effectively in practice for them.

Timeline

The work of the T&F Group will be completed by 24 September 2021 and its recommendations will be considered at the CCG's Governing Body meeting on 19th October 2021.