

Fran Beck, Executive Lead,
Commissioning Telford and Wrekin CCG
Dr. Julie Davies, Director of Strategy and
Service Redesign, Shropshire CCG
Lesley Crawford, Director of Mental
Health Services, South Staffordshire and
Shropshire Healthcare Trust

Name Fiona Bottrill
Scrutiny Group Specialist
Telford & Wrekin Council
Darby House
Lawn Central
TF3 4JA

Tel: +44 (0)1952 383113
email: fiona.bottrill@telford.gov.uk

Contact: Fiona Bottrill

Telephone: 01952 383113

Fax:

Your Ref:

Our Ref:

Date: 22nd October 2014

Dear Fran, Julie and Lesley,

Response of the Joint HOSC to the Review of the Modernisation of Mental Health Services in Shropshire and Telford & Wrekin.

We would like to thank you and your colleagues for attending the Joint HOSC meeting on the 29th September. The Committee welcomed the opportunity to meet with commissioners and the provider to receive the report on the review of the modernisation of mental health services.

As you will be aware the provision of mental health services is an issue that the Joint HOSC has considered over a number of years. In 2010 the Joint HOSC supported the modernisation of mental health services subject to the following:

- That the reduction in the number of in-patient beds is phased alongside the increase in community mental health services
- That there is appropriate support for the carers and families of mental health service users being supported in the community.

More recently the Joint HOSC raised concerns at the meeting in September 2013:

- The Joint HOSC had not been consulted on the closure, temporary or other wise, of Castle Lodge
- There were concerns about the capacity of community mental health services particularly the provision of low level preventative support.
- The need to work with voluntary organisations to provide low level support.

It was subsequently agreed that a review of mental health services would be carried out which would include consultation with service users regarding the future of Castle Lodge and that this would be reported to the Joint HOSC.

The Committee concluded that review does demonstrate improvements that have been made for in patient care though the development of the Redwood Centre and the Members commend

this work. However, as discussed at the meeting there are a number of issues that the review has identified that require further investigation:

- The greater than expected use of the Psychiatric Intensive Care Unit at St. George's Hospital in Stafford, particularly by patients from Telford and Wrekin.
- That Telford and Wrekin only use 74% of commissioned capacity at Redwood while Shropshire used 40% more than commissioned.
- The actual occupancy at the Redwood Centre (97%) is above the target levels in the Full Business Case (92%)
- The number of out of area referrals for Psychiatric Intensive Care Unit support.
- The different levels of activity between the two Clinical Commissioning Groups: Telford & Wrekin increased by 86% and Shropshire by 36%.
- The review did not include any formal consultation on the future of Castle Lodge.

In addition to these issues Joint HOSC raised a number of concerns relating to the provision of community mental health services which, some of which were conditions of the Joint HOSC support for the modernisation proposals for mental health services in 2010 as set out in the beginning of this letter. The concerns expressed by the Joint HOSC at the meeting on the 29th September are set out below:

- The review does not demonstrate how the views of service users on the quality of mental health services have informed the plans for future provision. The outcomes used to measure the success of modernisation of mental health services should not be based solely on bed occupancy, admissions, referral and length of stay but should also include measure of the quality of the service measured by patient experience and outcomes for patients.
- The lack of capacity in community mental health services and engagement with voluntary sector organisations. Members were concerned that while the acute service at Redwood is broadly meeting the financial and operational targets of the Full Business Case that this may be causing additional pressure in the community services that do not have the capacity to respond.
- Lack of engagement with care providers e.g. nursing and residential homes and domiciliary care providers.
- There were serious concerns about access to crisis support in the community and that this service is not available 24hours a day and 7 days a week. The Committee was particularly concerned about the effect financial and housing pressures have on the mental health of individuals and families. The different socio-economic demography of the two CCG areas must be taken into account when planning services. Concern was also expressed regarding crisis support for people who are homeless.
- The review does not refer to the relevant NICE guidance e.g. Quality Standard for Service User Experience in Adult Mental Health (Issued December 2011 NICE Quality standard 14)
- There is a need to develop a coherent model for community mental health across the two local authorities including dual diagnosis.

- Future involvement of the local authority commissioners in work that will be undertaken to review and implement service changes in mental health.
- Assurance that the South Staffordshire and Shropshire Mental Health Trust is working with the Shrewsbury and Telford Hospitals NHS Trust to ensure that patients with mental health issues who require attend A&E or require and inpatient stay at the Princess Royal Hospital or the Royal Shrewsbury Hospital receive appropriate care. Specific assurance was requested regarding assessment of mental capacity and dementia training for all ward staff.
- There was anecdotal evidence that there is low morale and high rate of absenteeism amongst community mental health staff providing mental health services and they do not feel able to raise concerns.

On this basis the Committee commended the work to improve the inpatient care but concluded that further work is needed to improve the provision of community mental health services.

It is therefore recommended that the CCGs and South Staffordshire and Shropshire Healthcare Trust undertake further work to address the issues set out in the bullet points above and report back to a future meeting of the Joint HOSC in 6 months.

Your sincerely,

Cllr. Derek White
Joint HOSC Chair

Cllr. Gerald Dakin
Joint HOSC Chair