

**CANNOCK CHASE COUNCIL**

**BRIEFING NOTE**

**HEALTH SCRUTINY COMMITTEE**

**23 JANUARY 2012**

**BRIEFING NOTE FROM HEAD OF ENVIRONMENTAL HEALTH**

**CONSULTATION ON SOUTHERN STAFFORDSHIRE MENTAL HEALTH SERVICES CLOSURES**

**1. Purpose of Briefing Note**

- 1.1 To seek members views on a consultation on the closure of certain mental health services in Southern Staffordshire.

**2. Recommendation(s)**

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| 2.1 | Members are recommended to consider a response to the consultation. |
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**3. Key Issues**

- 3.1 This matter has been the subject of consideration by the County Health Scrutiny Committee. A copy of the relevant report and other supporting documents are attached.
- 3.2 The consultation period has been extended until the 13<sup>th</sup> February 2012 and members have the opportunity to respond should they so wish.
- 3.3 If members do respond they may wish to make that response to the County Health Scrutiny Manager so that a coordinated response is made.

Local Members' Interest
N/a

## **Health Scrutiny Committee – 6 January 2012**

### **Evaluation following the closure of day services provided by South Staffordshire and Shropshire Healthcare NHS Foundation Trust**

#### **Recommendation**

1. That the Health Scrutiny Committee consider and comment on the attached evaluation following the closure of mental health day services, and transition to other services, in south Staffordshire.

#### **Report of Joint Commissioning Unit**

#### **Summary**

##### **What is the Scrutiny Committee being asked to do and why?**

2. As part of their focus on the provision of a coherent mental health service in the county, in March 2010 the Health Scrutiny Committee previously responded to engagement by commissioners on improving support for people with mental health problems in south Staffordshire. They requested an evaluation report be provided in due course, being most concerned that existing service users were supported through the transition and had immediate access to other services that met their needs when the day services closed. An interim update was provided at the end of September 2011. The evaluation report is now available for the Committee to consider.

#### **Report**

##### **Introduction**

3. On 30 March 2011, South Staffordshire Primary Care Trust (PCT) board, following a period of public engagement, approved the closure of the day services that were provided by South Staffordshire and Shropshire NHS Healthcare Foundation Trust (SSSFT). Those services included the Chartley Centre in Stafford, Spring Meadow day service in Cannock, the Friary in Lichfield, George Bryan day service and Albert House in Tamworth, Burton Task Group in Burton, and St David's in Wombourne.

4. The majority of these services closed on 1 May 2011, with the exception of Albert House which closed on 30 September 2011 whilst a new service was commissioned and 67 people were transitioned across. Burton Task Group will cease to be delivered by SSSFT on 31 December 2011 and will be reprovided as a social enterprise by Sherratt's Wood Care Farm organisation on 3 January 2012 when 37 people will be transitioned across.

5. As part of the agreement to pursue the closures that were planned for 1 May 2011, commissioners requested assurance that all individuals attending those services at the

time, a total of 169 people, were transitioned across to alternative services such as the newly commissioned social inclusion and recovery services provided by the third sector, and continued to be supported through care planning by the Community Mental Health Teams (CMHTs). To that end we requested evidence of this, and were provided with detailed information that reviews had taken place with each service user. An additional request was also made of the Joint Commissioning Unit (JCU) to revisit all of those individuals to determine what impact not being able to attend the SSSFT day centres may have had on their wellbeing.

## **Methodology**

6. To give that assurance, we developed three processes. Firstly, every individual that had been accessing the services at the point of closure was reviewed again in October and November 2011. This was done by individual NHS number and care co-ordinator, and included revisiting their day care needs, looking at what activities they were engaging in; and what had changed in their mental health needs since the first review in March-April (see Appendix 1). Secondly every service user was offered the opportunity to fill in a pro-forma about their views and experiences independently of their care co-ordinator which was sent directly to JCU (see Appendix 2). Thirdly in partnership with the South Staffordshire Network for Mental Health, we advertised drop in sessions in each locality that were affected by the closure during October 2011, so that people could come along and talk to us independently.

## **Results**

- **South Staffs**

10 people were accessing St David's day service at the time of closure. Of that number: 2 people have been discharged as they have reached a level of recovery; 5 individuals are accessing either Richmond Fellowships Staffordshire Life Links, or Quest; 1 individual is accessing Learning Disability support services; all those that remain in the care of SSSFT continue to be supported by the CMHTs.

## **Patient narrative**

' I don't think the closure was handled very well, I found out quite late it was closing, I'd heard rumours but these had been going on for some time. I felt I needed more notice. I was devastated by the closure and very upset. I was seeing my workers at the CMHT every 2 weeks and had my medication increased. I'm not angry that's St David's closed, just the way it was handled.

I now go to Richmond Fellowship, and I'm a lot busier, and I now do lots of volunteering, I run a peer support group with others at Mid Staffs Mind and the South Staffs Network for Mental Health and I'm applying for a volunteer role at Richmond Fellowship too. Richmond Fellowship are going to do 4 steps to recovery which I will take part in.

In Wombourne, its so small, people are used to the old ways. I'm now travelling to London for training with Richmond Fellowship, there are much more opportunities with RF that I would never have done at St David's.

My life is better now, but it was a hard transition because of the way it was handled. I get more support from RF, they are always there for you, they are there whenever you need to call them.'

- **Lichfield**

47 people were in attendance at the Friary Centre. At the time individuals attended to receive medication management in the form of Clozaril Clinics and Depot Injections. Of those: 4 people have been discharged from services; 1 person is currently an inpatient; and 2 people are supported within the Learning Disability Team. The remainder continue with support from CMHTs under Care Planning Approach (CPA), and receive medication in clinics or at their own home, and 1 person is seeking employment with the help of the commissioned Work4You service.

There were no individuals that wished to tell their personal story.

- **Tamworth**

There were 34 people accessing the George Bryan day service, who would be supported by CMHTs as part of the CPA, and 67 people accessing the drop in at Albert House, whose needs would be described as low and not requiring the support of specialist services.

The George Bryan day service delivered time limited groups such as: Managing Depression; Confidence Building; and Anxiety Management. 22 of those individuals attending completed the course and required no further additional intervention and were discharged from services. The remaining individuals all remain within CPA and CMHT support. For the drop in service a new service was commissioned delivered by Changes, a user led organisation, and all attendees have access to this service.

## **Patient Narrative**

### **Person 1**

'I used to go to Albert House for an Art group. I only used to speak to one person. Everybody made me feel welcome and good, I used to go 3 days a week and my carer would take me there. I go to Changes now, 4 days a week and I come on my own to Changes without my carer. I'm now volunteering with Changes which I have never done before, I'm doing administration. They make drinks for me, I like it, I'm happy, I feel safe here, I have friends here.

It's better than Albert House, I do more things here and I'm now getting better.'

### **Person 2**

'I found the depression group at the George Bryan day service very helpful.

I'm volunteering at Changes, I welcome people and make them feel comfortable. I was anxious about coming here, but now I come here every day. It gives me a focus to get up in the morning and I have more confidence. Before I used to sit in the flat, I didn't want to go to Albert House really, but now I look forward to going to Changes.

Positive feeling in Changes, its more relaxed, not made to feel welcome at Albert House.

The little things Changes do, make a difference'

Person 3

'I'm starting to do groups at Changes and volunteering.

The day hospital was successful and works,... and I was anxious about the changes in service provision, but Changes is good, it works, it provides a little bit of everything.

You get to form friendships and community – I felt when the day hospital closed we lost our community, but we have a community here at Changes.'

- **Stafford**

The Chartley Centre was supporting 18 people at the point of closure. It offered time limited therapeutic interventions for self esteem or assertiveness for example. Of that number: 8 people have been discharged from services; 1 person is back at work full time; and 1 person is actively seeking employment through the Employment Works service. The remaining 8 individuals continue under CPA with the support of CMHTs.

There were no service users that wished to tell their personal story.

- **Cannock**

60 people were accessing Spring Meadow and the time of closure. 40 of those people attended for medication management such as Clozaril Clinics and depot injections, 3 for Occupational Therapy input. Of the 43: 3 people have been discharged from services; and everyone else continues to be supported under CPA through the CMHTs. 17 people attended for social groups, pottery or Creative Art, or an Allotment group. Of those 17 people: 1 person has been discharged; 1 person has moved area; and 4 people are accessing Richmond Fellowship, Quest or Rethink; 1 person is unable to engage with similar activities and feels a loss around the closure of Spring Meadow. All individuals that remain in service continue to be supported under CPA by CMHTs.

## **Patient Narratives**

Person 1

'Going to Spring Meadow was a hard job at first, as my illness prevented me from going out. Gradually things became easier, and I got to know the staff and gained interest in what I was doing, art and pottery, but since they have gone I've gradually reverted back to how I was.

There was supposed to be a new group starting ... I've searched Cannock for other groups but there are none.'

#### Person 2

'Since Spring Meadow day centre has been closed, I feel the network of support I had, has been removed. The present appointment system for administering medication which has replaced the 'drop in' is more pressurised because I have to come in at a set time and the room is used by different providers.

If a member of staff is absent for any reason, I am left vulnerable because the replacement is often unfamiliar to me and causes me added stress.

Everyone is very caring now, as before, but you can only work with what you have got.'

#### Person 3

'It's not fair that it was closed. Not fair for me, the people that worked there or Cannock people.

I go to Quest farm group now – I like it better than Spring Meadow, there is more to do and I like being outdoors'

#### Person 4

'The closure of Spring Meadow was something of a surprise to me and affected me greatly.

After feeling let down and suffering illness as a result members of Park house put me in touch with Quest, they have given me hope in difficult times.'

#### Person 5

'I did enjoy the day service. Now that it has closed I have had support to find other groups in town to attend. I enjoy the social and art groups.'

#### Person 6

'I was a service user at Spring Meadow and thought they all done a good job they helped me and all the staff was very helpful. It was just a pity that the service users didn't take the classes that was on offer. I was in the last class off assertiveness and there was about 8 people who attended and there was just me at the end. I'm afraid it all come down to money again. Just sorry that it has closed and I would like to take this opportunity to say thank you to all the staff who helped me.'

#### Person 7

'Spring Meadow started off providing care for a wide range of service users. There were people with severe and enduring mental problems ... and those with depression/anxiety. Those with anxiety felt very grateful that their condition was not as bad as others, and those with more serious problems were able to share their experiences and gain peer support. By closing down day hospitals you have lost a valued place for those with more serious problems.'

Person 8

‘I have had 15 years of day centres, to me the change was required.

We have now been to some very interesting places and are encouraged to mature’

Person 9

‘People wanted things to be the same, but with the closure of Spring Meadow does not affect the level of care to all users.’

Person 10

‘No change to my care whatsoever.’

## Conclusion

7. There is no evidence that individual’s mental health has deteriorated as a result of the closure of the SSSFT provided day centres. A number of individuals, 39, have reached a level of recovery, that has enable them to be discharged from specialist services, this represents 23% of those individuals attending at the time of closure. The remaining individuals continue to be supported by CMHT or Learning Disability teams. On the whole people have engaged positively with the commissioned social inclusion and recovery services, and there is evidence of positive progression for many individuals.

8. Areas for continued improvement include ensuring SSSFT staff are fully aware of other potential services that could benefit people with mental health needs and that commissioned services are adequately targeting their promotional and publicity materials.

9. Further learning would include allowing for a longer period between the decision making and the effective date of closure to ensure this is robustly communicated in a timely manner, and that individuals that had been familiar with a particular model of care for many years, had more time to adjust.

10. **Link to NHS Trusts’ or Shared Strategic Objectives** – The changes relate to the shared objective of improving the health and wellbeing of Staffordshire residents.

11. **Link to Other Overview and Scrutiny Activity** – The Committee have recently considered consultation on changes to mental health inpatient beds in the north and south of the county, which has included discussion of secondary care mental health service provision in the community. A working group has also been looking at certain aspects of primary care mental health service provision.

12. In scrutinising this matter, the Committee are encouraged to consider the following:

- Equalities and Legal Implications
- Resource and Value for Money Implications
- Risk Implications
- Climate Change Implications.

**Contact Officer**

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**Appendices/Background papers**

Appendix 1 Review form

Appendix 2 Evaluation proforma





**Service Users Confirmation of Review/Re-assessment and Transitional Plan in Light of Proposed Day Centre Closures**

NHS No.	Identified Day Care Needs	Future Planned Activity	Care Coordinator	Transitional Plan in Place Agreed with S.U.	Date of CPA review post closure	Actual Outcome of future planned activity (include comments on any changes in MH status or support needs)	SU completed evaluation proforma
				Yes/ Not Required/ S.U. Declined			Yes/No



## South Staffordshire and Shropshire Healthcare

NHS Foundation Trust

We are now a few months on since the Trust closed its day centres in May 2011 and we are supporting the Joint Commissioning Unit (JCU) for Staffordshire Mental Health Services in undertaking an evaluation of the impact of the closures on service users and carers who previously attended the centres.

What we would be interested in is service user and carer views on how the agreed transition plans were delivered, how the closures affected them and how they are now being supported to maintain their wellbeing.

Individuals can contact the JCU directly and speak with Nicky Bromage (see details overleaf) or if they wish use the reverse of this sheet to record their views and send in directly to Nicky or pass to a member of staff who will ensure it is forwarded on.

You do not need to say who you are, and if you need support in completing this sheet please discuss with your care co-ordinator, key worker or advocate.

It is important to us that you tell your own story of how the closure affected you and how easy it has been to seek alternative support if you required it.

Please identify if you are: and which centre the person receiving support attended:

A service user	<input type="checkbox"/>	St Davids –Wombourne	<input type="checkbox"/>
		Spring Meadow – Cannock	<input type="checkbox"/>
A carer/family/friend	<input type="checkbox"/>	The Friary – Lichfield	<input type="checkbox"/>
		Chartley Centre – Stafford	<input type="checkbox"/>
		George Bryan Day Centre (at Albert House) Tamworth	<input type="checkbox"/>

Please use this space to record your views and attach additional sheets if required  
Thank you

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**Please return to Nicky by 31<sup>st</sup> October 2011**