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Tees Valley Joint Health Scrutiny Committee presentation

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November 2020




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Update


- West Lane Hospital
- Roseberry Park Hospital Remedial Works
- Teesside Rehabilitation Services Development




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West Lane Hospital




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West Lane Hospital update

- On 16 September NHS England and Improvement announced a significant step forward in restoring CAMHS inpatient services in our region.
- Having looked at a number of options, NHS England and Improvement decided that the most realistic and achievable interim solution is to restore CAMHS inpatient services using an alternative provider on the existing West Lane Hospital site. The interim provider will be Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust (CNTW).
- As a Trust we are not currently in a position to restore local CAMHS inpatient services for a number of reasons including the ongoing independent investigation, commissioned by NHS England.
- This step is being taken as part of a system response, given the current demand for CAMHS inpatient beds in the region
- We will continue to provide outpatient and community CAMHS services from West Lane Hospital. We will also work closely with CNTW to ensure there's a joined up approach between CAMHS inpatient and our CAMHS community services.



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West Lane Hospital update


Young People currently receiving inpatient care

- The Virtual Inpatient CAMHs Team – Senior clinicians are available 24hours a day to support requests for inpatient admission including assessment and sourcing of an inpatient bed. The team remain involved throughout admission to support discharge planning. In addition they provide a consultation resource to community teams to formulate plans for young people with complex presentations.
- At 16/11/20 there are 11 young people from Tees Valley receiving inpatient care in inpatient units in Prudhoe, York, Sheffield and Maidenhead.
- TEWV is supporting the cost of travel and accomodation to any parent whose child is receiving inpatient care if they would have been admitted to West Lane Hospital.




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Roseberry Park Hospital Remedial Works




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Roseberry Park Remedial Work

- Roseberry Park Hospital is a purpose built mental health facility providing adult, older persons and forensic inpatient mental health services. The hospital was funded and built using the Private Finance Initiative.
- In 2016 a number of defects related to the safety and quality of the Roseberry Park Hospital buildings were identified which required significant levels of rectification. The Trust committed to a major programme of works to address the urgent need to rectify defects and risks in the Hospital.
- The required survey of defects and site rectification works could not be undertaken whilst services continued to be delivered within the buildings. A number of ward moves, to allow for consolidation of inpatient admissions, were undertaken at the end of 2017. This enabled the creation of an empty two ward block at Roseberry Park Hospital.




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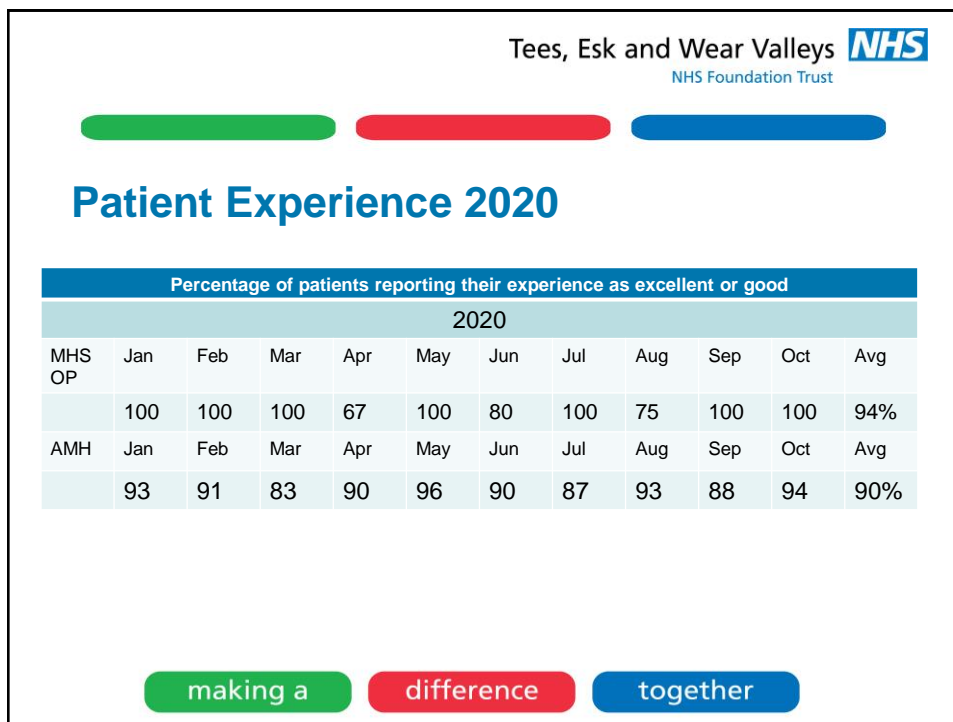


Roseberry Park Remedial Work

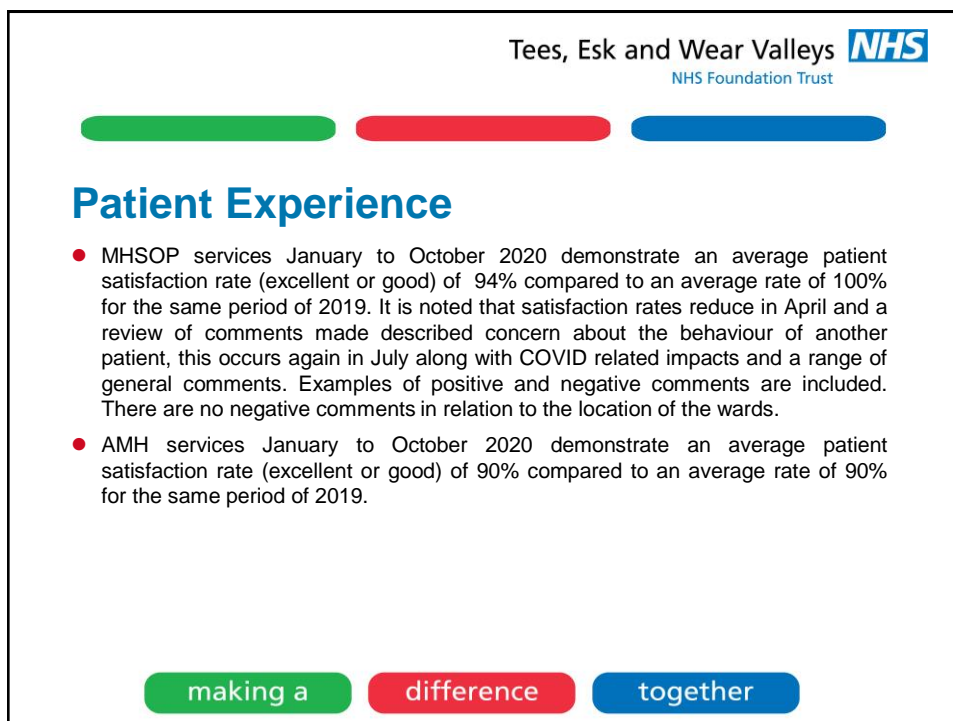
- Delays to the completion dates of remedial works have occurred as a result of unplanned work required within the blocks . There remains uncertainty in relation to the ongoing Pandemic and the impact this may have upon the remedial work timescales.
- Clinical staff continue to work closely with design and planning colleagues on the project.
- Patient experience, staff absence and bed occupancy within the service continue to be monitored with additional consideration to the impacts of the COVID -19 pandemic.



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MHSOP Patient Experience Comments

I've been really well cared for I've not felt like this for years I've felt like family the house keepers have been amazing nothing has been too much from any of the team thank you for all the support so much I'm so confident now

Yes tell me more about the situation so I do not feel forgotten about


Good in some aspects as in good food, certain staff but did not like other peers screaming

Lack of organization and communication with community team

Thankyou so much to all the staff you have fixed me I can't thankyou enough

No, I feel the care I received was excellent and the staff couldn't be more supportive.

Improve the computers



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Carer Experience 2020

Carer experience of services											
2020											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Avg
MHS OP	86	68	83	96	94	86	85	83	87	86	86%
AMH inc' rehab	92	78	88	97	97	-	83	90	74	100	87%




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Carer Experience

- MHSOP services January to October 2020 demonstrate an average carer experience rate of 86% compared to an average rate of 93% for the same period of 2019. A review of carer comments did identify the location of the unit as a difficulty, the theme of negative comments was related to communication with carers potentially impacted by COVID 19 and restricted visiting .
- AMH services January to October 2020 demonstrate an average carer experience rate of 88% compared to an average rate of 87% for the same period of 2019.



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Carer comments MHSOP

Aw my goodness I want to give my heartfelt thanks to each and every member of staff who looked after patient and the other patients. No task was too small for them. Now patient has left Sandwell Park I am missing each and everyone of them. To me Sandwell Park is the best hospital on this earth. Forever grateful to each and every one of you. Yours,(Stay safe).

Was not informed of fathers discharge and feels there has been a lack of communication around this. Also disappointed no one has got in touch to explain medication after requesting this several times. Pleasded to have involvement in formulation meeting and carer support.


I felt that this was an excellent unit. The staff were always helpful + supportive. I thought the service was first rate - holistic & patient centred, but with a lot of consideration given to family carers. It felt like a team that functioned really well.

All staff on westerdale north and reception are outstanding, the care and support they offer not only to patients but also their families is second to none. They are always ready to listen and are always happy to help. I can't thank you all enough for all you have done xx


Whilst involved in care of loved one, did not feel actively involved. Also aware that with covid, it is an odd time and service may be operating differently.


Gran was well cared for and was very complimentary of services provided by westerdale north. Excellent standard of care that came across. Low scores on this survey probably reflect covid 19 and difficulties around communicating / face to face contact.

Excellent with a big E. Do not know where would be without staff from westerdale south, cannot fault. Staff are so kind and caring. Always looked after me when I came to visit.




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Project Timescales

- **PROJECT 1** – The Construction of Block 16, a new 28 bed ward. (This ward will be used as a decant facility) – **Due to complete December 2020**
- **PROJECT 2** – Installation of a new security fence – **linked to project 4**
- **PROJECT 3** – Remedial Works to Block 5 – **Due to complete May 2021**
- **PROJECT 4** – Remedial Works to Blocks 1, 2, 3, 8, 9, 10, 11, 13 and 14
- **PROJECT 5** – Potential additional remedial works to non-clinical Blocks 4, 6, 7 and Block 12 FMH Activity Centre , plus other enabling measures



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Teesside Rehabilitation Services Development



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Teesside Rehabilitation Services Background

- A quality improvement event was held in 2017 to develop the future service vision in conjunction with service users and carers
- A range of training activity enabled staff to work with the wide range of complex cases and diagnoses beyond the traditional “rehabilitation” profile
- Current staffing was used flexibly enable a test of approach to support service users in the community
- In 2019
 - Lustrum Vale Stockton – 20 bed mixed gender rehabilitation ward
 - Kirkdale Roseberry Park Hospital – 16 beds (8 Teesside beds)
 - Small Rehabilitation community team working 9-5 based at Lustrum Vale



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Teesside Rehabilitation Services Proposed Model

- In August 2019 a new rehabilitation and recovery model based on the quality improvement event and national guidance was proposed and approved
- Maintain 20 bed inpatient unit at Lustrum Vale
- Significantly enhanced the rehabilitation Community Team staffing by utilising current workforce in a different way.
- Extend Community Team operational hours to 8am-8pm 7 days/week
- Enable a reduction in overall length of stay on rehabilitation wards in Teesside and provide increased community based activities enabling service users to be supported in their recovery within their local area.



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Rehabilitation Services Development

- End of January 2020 Kirkdale Ward Roseberry Park Closed (remaining inpatients transferred to Lustrum Vale).
- Reinvestment to provide an enhanced community rehabilitation service expanding the service and extending its hours of operation to be available from 08.00 – 22.00hrs (core hours are 08.00 – 20.00) over 7 days.
- Increased capacity for referrals and more intensive support to recovery programmes.
- Reinvestment within the remaining inpatient facility to support the increased complexity of service users and the delivery of the rehabilitation and recovery pathway, thus enabling further improvements in length of stay and patient experience.

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Outcomes

- The service are currently evaluating the outcomes of the new model initial findings are;
 - April – September 2020 0% re referral rate to rehabilitation services
 - Significantly increased community rehabilitation contacts and duration of those contacts
 - April – October 2020 Percentage of patients rating their experience as excellent or good average 98.57%

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Next Steps

- Complete evaluation of the impact of the new model
- Implement any recommendations from evaluation
- Future focus on
 - levels of substance misuse in the rehabilitation population
 - Physical health concerns for the rehabilitation population
 - Housing options that support independence, social inclusion and community living

