

09 2018  
Communications and Engagement Team

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## Briefing note: Adult Mental Health Services in Eastleigh Southern Parishes

### Planned Changes

For a number of months, we have been working closely with commissioners to determine how Southern Health's Adult Mental Health teams support and deliver services to patients living in the Eastleigh Southern Parishes area in the future.

Currently, these services are delivered by the Southampton East Community Mental Health Team (East CMHT). This has been the case for a number of years - due largely to historical reasons which are no longer relevant today - and is now unsustainable. The caseloads within the East CMHT are high and the team recently relocated (on 11 June) from the Tom Rudd Unit at Moorgreen Hospital in West End to Bitterne Park Medical Centre, further into Southampton's city centre.

As a result, earlier this summer, we jointly agreed to plan for the service to be delivered solely from the Eastleigh and Romsey Community Mental Health Team. This will affect 177 or so patients, registered to five GP surgeries in the Eastleigh Southern Parishes area, who would transfer from East CMHT to begin to receive services from the Eastleigh and Romsey CMHT. The affected GP practices are: Bursledon, Blackthorn, Hedge End, St Luke's and West End practices. We will be engaging with these GPs and their patients as part of this process and to ensure all affected patients are in agreement with the plans to transfer their care.

Importantly, these patients will be able to choose whether their appointments continue to take place at the Tom Rudd Unit or swap to Desborough House in Eastleigh – to ensure continuity and choice and to avoid any access/transport issues.

The transfer will be carefully managed by a dedicated project team and, in order to ensure patient safety, will only proceed after all potential risks have been considered and addressed, detailed care planning reviews with patients have been undertaken and the required number of staff have been appointed and are in post.

### When?

There is still significant work to be done - working collaboratively with staff, patients and external stakeholders – so we do not yet have a definite date for the transfer.

What we can confirm is that the changes will be carefully phased and - if we meet the various project milestones regarding recruitment, consultation and engagement - we anticipate them to take place in the last two quarters of this financial year.

The first stage will be for the Eastleigh and Romsey CMHT to begin taking *new referrals* from the Eastleigh Southern Parishes area. This will not happen until October at the earliest but will be dependent on the appropriate staffing numbers being recruited to. By new referrals coming into the Eastleigh and Romsey team, and no longer to the East CMHT, it will allow the existing caseload numbers to stabilise, allowing for stage two planning to take place.

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The second stage will be for an initial pilot number of *existing patients* to transfer from East CMHT to Eastleigh and Romsey CMHT. Once this initial pilot number have been safely and successfully transferred, and any issues resolved, the remaining patients will be transferred (likely to be in further phases and on a care coordinator-by-care coordinator basis, with clinical input).

Feedback during this phased approach will be key and we will work closely with teams to monitor the impact and any teething issues to ensure they can be quickly resolved.

#### Impact on staffing?

In order to safely manage the increased caseload, we are in the process of recruiting additional staff, in a range of multi-disciplinary roles, to the Eastleigh and Romsey CMHT. We have already appointed to a Band 6 and Band 5 Occupational Therapist (OT) post, the latter for three days per week. In addition to this, adverts for two Band 6 nurse posts are active, one support worker post has been appointed to (just awaiting a start date) and another 0.6 WTE post for an additional support worker is also being advertised, with a further Band 3 admin role set to be advertised shortly.

In addition, to support the transition period, we hope to secure the additional support of five clinical PAs for an initial six month period. This will be formally reviewed over this period with the clinical and operational leadership team to establish actual requirement based upon referral and caseload demand.

We are also starting the process of scoping any required additional psychology posts and will also be reviewing the impact that the increased caseload will have on the wider adult mental health team in West Hampshire – including the Acute Mental Health Team (AMHT), Early Intervention in Psychosis (EIP) Team and inpatient services.

#### **Engagement Activity & Next Steps**

We sent several letters to GPs and affected patients detailing the move (on 11 June) by the Southampton East CMHT to Bitterne Park Medical Centre. This communication outlined that further changes are likely for Southern Parishes patients but that nothing further will change without further engagement.

We will be communicating further with the identified GP practices and patients as timescales and detail becomes clearer.

In the meantime, since early August, we have been planning and holding a series of listening events with staff to discuss the plans in more detail and to gain their valuable input. In addition, there is an informal consultation process for staff, where they can arrange to meet with their line manager and the HR lead, Sarah Shackleton, on a one-to-one basis.

To ensure all our affected teams are able to easily contribute to the transition, team managers will regularly feedback any issues, questions or concerns that frontline staff have to the project team, which will meet monthly as a minimum. Teams can also use their reflective practice sessions to consider further ideas for the transition, plus we have set up a dedicated Southern Health email address for staff to contact the team directly with any thoughts/queries as they occur.

#### What will the engagement activity include?

All those patients being transferred will receive a formal letter communicating the change.

As part of the CPA (care programme approach) transfer process, care coordinators from each team will also meet with patients and address any specific concerns that individuals might have, particularly those for whom the change may be especially worrying or upsetting (such as those who have had the same care coordinator for a long time).

We are also planning to produce an information sheet about the transfer which can be printed locally and kept in CMHT waiting rooms for patients/families/carers to take away, which will contain basic details about the changes and hopefully provide reassurance to those affected.

A formal letter will also be sent to the five affected referrer practices – providing them with clear, unambiguous instructions for how patients can continue to receive uninterrupted quality care in the future. We are also planning, in partnership with our West Hampshire CCG colleagues, to attend a GP locality event to address any questions they may have.

Finally, we will contact some additional audiences - such as social care teams, Wellbeing Centres, Healthwatch Hampshire and Solent Mind - to ensure they are informed about the planned changes.

**Any questions?**

If you have any questions, please contact Carol Roberts: 07920 211429.

*Ends*