

03 2019
Communications and Engagement Team

Update briefing note: Adult Mental Health Services in Eastleigh Southern Parishes

Summary of Changes

In September 2018, we briefed the HASC on a project about how Southern Health's Adult Mental Health teams support and deliver services to patients living in the Eastleigh Southern Parishes area. This briefing is intended as an update to the original paper, as requested by the HASC officer for the March 2019 HASC meeting.

Historically, these Eastleigh Southern Parishes services had been delivered by the Southampton East Community Mental Health Team (East CMHT) but this has become unsustainable. The caseloads within the East CMHT are high and the team relocated last summer from the Tom Rudd Unit in West End to Bitterne Park Medical Centre, further into Southampton's city centre (where the majority of their patients are based) but further away from the Eastleigh Southern Parishes area.

Therefore, working with our commissioners, we jointly agreed to plan for the service to be delivered solely by the Eastleigh and Romsey Community Mental Health Team. This affects about 177 patients, registered to five GP surgeries in the Eastleigh Southern Parishes area, who are set to transfer from East CMHT to begin receiving services from the Eastleigh and Romsey CMHT. (The affected GP practices are: Bursledon, Blackthorn, Hedge End, St Luke's and West End practices).

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

As we outlined in our original briefing paper, this project is being carefully managed and, in order to ensure patient safety, is only proceeding when all potential risks have been addressed, detailed care planning with patients has been undertaken and the required number of staff are in post.

When?

The changes are being carefully phased and have been dependent on meeting the various project milestones regarding recruitment, consultation and engagement.

The first stage was for the Eastleigh and Romsey CMHT to begin taking *new referrals* from the Eastleigh Southern Parishes area. This happened in a phased manner from December last year through to February of this year (on a GP practice by practice basis to safely manage and monitor any increase in workloads). By new referrals coming into the Eastleigh and Romsey team, and no longer to the East CMHT, it has allowed the existing caseload numbers to stabilise, allowing for stage two planning to take place.

OUR VALUES



The second stage will be to begin transferring *existing patients* from East CMHT to Eastleigh and Romsey CMHT in a phased manner. To ensure patients are safely and successfully transferred, and any issues resolved, they will be transferred on a gradual 'care coordinator-by-care coordinator' basis, with clinical input. This will be capped at no more than 10 patients per newly appointed care coordinator each week and with a maximum of two care coordinators per week (i.e. no more than 20 patients moving across each week).

This second stage was originally due to start happening from April 2019, however the Eastleigh and Romsey CMHT team is still in the process of recruiting to a Band 7 nursing position and so the transfer of existing patients is likely to now be postponed until the Band 7 is in post, to ensure appropriate and safe staffing numbers, particularly in light of an imminent change of team manager.

Additionally, it has been agreed that any patients with East CMHT currently accessing psychology input will not transfer until that element of their care is completed, for continuity purposes. This may result in a small cohort of patients remaining under the full care of East CMHT beyond the timeframe that the majority of other patients transfer.

We will also be talking to the small number of patients (currently four) who use East CMHT's Assertive Outreach Team (AOT) prior to their transfer, as Eastleigh and Romsey CMHT do not have an AOT. Instead they provide a 'Shared Care' function for patients who present with complex risks and need a more assertive approach to their care. Patients will have the different services clearly explained to them so they are able to consider their options in relation to the transfer of their care, alongside clinical advice. Ultimately, these patients will be given the option to remain with East CMHT and the AOT if they choose, although their appointments would then move to Bitterne Park Medical Centre as opposed to remaining at West End's Tom Rudd Unit.

Staffing

To safely manage the increased caseload, the Eastleigh and Romsey CMHT has been recruiting additional staff, in a range of multi-disciplinary roles. The team has already appointed to 2.0 WTE Band 6 Care Coordinator posts (with interviews for a further B6 care coordinator post planned), 1.0 WTE Band 5 post, 1.6 WTE support worker posts and 1.0 WTE Band 3 admin role. The Band 7 role mentioned above is currently out to re-advert after a recent successful appointment was subsequently withdrawn by the applicant.

Since December, when the Eastleigh and Romsey CMHT started receiving new referrals for the Eastleigh Southern Parishes area, we have been closely monitoring the additional workload. Although a significant number of referrals have been received by the team, 19 new referrals have been accepted, with three requiring psychology input. Six urgent referrals have been received by the AMHT (Acute Mental Health Team) and there have been no referrals for EIP services (Early Intervention in Psychosis). To date this has been a manageable and safe workload for the team and its newly recruited staff.

Engagement Activity

Formal letters were sent to all affected patients and the five GP surgeries in November 2018. The patient letter was drafted with the input of a patient representative.

Patients

- Patients were advised that their care would be transferring and that they would receive further communication this spring.
- A second letter is planned this month (March) in which patients will be offered a face to face with their current care coordinator to discuss all options relating to patient choice along with any other concerns around the planned transfer. This letter will once again be shared with a patient representative prior to posting to ensure it is easy to understand, has a reassuring tone and contains all the necessary information.
- An information sheet about the transfer has also been produced and is displayed in CMHT waiting rooms for patients/families/carers to take away. It contains basic details about the changes and provides reassurance to those affected.

GPs

- GPs were sent letters in November (sharing with them the letters sent to their patients too, in case they were asked any questions about the changes directly). The GP letter provided clear instructions for how patients can continue to receive uninterrupted quality care in the future.
- In partnership with West Hampshire CCG colleagues, the project team also attended a locality meeting with the affected GP practices in December 2018 to answer any questions they might have (and a powerpoint presentation was produced).
- A further letter to GPs is planned in March/April to update them on the timescales for the existing caseload transfer, to enquire about any issues since the process for new referrals changed, and to once again share the powerpoint presentation for their background information.

Staff

- Last year, we held a series of listening events with staff to discuss the plans in more detail and to gain their valuable input.
- In addition, there was an informal consultation process for staff, where they could arrange to meet with their line manager and the HR lead, on a one-to-one basis.
- The teams continue to meet regularly to discuss the project milestones and any issues arising.
- We have a number of team leaders, clinicians and admin representatives who attend the monthly project board meetings on an ongoing basis and then feedback to their colleagues.

Other stakeholders

- We also wrote to some additional audiences last winter - such as social care teams, Wellbeing Centres, Healthwatch Hampshire and Solent Mind - to ensure they were informed about the planned changes.

Any questions?

If you have any questions about this project and its progress, please contact Carol Roberts on: 07341 440525 or email carol.roberts@southernhealth.nhs.uk.

Ends