

North Yorkshire County Council

Scrutiny of Health Committee

9 November 2012

Mental Health Services for Older People in the York and Selby Area

Purpose of Report

1. The purpose of this report is to brief the Scrutiny of Health Committee on the development of plans for mental health services for older people in the York and Selby area.

Introduction

2. Members will recall that at the meeting in September the Leeds and York Partnership NHS Foundation Trust's plans for developing mental health services for older people in the York and Selby area were raised as part of discussions on the Committee's work programme. As a result of those discussions Lynne Parkinson (Deputy Director for Care Services) will be attending this meeting to summarise the developments.
3. The following papers are attached as appendices:
 - Appendix 1 – Proposal to redesign older people's mental health services and enhance provision of community care and support
 - Appendix 2 – Consultation document: "we value your views about our Older People's Services"

Recommendation

4. Members are asked to note the progress made to date and offer comment on the new service model comprising a dedicated Nursing Home Team and in-patient beds for older people with mental health problems to be consolidated at Meadowfields, Worsley Court and Peppermill Court.

Bryon Hunter
Scrutiny Team Leader
County Hall, NORTHALLERTON
26 October 2012

Background Documents: None

Proposal to redesign older people's mental health services and enhance provision of community care and support

Introduction:

Older people's services in York and North Yorkshire have a track record of innovation and improvement over many years. This includes the establishment of a challenging behaviour service for men (Peppermill Court) and two recent projects with The Kings Fund looking at enhancing the healing environment. Leeds and York Partnership Foundation Trust is keen to make further quality improvements and to increase the range of alternatives to hospital care wherever possible.

We would like to enhance community options for older people and their families ensuring that hospital admission only occurs when this is the best option.

This paper sets out a proposal for a dedicated nursing home team and reconfiguration of in patient beds and asks members to note the progress made to date and offer comment on the new service model.

Background

The older people's service currently provides the following key elements of a comprehensive specialist service:

- In-patient beds.
- Specialist community mental health teams, including Memory Services.
- Out-patient clinics.
- In-patient respite services.
- Day hospital services.
- Continuing care provision.

The inpatient service is supported by sectorised Community Mental Health Teams (CMHTs), providing assessment and treatment in the community. CMHTs work extended hours up to 8pm. At weekends a reduced service operates, providing support to people already known to the service.

Day services are provided within the three CUE units (Mill Lodge, Worsley Court and Meadowfields). The current day service provides therapeutic assessment, management and day care support for a significant group of people who have been in receipt of a service for several years; but who in the main require social support and interaction. Respite for carers is also provided.

We are working with North Yorkshire & York commissioners and Local Authority colleagues to review day care across the area.

The York and North Yorkshire locality does not have other community focused teams such as intermediate care or crisis services for older people. Through our transformation programme we will review capacity and demand across all services; and evaluate whether

there is a need for intermediate care and crisis services for older people. In the meantime we propose developing a Nursing Home Team which will offer older people enhanced support and will reduce current and future delayed discharges.

Nursing Home Team Model and Proposal:

Estimates of the numbers of older people in residential and nursing homes with mental health problems vary: the proportion of people with dementia in care homes is estimated at between 33% and 66%; and for people with depression (mostly undiagnosed and untreated) it is estimated that the proportion in care homes is about 40% (Audit Commission, 2000). Some will be in specialist homes, but the majority are receiving care in non-specialist care homes for older people. Support from specialist secondary health services has been shown to prevent admissions from care homes to hospital and transfer between homes; as well as promoting better practice amongst care home staff and boosting staff confidence and morale.

We propose to improve the way that we provide this support in York and North Yorkshire services through the establishment of a nursing home team. This team will also help to improve the pathway out of NHS inpatient services into residential and nursing homes, helping to prevent delayed discharge.

Success criteria for this service will therefore include:

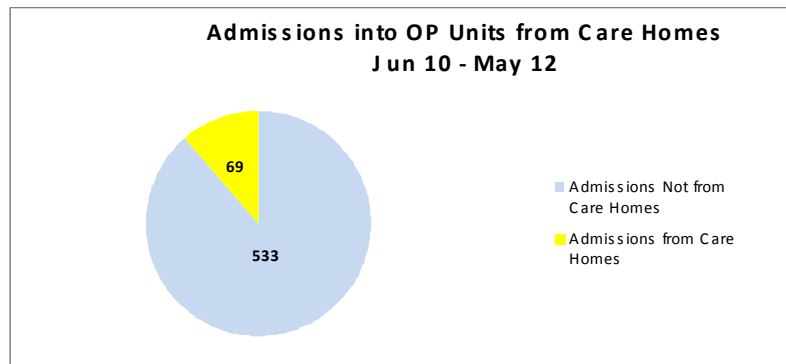
- Improved health outcomes
- Reduction in admissions from nursing homes and care homes
- Reduction in delayed transfers of care from our services
- Reduction in referrals from nursing homes and care homes to Community Mental Health Teams.

Nursing Home Team model:

The Nursing Home Team will work with all homes in the locality to support the care of people in their care with mental health needs. The team will establish regular contact with nursing homes to intervene early. Working closely with social care partners the team will ensure that service users are appropriately discharged to a residence that is able to meet their individual needs, as well as providing necessary discharge support.

The team will provide a discharge liaison service for service users discharged to nursing or residential homes from older people's mental health services. They will work alongside nursing home staff to deliver specialist mental health care. This will help to prevent admission using a step up/step down approach. The team will also provide training to nursing home staff where required and will deliver a flexible service offering support and advice over an extended working day up to 8pm.

Currently our Community Units for the Elderly inpatient services receive over 30 admissions from nursing homes per year. We expect the Nursing Home Team to reduce this by 50% within the first year.



By offering a care homes liaison service we anticipate a reduction in annual referrals to CMHTs from nursing homes of 35% in the first year.

Benefits:

There will be fewer occasions when a vulnerable older person is required to move from their home to hospital, or between homes. This will improve health outcomes for those individuals and reduce their distress and that of their carers.

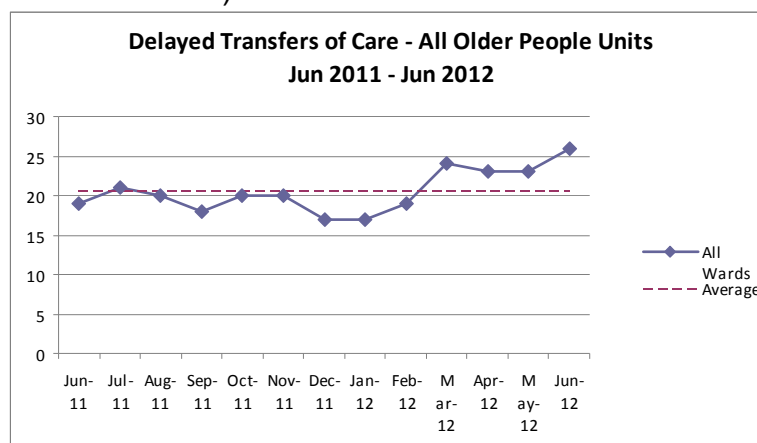
The impact of this proposal will be to release capacity within Community Mental Health Teams to further enhance the support they are able to provide.

The team will be part of the integrated community service and will play an important part in integrated care pathway provision.

Their specialist interventions and advice will help to reduce the need for medication including anti-psychotic drugs.

Care providers in other settings will gain greater understanding of mental health issues, promoting the provision of high quality care.

To resource this service improvement we will need to refocus some further resources from inpatient to community services. The case for this refocus of resources is supported by the current high level of delayed discharges within our inpatient community units; these are service users who no longer require hospital-based health care but who should be discharged to community based or residential care. An analysis of bed use in older people's services over the past year demonstrates an average of more than 20 delayed transfers of care (see table below).



Addressing delays will therefore allow us to release resource currently committed to inpatient facilities and reinvest in community based services, so reducing the need for hospital admission and supporting people to remain in their home. We anticipate that this will also reduce the number of crisis events in the community, which lead to admission to A&E departments and the acute sector.

In order to achieve this service improvement we therefore propose to reconfigure the current inpatient community units. This will allow us to vacate Mill Lodge Community Unit for the Elderly (CUE), therefore inpatient services for older people will be consolidated into the remaining units: Meadowfields, Worsley Court and Peppermill Court.

Staff will either be redeployed to the Nursing Home Team or will be moved into suitable alternative employment within existing vacancies in York and Selby; no staff will be made redundant as a result of this proposal.

It will also provide a potential opportunity to use the vacated Community Unit for the Elderly differently so improving the care environment for service users, supporting plans to address age restrictions within our services and improving the way that we provide single sex accommodation.

The proposal is fully in line with national, regional and local strategy in its aim to reduce reliance on bed-based services, improve preventative services and promote choice. It supports Department of Health objectives to:

- Give people greater control, choice and services that are built around the individual;
- Drive continuous improvement in the quality of services whilst ensuring value for money through the fair and effective use of resources; and
- Promote the commissioning, development and provision of services which allow people to live independently in the community.

Communication and Consultation

An effective communication and consultation plan is underway, to ensure that the views of people who use our services and their families are listened to, and that strategic partners understand and support the benefits of these improvements. We are keen to ensure the longer term benefits of these improvements, and have ensured that there is plenty opportunity for people currently using the services to express any anxieties or concerns that they may have. (See Appendix 1)

Conclusion:

This proposal sets out a new service model to significantly enhance community service provision, ensuring that service users and their families are in receipt of appropriate care and support, delivered in suitable accommodation, whilst minimising delayed transfers of care.

The expansion of community focused services provides support that service users and carers consistently request to help them remain in their home. It also supports other initiatives including the reduction of the prescribing of anti-psychotic medication to older people. It reduces our reliance on bed based services and provides a platform to make further improvements over the coming years, as demand for high quality services which promote personalisation and choice are expected by the public. The reconfiguration of the

inpatient services will not impact on in-patient capacity as it will be achieved by actively addressing delayed transfers of care, we are confident that it will not impact on North Yorkshire service requests and Worsley Court in Selby will continue to take the majority of North Yorkshire referrals.

This paper asks members of the North Yorkshire County Council Scrutiny of Health Committee to note the progress made to date and offer comment on the new service model.

Appendix 1: Consultation Plan

	Consultation plan for proposed change to Mill Lodge and development of Nursing Home Team	Date for event/action	Completed on (date)
1	Production of Consultation plan	Aug 3	Aug 3
2	Produce list of those to be consulted	w/e 17/08	Aug 3
3	Production of a full information document to support consultation	w/e 07/09	September 7th
4	Circulation of information including mail out and web site	w/e 07/09	September 7th
5	Set dates and hold number of public meetings with invited parties from service users /carers /partners /stakeholders etc	September/ October	September 28 th . October 15 th .
6	Hold staff presentation	September/ October	20 th and 21 st September
7	Presentation to NY OSC	9 th November	
8	Collate feedback and produce final recommendation	16 th November	
9	Further feedback to CYC OSC	19 th December	
10	Final report goes to LYFPT Board	20 th December	
11	Implementation plan	1st January	



we value **your** views

about our Older People's Services

Introduction

We value your views

Leeds and York Partnership NHS Foundation Trust is dedicated to providing the best possible mental health services for older people in York and North Yorkshire.

The proposals in this leaflet provide you with some brief information about our services and how we would like to improve them in the future.

Throughout September and October we will be consulting with you to explore ways of improving our services.

We want to give people who use our services, their carers, members of the public, our staff and other stakeholders the opportunity to share their views and explore any issues that need to be addressed before any final decisions are made.

There are a number of ways in which you can get involved in helping us to consult;

- **Attend one of our public Market Place events Fri 28 Sept, 10am - 12pm, Worsley Court, Selby, YO8 9BX or 2pm - 4pm, Mill Lodge, York, YO32 2QA**
- **Complete this feedback form**
- **Become a member of our Foundation Trust by logging on to**

www.leedsandyorkpft.nhs.uk/membership/becomeamember

Once all the feedback has been received we will consider our plans in the light of these views.

If you have any questions please do not hesitate to approach a member of staff at the Market Place events who will either give you an answer or direct you to someone who can.

We are meeting formally with a number of statutory, voluntary and local groups. If your group would like us to come and meet with you or you require further information please contact Veronica Mackley (Senior manager) T: 01904 725117 or E: veronica.mackley@nhs.net



Background

Current Service

Older people's services in York and North Yorkshire have a proven track record of innovation and improvement over many years. This includes the development of a specialist service at Peppermill Court for men who need specialist care because their illness can result in them demonstrating some challenging behaviour. There have also been two recent projects with The Kings Fund that have enabled us to look at improving the therapeutic healing environment.

We are very keen to continue to build on these quality improvements and to

increase the range of alternatives to hospital care wherever possible.

The older people's service currently provides the following as part of a comprehensive specialist service:

- **In-patient beds.**
- **Specialist community mental health teams, including Memory Services.**
- **Out-patient clinics.**
- **In-patient respite services.**
- **Day hospital services.**
- **Continuing care provision.**



Community Services for Older People

Current Service

The in-patient service is supported by a number of Community Mental Health Teams (CMHTs), providing assessment and treatment in the community. CMHTs work extended hours up to 8pm. At weekends a reduced service operates, providing support to people already known to the service.



Day services are currently provided within the three Community Units for the Elderly (CUE) these are Mill Lodge, Worsley Court and Meadowfields:

The current day service provides therapeutic assessment and day care support for a significant group of people who have been in receipt of a service for several years, but who in the main require social support and interaction. Respite for carers is also provided.

We are working with our North Yorkshire and York commissioners and the local authorities to review all the day care across the area. The outcome is expected to include increased options for use of individualised budgets, enabling us to move away from the current traditional model of service.

What do we want to improve next and why?

We propose to reconfigure our in patient beds and provide this service from Meadowfields on Tadcaster Road, York and Worsley Court, Doncaster Road, Selby. The Elderly Assessment Unit at Bootham Park Hospital or Peppermill Court on Huntington Road. All these services are designed for, and staffed by people who specialise in caring for Older People.

We propose to consolidate day service provision into Meadowfields and Worsley Court. By doing this our remaining Day Services will be able to focus on the needs of people needing day care, and their carers, as well as offering a wider range of activities for people to be involved with.

Care Home Team Model and Proposal

Context

Estimates of the numbers of older people in residential and nursing homes with mental health problems vary: the proportion of people with dementia in care homes is estimated at between 33% and 66%; and for people with depression (mostly undiagnosed and untreated) it is estimated that the proportion in care homes is about 40% (Audit Commission, 2000). Some will be in specialist homes, but the majority are receiving care in non-specialist care homes for older people. Support from specialist services can help to prevent admissions from care homes to hospital and transfer between homes; as well as promoting better practice amongst care home staff and boosting staff confidence and morale.

We propose to improve the way that we provide this support in York and North Yorkshire services through the establishment of a care home team.

Care Home Team Model

The Care Home Team will work with all homes in the locality to support the care of people in their care with mental health needs. The team will establish regular contact with homes to intervene early. Working closely with social care partners the team will ensure that patients are appropriately discharged to a residence

that is able to meet their individual needs, as well as providing necessary discharge support.

The team will provide a discharge liaison service to patients discharged to nursing or residential homes from older people's mental health services. They will work alongside care home staff to deliver specialist mental health care input to appropriate patients. This will help to prevent admission using a step up/step down approach. The team will also provide training to nursing home staff where required and will deliver a flexible service offering support and advice over an extended working day up to 8pm.

Currently our CUE in-patient services receive over 30 admissions from nursing homes per year. We expect the Nursing Home Team to reduce this by 50% within the first year.

The Care Home Team will be dedicated to supporting people to live in the Care Home of their choice for as long as possible. The team will work with Care Home staff to find the best way of supporting people and to avoid any unnecessary disruption for the person or their carers.

Benefits of Service Change

Current Service

To achieve this improvement we will have to make some changes, but it is our intention that those people who currently receive services from us will continue to benefit from our excellent services and will only experience minor changes. We will continue to work with families and the Local Authorities to help people find a suitable care home where this is appropriate to do so.

The impact of this proposal will be to free up the time of community staff so they have more time to support people living at home.

There will be fewer occasions when a vulnerable older person is required to move from their home to hospital, or between homes. This will improve health outcomes for those individuals and so

reduce their distress and that of their carers.

The care home team will provide dedicated time to assist people in care homes. Their specialist interventions and advice will help to reduce the need for medication including anti-psychotic drugs.

Care providers in other settings will gain greater understanding of mental health issues, promoting the provision of high quality care.

Thank you for taking the time to read this document. We would be very grateful if you would fill in the comment form on page 7, and also, if you would like to become a member then fill in the form on page 8 and return to the address at the bottom of page 8. **Thank you**



A chance to have your say about our Older People's Services in York

Do you currently use our services? Yes / No

Do you care for someone who uses our services? Yes / No

Which services are you currently involved in?

- In-patient beds.
- Specialist community mental health teams
- Memory Services.
- Out-patient clinics.
- In-patient respite services.
- Day hospital services.
- Continuing care provision.

Do you think that this change in our service will improve the overall experience of people who use our services? Yes / No

Do you think a specialist Care Home Team will prevent unnecessary admission into hospital? Yes / No

Are you a member of our Foundation Trust? Yes / No

To become a member and receive regular information about what we are doing to support people with mental health problems or learning disabilities please complete the form on the reverse of this page and return to the address below with this form:

Do you have any other comments?

Please return by 12 October 2012 to LYPFT Communications Team, 2150 Thorpe Park, Colton, Leeds LS15 8ZB



Become a member

I would like to be a member of Leeds and York NHS Partnership Foundation Trust

Name..... Date of Birth.....

Address.....
.....

Postcode Telephone number.....

E-mail address.....

Ethnic group: (please tick)

White British

White Other

Mixed race

Asian

Black

Chinese

Other (please state)

Sexual orientation: (please tick)

Hetrosexual (straight)

Bisexual

Gay/Lesbian

Do you consider yourself to be disabled or have a long-term health condition?

Yes / No

I am: (please tick)

Someone who uses your service

a Carer

An interested member of the public

Signed..... Date

**Please return to LYPFT Communications Team,
2150 Thorpe Park, Colton, Leeds LS15 8ZB**