

# Transforming Mental Health Services Hambleton and Richmondshire

*fit **4** the future*

## Consultation Outcome Report

Janet Probert, Chief Officer  
15 December 2017

## Our Aim

# To transform adult and older people's mental health services for Hambleton and Richmondshire

- Recovery-focussed, community services
- Increase treatment and support
- Access to specialist inpatient care
- Evidence-based treatment
- Working closely with GPs

# The options

## Option 1

Do nothing

## Option 2 - preferred

Enhanced community and crisis services with inpatient care provided at the nearest neighbouring hospital in either Darlington or Middlesbrough.

## Option 3

Enhanced community and crisis service with inpatient care at a single site at either Darlington or Middlesbrough.

**Consultation: 26 June 2017 – 15 September 2017**

# What we did

Consulted  
with

**866**

people

Engaged with

**515**

people

Attended

**27**

extra meetings

Hosted

**35**

open public  
events

Published

**162**

Social media  
posts

Distributed

**748**

Hard copy  
summaries

**442**

questionnaires

**387**

comments

**From our  
consultation with  
866 people....**

**55**

other  
feedback

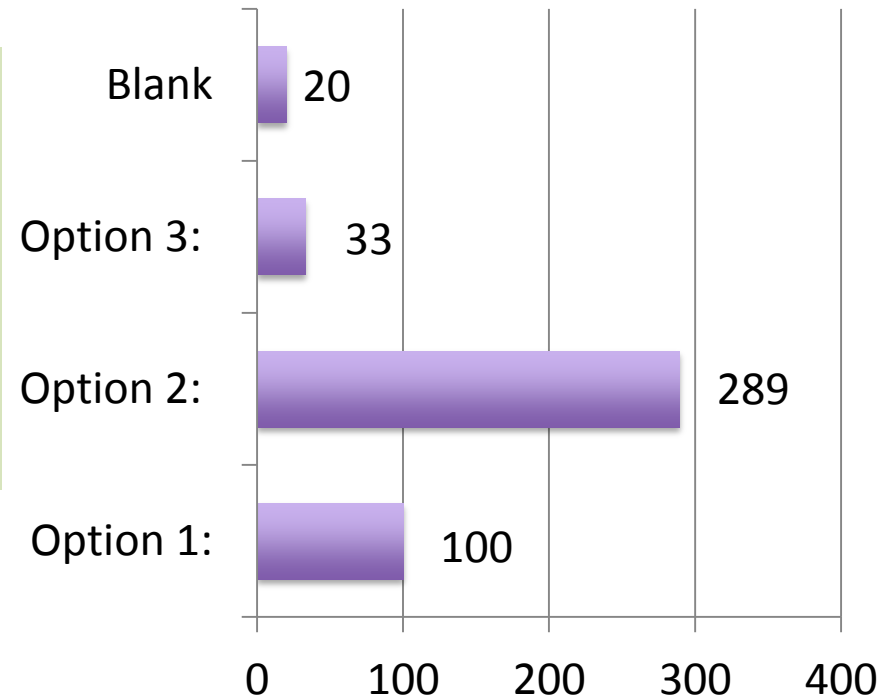
# What people told us

## Overall respondent preferred option:

Option 1 – **23%** (100 respondents)

Option 2 – **65%** (289 respondents)

Option 3 – **7%** (33 respondents)



(These figures exclude the 5% of respondents that did not specify a preferred option)

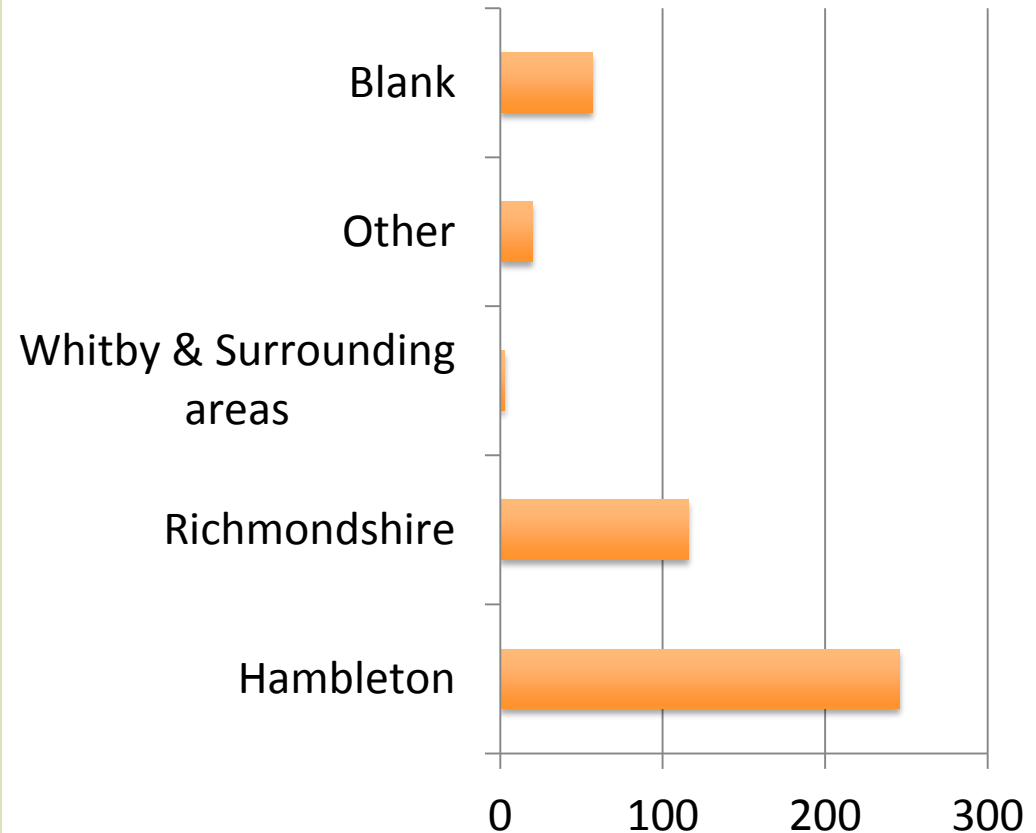
## Respondents choosing option 2 as their preferred:

- **74%** stated they believe the option would result in better services
- **72%** stated they believe the option would help get care closer to home for a majority

(These figures exclude respondents that selected 'no' or did not respond to these questions)

## Overall respondents by location:

- **56% – Hambleton**
- **26% – Richmondshire**
- **1% – Whitby and surrounding areas**



(These figures exclude respondents that selected 'other', 'prefer not to say' or did not respond to these questions)



# Overall support

“More (care) needs to be delivered in the community.”  
Survey comment

“I would rather have .. good quality in-patient mental health care in an appropriate environment ... than receive care in a sub-standard and arguably dangerous environment.”  
Survey comment

“more need(s) to be done to support & prevent admission”  
Carer, July 2017

“Care in the community is (the) most important (thing) as (people) need their (familiar) surroundings. Home comforts, family & friends.”  
Service user, July 2017

“I have read the full document – and it is good for patients – we should have done this 7 years ago.”  
Health Care Professional, July 2017

# What people told us



*“There is no mention of public transport in the document - that is how many of our older people get around.”*

# What people told us



*“It is closure of the Friarage by stealth!”*

# What people told us



*“If you are funding into a centre at the Friarage Hospital why doesn't it have inpatient services?”*

# What people told us



*“Care closer to home is a good thing but what will it look like?”*

# Feedback

- **Healthwatch** – interviews, focus groups and report.
- **Richmondshire Liberal Democrats** – petition with 347 signatures
- **68 specific queries** – Age UK, Over 50s forums and various other groups and individuals.

## Council of Members

- 21 practices responded in support of Option 2 as their preference
- 1 practice abstained



# Feedback

## NHS England asked us to consider:

- Clearer financial information
- Out of area placements and modelling assumptions is included in the information presented.
- Findings from the Northern Clinical Senate are taken into account.
- Assurance is based on the Clinical Senate's findings.



# Feedback

## The Northern Clinical Senate asked us to consider:

- How occupational therapists will feature in the adult community teams.
- Ensuring staffing levels are right within the new model (e.g. potentially consider benchmarked with other similar units).
- The estate requirements of the new service.
- The work required to develop the team culture that will need to exist in the new service.

# Feedback

## North Yorkshire Scrutiny of Health Committee asked us to consider:

- Impact of change on North Yorkshire
- Impact on wider estates issues
- A detailed plan of transition

# The Governing Body decision

On October 26<sup>th</sup> the Governing Body was asked to give approval to proceed with the implementation of option 2.

This decision was unanimously agreed with the following recommendations:

- that in light of the feedback received the CCG articulate in the commissioning strategy and service specification our expectation regarding the enhanced community model;
- how the issues which were raised during the consultation are addressed; and
- how we will hold the provider to account in order to deliver transformed mental health services for the people of Hambleton and Richmondshire.

## Next Steps

- Develop a strategy and a service specification for the transformed service,
- Develop a timeline to factor in the estate issues at Roseberry Park,
- Form an implementation group with service users,
- Establish co- design principles,
- Keep the public up to date via regular updates; and
- Keep the CCG Governing Body regularly apprised of progress.

# Thank you

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