

# West Sussex Health and Adult Social Care Scrutiny Committee

Wednesday 11 March 2020

## Improving mental health services for adults and older people in West Sussex: a post-consultation progress update

**Report by:** Simone Button, Chief Operating Officer, Sussex Partnership NHS Foundation Trust and Tom Gurney, Executive Director of Communications, People and Public Involvement, Sussex CCGs.

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### 1. Context

1.1 In January 2018, the NHS Coastal and West Sussex, NHS Crawley and NHS Horsham and Mid-Sussex Clinical Commissioning Groups (CCGs), in partnership with the Sussex Partnership NHS Foundation Trust (SPFT), began developing proposals to improve mental health services in West Sussex for adults and older people, and those living with dementia.

1.2 This work informed a pre-consultation business case that addressed the quality of inpatient accommodation across West Sussex and, as part of this, proposed removing stand-alone wards that cannot be improved or updated in order to provide patients with safe, high quality care in settings that provide high standards of privacy and dignity. It also supported plans to strengthen our community services so we care for people in their own homes where possible by providing greater access to crisis and urgent care and home treatment services. This was shared with HASC and formed the basis of a public consultation, proposing a preferred option<sup>1</sup> that took place between July and October 2019. Detailed information regarding the proposal, the consultation and any supporting documentation remains publicly available at the following link for reference <https://www.coastalwestsussexccg.nhs.uk/improving-mental-health-services-in-west-sussex>

### 2. Consultation

2.1 The CCGs and SPFT engaged with members of the West Sussex HASC as part of consulting with the HASC on the proposals. In addition, the CCGs and SPFT undertook a public consultation on the preferred option for 12 weeks between July and October 2019, engaging with more than 500 people during this period. An equalities impact assessment informed this consultation and a particular focus of this was on engaging with service users, carers and their families, together with charities and interested parties such as MPs and individual members of the public.

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<sup>1</sup> The preferred option included: a move of services from the Harold Kidd Unit in Chichester to dedicated dementia care wards for men and women in single-sex wards in Worthing, and modern, single-sex wards for older people in both Worthing and Crawley and a move of services from the Iris Ward at Horsham Hospital to a new modern ward for women with dementia in Worthing. This would further improve and strengthen our community services so we care for people in their own homes where possible and help people remain independent, and provide an opportunity to create a centre of excellence in Worthing for people living with dementia.

2.2 There was also a targeted approach aimed at engaging with groups that can sometimes be harder to hear, and for the purpose of the consultation, this group included those from LGBT, Black Minority Ethnic and rural communities.

2.3 A Communications, Engagement and Equalities Steering Group was established to oversee the public consultation and respond to questions during this period. The group commissioned Public Perspectives Ltd, (a specialist communications consultation agency) to carry out an independent analysis of the feedback to the consultation.

2.4 All responses have been independently analysed by Public Perspectives Ltd and these responses will inform a final business case that will be submitted to the SPFT Board and to the CCGs Governing Body for decision. This will then be shared with the HASC, together with a report on the consultation.

**3. Purpose of this update**

3.1 The purpose of this report is to provide HASC with an update on the timelines for the programme to improve mental health services for adults and older people in West Sussex and to share key headlines from the public consultation.

3.2 The Committee is asked to note the contents of this report that includes:

- Headlines from the feedback from the Public Consultation which has been independently analysed by Public Perspective Ltd.
- Timelines for the next steps in submitting a final business case for decision to SPFT and CCG Governing Bodies and submitting the outcome of that to HASC for consideration.

**4. Public consultation process**

4.1 The public consultation ran for a 12 week period from Wednesday 17 July to Friday 11 October. This was preceded by a period of comprehensive pre-consultation engagement with a range of stakeholders including service users and carers, their representative bodies, charities, staff and other interested people. This helped inform our proposals at each stage of their development.

4.2 A range of activity took place during the 12-week consultation, which included:

Activity	Detail
Pre-consultation activity and publicity	<ul style="list-style-type: none"> <li>• Producing a consultation document with questionnaire for responding to proposals</li> <li>• Contact with more than 60 interested people, groups and organisations about the consultation and engagement during the consultation period through emails and letters.</li> <li>• Production of hundreds of leaflets, flyers, posters and advertisements promoting the consultation</li> </ul>

Activity	Detail
	<ul style="list-style-type: none"> <li>• Articles and adverts in all local West Sussex newspapers and their (this was supported by articles in selected titles).</li> <li>• Information available in all local libraries and other community centres throughout West Sussex.</li> <li>• Bus stop ads in the areas most affected by the proposals including Worthing, Horsham and Chichester.</li> </ul>
Public and private meetings held across West Sussex with organisations and interested groups	<ul style="list-style-type: none"> <li>• Public consultation meetings held since July 2019 in 4 key locations; Horsham, Worthing, Crawley and Chichester   Chichester, Tuesday 13th August, 5pm-7pm. (Approx. 25 people attended)  Worthing, Monday 19th August 6pm-8pm (approx. 20 people attended)  Horsham, Tuesday 20th August, 2pm-4pm (18 people in attendance)  Crawley, Wednesday 4th September 2pm-4pm (Approx. 20 people in attended)</li> </ul> <p>Further events held with the following;</p> <ul style="list-style-type: none"> <li>• Capital Projects Meeting (service user group)</li> <li>• Sangam Women (Alzheimer's Society)</li> <li>• Capital Projects Meeting (Coastal)</li> <li>• Crawley Thinking Group (Alzheimer's Society)</li> <li>• Selsey Care Shop</li> <li>• Capital Projects (Northern)</li> <li>• Crawley Carers Group</li> <li>• Our Café (Age UK)</li> <li>• Coastal West Sussex MIND (The Corner House)</li> <li>• SPFT AGM</li> <li>• Capital Projects (Western)</li> <li>• East Grinstead Rotary Fit4Life</li> <li>• Healthwatch Market Place</li> </ul> <p>Total attendance across all meetings was circa 400 people.</p>
Online Activity	<ul style="list-style-type: none"> <li>• A dedicated website detailing the consultation promoting an online survey appeared on the Sussex Partnership website as well as the websites of the West Sussex Clinical Commissioning Groups (CCGs).</li> <li>• Almost 5,000 visitors saw these, with circa 150 people contributing to the survey.</li> <li>• Social media campaign on Facebook, Twitter and Instagram, radio interviews on local radio and a feature on BBC South Today.</li> </ul>

<b>Activity</b>	<b>Detail</b>
	<ul style="list-style-type: none"> <li>• A short video was developed and uploaded on YouTube, which was watched by more than 200 people</li> </ul>

4.3 Throughout the design and consultation phase, the Communications Team continually tested the proposals and consultation approaches against an Equality and Health Inequalities Impact Assessment (EHIA). The EHIA was reviewed throughout the process and will be updated further to reflect the final business case once this has been developed.

## **5. Headline themes from the feedback**

5.1 People generally supported the principle of improving care and services and modernising facilities, as well as the benefits of a Centre of Excellence for dementia care.

5.2 Comments and issues emerged on a range of key issues as below.

<b>Theme</b>	<b>Detail</b>
<b><i>Transport and travel</i></b>	There was a general view that moving services from certain areas (Chichester in particular) would increase the amount of travel some service users, staff, carers and families would need to take. Chichester residents describe access to public transport is already challenging. Having to manage travel inconveniences whilst a family member is unwell created more anxiety for people.
<b><i>Single-sex wards</i></b>	<p>Many respondents to the consultation (including staff) provided feedback on the proposed changes to make all inpatient wards single-sex. There was a view that this arrangement does not reflect a real life environment and some felt that by creating a segregated environment, services might inadvertently reinforce negative gender stereotypes. Issues impacting respondents who classified themselves to be of the opposite gender or non-binary were additionally raised.</p> <p>For patients with dementia there was strong support for single-sex wards to ensure appropriate privacy and dignity.</p>
<b><i>Comments on increased number of beds</i></b>	Increasing the number of beds per ward (set out in the preferred option) might have implications for the ability of the service to create a therapeutic environment as well as impact on staff, potentially impacting recruitment and retention.
<b><i>Importance of strengthening community services</i></b>	Almost 80 per cent of people who responded to the survey believe that people should be cared for in their own home wherever possible. They

Theme	Detail
	said that there should be investment and improvements in community provision to help mitigate against any negative aspects in the final preferred option.
<b><i>Parking and traffic concerns</i></b>	Some people, particularly local residents living near Sussex Partnership's Swandean site in Worthing, said that Swandean is already at more than full capacity. The increase in cars due to the new proposed services will make matters worse and potentially cause problems for road safety.

5.3 Some service users, carers and staff said they wanted continuing involvement in refining the plans and influencing how they are implemented to reduce any negative impacts.

## 6. Next Steps

6.1 The CCG and SPFT are considering the feedback from the independent analysis of the public consultation and this will inform a Decision Making Business Case. All feedback is considered within the context of clinically effective and safe services that meet national guidelines and support high quality care.

6.2 To enable appropriate and considered response to all feedback the timescales are slightly later than originally planned. Following completion of this the business case will be finalised and subject to NHS England assurance process and then submitted to SPFT Board and CGG Governing Bodies for approval. The decision will then be submitted to the HASC in June 2020 for consideration.

### **Name of person responsible for the report**

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