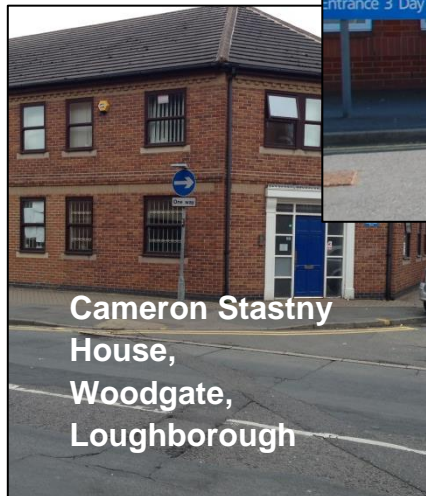
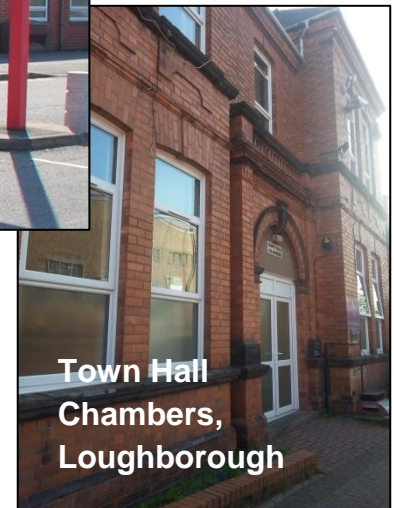


Proposed relocation of Charnwood adult and older people's community mental health teams to Loughborough Hospital



Engagement document

Engagement period: 10 May – 17 June 2015



This document sets out proposals by Leicestershire Partnership NHS Trust for relocating our Charnwood community mental health teams – for adults and for older people – from their current bases to refurbished modern facilities in Loughborough Hospital on Epinal Way.

Currently the adult community mental health team is based at Town Hall Chambers. The community mental health for older people's team is based at Cameron Stastny House on Woodgate.

This document sets out to provide the background to the move and the rationale for relocating to the hospital site.

It also invites the feedback of service users, their carers, advocacy groups, other stakeholders and members of the public. Your views will be invaluable in helping us to shape quality services both for now and into the future.

The engagement period runs until Friday 17 June 2015. A feedback form can be found at the end of this document, along with details of other ways you can share your views.

Teresa Smith, divisional director and Dr Mohammed Al-Uzri, clinical director of adult mental health and learning disability services

Rachel Bilsborough, divisional director and Noel O'Kelly, clinical director of community health services

May 2015

About the two services:

Our **adult community mental health teams** operate from six bases across Leicester, Leicestershire and Rutland.

The Loughborough-based team is the main point of access to non-acute secondary care mental health services for people referred from primary care by Charnwood GPs. Service users can also be referred to the team by other health professionals in Leicestershire Partnership NHS Trust.

The service aims to ensure that all adult-age service users receive equal access to mental health care and treatment.

The service assesses and responds to the individual needs of service users. It also:

- Provides treatment and care for people with complex and enduring mental health needs.
- Provides treatment and care for people who can benefit from specialist care over a specific period.
- Advises other health professionals on the management of mental health needs – in particular others working in primary care and triage, to help ensure that people are referred to the appropriate service for their needs.

Our **Charnwood community mental health team for older people**, based at Cameron Stastny House on Woodgate, is a community mental health team providing interventions for patients of any age with a complex presentation of dementia, or to those aged over 65 with complex functional illnesses.

The intervention can take place in a community setting such as the patient's home or care home. It is mainly for patients who do not require more than one contact a week to assess and intervene to manage their mental health needs.

The team also provides an urgent response service for people who need assessment or an intervention within one working day.

The service operates Monday to Friday, 9am to 5pm, with an out-of-hours on-call service.

Why move these services?

Leicestershire Partnership NHS Trust has a duty to make sure that our services are safe, effective and provide privacy and dignity for the people we provide care for.

Our Trust is committed to a programme of patient-centred quality improvements that will help us ensure our services and facilities are safe and effective both now and in the future.

Modern, safe facilities are essential to help us meet the needs of patients, carers and our own staff.

Both our community mental health team and our mental health team for older people in Charnwood



are based in properties that are not now fit for purpose. The current facilities urgently need major improvement work and these buildings are not part of the NHS estate - space is leased by our Trust.

Work to identify more suitable alternative accommodation has been underway for some years, without success, and the lease arrangements for both sites have had to be extended long after the original terms expired.

Town Hall Chambers

The **adult community mental health team (CMHT)** based at Town Hall Chambers in Loughborough has experienced significant challenges in continuing to provide a service from a building that is unsuitable for a number of reasons.

The current base has no facilities to provide therapeutic activity for service users, or for storing equipment.

There is no access for people with disabilities via the main Town Hall Chambers entrance – and there are no lifts in the building.

Wheelchair users have to use a side entrance which is shared with theatre users. This means we cannot ensure their privacy and dignity either in accessing or evacuating the building in the event of an emergency (there have been a number of ‘false alarm’ evacuations over the last year). This potentially has a negative impact on the patient experience.

The waiting room is small and cramped. This service has seen significant growth in the number of people accessing care in recent years, with a resulting increase in staff and clinic numbers, leading to a shortage of clinic space. This further underlines the need for new facilities that meet the needs of service users both now and into the future.

The air quality in the Town Hall Chambers facilities can be poor at times and, despite the recent installation of an extractor fan, the door often has to be propped open to aid the circulation of air.

The size of the room, problems with air circulation and the acoustics makes it difficult for people to have private conversations and this could potentially impact on patient confidentiality.



Problems with heating at Town Hall Chambers on a number of occasions recently have also had a negative impact on the patient experience.

Cameron Stastny House

The space at **Cameron Stastny House** is divided into small rooms, and is not suitable for service users or carers who have wheelchairs or walking frames.

The size of the rooms, problems with air circulation and the acoustics can make it difficult for people to have private conversations and this could potentially impact on patient confidentiality.

There is limited parking for patients, carers, and staff.

The building is currently leased from an external organisation.

The move will provide the opportunity to expand and improve the quality of service delivered.



What are we proposing?

We propose to move both services from their current bases to a newly refurbished and reconfigured clinical base at Loughborough Hospital on Epinal Way.

We believe a move to the hospital site will benefit patients, service users and staff for a number of reasons.

If the full business case is approved by the Trust board, LPT will invest in the refurbishment of the former Woodhouse Day Unit at the hospital. The improvements will help us to provide modern, single-storey clinical facilities directly adjacent to the car park, with dedicated modern consulting rooms, facilities for group therapy sessions, full wheelchair access, a dedicated reception area and updated waiting room facilities.

The planned upgrade work will create a modern working environment for staff that will support their ability to provide quality care.

This will help us to ensure we provide facilities and care that meets the current and future needs of

people with mental health needs in a setting that provides them with privacy and dignity.

In moving our teams from leased facilities to a single LPT-owned site we will be able to minimise avoidable costs and ensure we get best value from the money we invest in patient care and facilities.

Loughborough Hospital offers free on-site parking, including designated disabled parking spaces. Additional spaces were created for the hospital when the urgent care centre relocated to the site



from the town centre.

The hospital is also well served by public transport. Kinchbus altered the route of its No 5 service to provide

an additional service to the hospital – details from <https://www.kinchbus.co.uk> Arriva's 126 and 127 buses both stop on Epinal Way – you can download a timetable from www.traveline.org.uk or telephone 0870 608 2608.

What other options did we consider?

In 2012 we looked at the possibility of using the former “Walk- in Centre” on Woodgate in Loughborough. However, the building was not large enough to meet the needs of either staff or service users..

Despite extensive enquiries since then, we have been unable to identify another available property that will support the clinical, accessibility and environmental needs of our staff and service users.

Now the need to ensure we can provide facilities that are fit for purpose is pressing.

Will there be changes to the services?

There will be no change to way either of our community mental health services for Charnwood operates, but we expect the quality of the service to benefit significantly from the improved physical environment and accessibility for service users and carers planned at Loughborough Hospital. There will be no change at all for adult service users who attend The Bradgate Mental Health Unit for their outpatient appointments.

What is the proposed timescale?

If the proposal we are outlining is approved by our Trust Board, we envisage refurbishment and improvement works to be completed and ready for the transfer of services to Loughborough Hospital by the end of October 2015.

Will any jobs be affected?

No. A programme of staff engagement is being undertaken to ensure staff are fully informed and involved in the proposals and then supported to transfer base to Loughborough Hospital.

We envisage no staff changes as a result of the move.

How can you be sure no-one will lose out?

We will be carrying out a full 'Due Regard' review of proposals, which will assess the impact of the move under the terms of the Disability Act 2010 to ensure no-one is disadvantaged by the move because of age, disability, gender reassignment, pregnancy or maternity, race, religion or belief, their sex or their sexual orientation.

Will this affect other services at Loughborough Hospital?

We envisage no impact on other services currently provided at the hospital. The facilities that have been identified as the new community mental health teams' base have been disused for some time.

The proposals will see facilities upgraded, modernised and refurbished to current standards.

We see the transfer of these new services as further enhancement of Loughborough Hospital's range of existing healthcare provision for the communities of Charnwood.

How are service users and others being involved in the proposals?

In addition to our statutory duties we are committed to the ongoing involvement and engagement with staff, patients and service users, carers and other stakeholders to ensure we provide quality care.

Is this just a cost-cutting move?

No. Our first priority is the quality of the services we provide and the clinical needs of our patients and service users.

We have a pressing need to bring facilities up to standard and take steps to overcome issues around accessibility and privacy and dignity.

We also have a commitment to find a solution which is both efficient and provides the best value possible and which will work to improve care both now and into the future.

How do we feed back our views?

You can provide your views by

- coming to an engagement event (see over)
- completing the feedback form attached to this document and returning it to the freepost address listed on the form
- emailing your form electronically to feedback@leicspart.nhs.uk using the subject line **Charnwood mental health moves** Electronic feedback forms can be downloaded from www.leicspart.nhs.uk/Charnwoodrelocation
- filling in and posting a printed feedback form available from Town Hall Chambers, Cameron Stastny House, Loughborough Hospital or on request by emailing feedback@leicspart.nhs.uk using the subject line **Charnwood mental health moves**
- Or responding online at www.surveymonkey.com/s/Charnwoodrelocation
- You can also share your views via email to feedback@leicspart.nhs.uk (Please use the subject line **Charnwood mental health moves**)

The deadline for feedback is 17 June 2015.

Where can I find out more?

Come to an engagement event:

We are holding three public engagement events at the following venues and times:

- **Wednesday 20 May** - 5pm to 7pm
- **Town Hall Chambers**, Market Place
Loughborough LE11 3EB.
- **Friday 22 May** - 3pm to 5pm

- **Town Hall Chambers**, Market Place
Loughborough LE11 3EB.
- **Wednesday 27 May** - 10am – noon
- **Loughborough Hospital** (central
entrance), Hospital Way, off Epinal Way,
Loughborough LE11 5JY.

You can come along to ask questions, talk to representatives from the services and give us feedback. Booking is not essential but to help us plan ahead please email feedback@leicspart.nhs.uk

to let us know you plan to attend (please mark your email **Charnwood mental health moves**) or tel: 0116 295 0042.

What happens next?

At the end of the engagement period all feedback will be collated and evaluated and the results will be published on our public website.

Thank you for your involvement in our work to develop quality services and for taking the time to read this engagement document.

We hope it sets out clearly our proposed transfer of base for our adult community mental health team and older people's community mental health team from Town Hall Chambers and Cameron Stastny House, respectively, to modern facilities at Loughborough Hospital.

Feedback – Relocation of Charnwood community mental health services

Do you support the proposal for the relocation of our adult community mental health and mental health for older people's teams to Loughborough Hospital? (*Please tick*)

Yes

No

If you answered no, please specify why below

Please add any additional comments you feel should be taken into consideration:

Would you like to comment further on our adult community health team service or our community mental health team service for Charnwood?

About you: Please tick the statement which best describes you

1. I am a service user with the Charnwood adult community mental health team
2. I am a service user with the Charnwood community mental health team for older people
3. I am a relative or carer of a service user
4. I am a member of LPT staff
5. I am a professional and I have referred to the service or worked with the service

Would you like to receive information about membership of Leicestershire Partnership NHS Trust? *Please tick*

Yes

No

If so, please provide your contact details below (alternatively you can call the membership office on Freephone 0800 0132 530 or email membership@leicspart.nhs.uk)

You can return the feedback section of this document by FREEPOST to: Charnwood Relocation Engagement Feedback, Leicestershire Partnership NHS Trust, FREEPOST RSUL-LSXC-AGJU, Lakeside House, 4 Smith Way, Grove Park, Enderby, LEICESTER LE19 1SX

Please respond by Wednesday 17 June 2015

Details of other ways to feed back are outlined earlier in this document.

Charnwood relocation engagement – May – June 2015

We ask that you also complete the quality and diversity information In the following pages:

What is your postcode? The first four letters/numbers of your postcode will help us understand where services might need to be directed (we will not be able to identify your address from this)						
First part of postcode eg, LE12					Prefer not to say	
What is your date of birth?						
Please complete your date of birth – just the month and year	M	M	Y	Y	Y	Y
					Prefer not to say	
Please (✓) the relevant box under each equality question.						
What is your current relationship status?						
Please choose one option that best describes your relationship status:						
Single		In a relationship		Living with partner		
Married/Civil Partnership		Separated		Divorced/Dissolved Civil Partnership		
Widowed/Surviving Civil Partner		Other		Prefer not to say		
What is your gender/sex?						
Male		Female		Prefer not to say		
What is your sexual identity/orientation?						
Please choose one option that best describes how you think of yourself:						
Heterosexual / Straight		Gay / Lesbian		Bisexual		
Other		Prefer not to say				
Have you gone through any part of a process (including thoughts or actions) to change from the sex you were described as at birth to the gender you identify with, or do you intend to? (This could include changing your name, wearing different clothes, taking hormones or having gender reassignment surgery)						
Yes		No		Prefer not to say		
Do you look after, or give any help or support to family members, friends, neighbours or others because of either						
Long-term physical or mental-ill-health/disability		Problems related to old age		No		

I'd prefer not to say	Other, please describe:
Are your day-to-day activities limited because of a health condition or illness which has lasted, or is expected to last, at least 12 months? (Please select all that apply)	
Vision (such as due to blindness or partial sight)	
Hearing (such as due to deafness or partial hearing)	
Mobility (such as difficulty walking short distances, climbing stairs)	
Dexterity (such as lifting and carrying objects, using a keyboard)	
Ability to concentrate, learn or understand (Learning Disability/Difficulty)	
Memory	
Mental ill-health	
Stamina or breathing difficulty or fatigue	
Social or behavioural issues (for example, due to neuro diverse conditions such as Autism, Attention Deficit Disorder or Aspergers' Syndrome)	
No	
Prefer not to say	
Any other condition or illness, please describe:	

What is your ethnic group?	
Please choose one option that best describes your ethnic group or background?	
White	
English/Welsh/Scottish/Northern Irish/British	
Irish	
Gypsy or Irish Traveller	

Any other White background, please describe:	
Mixed/multiple ethnic groups	
White and Black Caribbean	
White and Black African	
White and Asian	
Any other mixed/multiple ethnic background, please describe:	
Asian/Asian British	
Indian	
Pakistani	
Bangladeshi	
Any other Asian background, please describe:	
Black/African/Caribbean/Black British	
African	
Caribbean	
Any other Black/African/Caribbean background, please describe:	
Chinese	
Chinese	
Other ethnic group	
Arab	
Any other ethnic group, please describe:	
I'd prefer not to say	

**If you need this information in another language
or format please telephone 0116 295 0994 or
email: Patient.Information@leicspart.nhs.uk**

Arabic

إذا كنت في حاجة إلى قراءة هذه المعلومات بلغة أخرى أو بتنسيق مختلف، يرجى الاتصال بهاتف رقم 0116 295 0994 أو إرسال بريد إلكتروني إلى: Patient.Information@leicspart.nhs.uk

Bengali

যদি এই তথ্য অন্য কোন ভাষায় বা ফরমেটে আপনার দরকার হয় তাহলে দয়া করে 0116 295 0994 নম্বরে ফোন করুন বা Patient.Information@leicspart.nhs.uk ঠিকানায় ই-মেইল করুন।

Traditional Chinese

如果您需要將本資訊翻譯為其他語言或用其他格式顯示，請致電 0116 295 0994 或發電子郵件至：Patient.Information@leicspart.nhs.uk

Gujarati

જો તમારે આ માહિતી અન્ય ભાષા અથવા ફોર્મેટમાં જોઈતી હોય તો 0116 295 0994 પર ટેલિફોન કરો અથવા Patient.Information@leicspart.nhs.uk પર ઇમેઇલ કરો.

Hindi

अगर आप यह जानकारी किसी अन्य भाषा या प्रारूप में चाहते हैं तो कृपया 0116 295 0994 पर हमें फोन करें या Patient.Information@leicspart.nhs.uk पर हमें ईमेल करें

Polish

Jeżeli są Państwo zainteresowani otrzymaniem niniejszych informacji w innym języku lub formacie, prosimy skontaktować się z nami telefonicznie pod numerem 0116 295 0994 lub za pośrednictwem poczty elektronicznej na adres: Patient.Information@leicspart.nhs.uk

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਫਾਰਮੈਟ ਵਿਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0116 295 0994 ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ ਜਾਂ ਇੱਥੇ ਈਮੇਲ ਕਰੋ: Patient.Information@leicspart.nhs.uk

Somali

Haddii aad rabto in aad warbixintan ku hesho luqad ama nuskhad kale fadlan soo wac lambarka 0116 295 0994 ama email u dir: Patient.Information@leicspart.nhs.uk

Urdu

اگر آپ کو یہ معلومات کسی اور زبان یا صورت میں درکار ہوں تو براہ کرم اس ٹیلی فون نمبر 0116 295 0994 یا ای میل پر رابطہ کریں Patient.Information@leicspart.nhs.uk