

**Cheshire & Wirral Partnership Foundation NHS Trust**  
**Adult Mental Health East**  
**Consultation Plan for the proposal to close Willows**  
as a result of the prioritisation process undertaken jointly by CECPCT and CWP.

	<b>Actions To Be Taken</b>	<b>Lead</b>	<b>Start Date</b>	<b>For Completion By</b>
<b>Patient/Client &amp; Carer issues</b>	<b>Action</b>	<b>Lead</b>	<b>Start</b>	<b>Completion By</b>
Inform Service Users and their families	<p>Communication plan to be drafted by coms team</p> <p>willows staff to work with care coordinators/consultants/partner</p> <p>Offer advocacy/PALS assistance to service users</p>	<p>Jane Critchley/Chris Link/Katherine Wright</p> <p>Peter Wilkinson/CCOs</p> <p>Peter Wilkinson/willows staff CCOs/service users/partner organisations/CECPCT</p>	October 2010	November 2010
<b>3 Communications Management</b>	<b>Action</b>	<b>Lead</b>	<b>Start</b>	<b>Completion By</b>
Corporate	<p>Communication dept will manage corporate updates supported by the Adult &amp; Older Peoples MH Clinical Service Line</p> <p>Update Executives weekly</p>	<p>Comms Manager</p> <p>Cathy Walsh/Jane Critchley/Chris Link</p>	October 2010	November 2010
Local	<p>Communicate updates to staff, service users and carers using existing forums in a timely manner.</p>	Katherine Wright/Jan Critchley/Chris Link		
External	<p>Communication dept will manage corporate updates supported by the Adult &amp; Older Peoples MH Clinical Service Line</p>	Comms Manager/CECPCT/CWP		

<b>4 Risk Management</b>	<b>Action</b>	<b>Lead</b>	<b>Start</b>	<b>Completion By</b>
Unhappy concerned service users and carers  Unhappy / concerned staff	Involve advocacy & PALS to support  work jointly with HR and staff side Managers to be more visible to support and reassure staff concerns Offer to meet individually with staff to discuss issues or concerns	Jane Critchley/willows staff	Oct	End Nov
<b>5 Monitoring</b>	<b>Action</b>	<b>Lead</b>	<b>Start</b>	<b>Completion By</b>
Service User/carers monitoring	Seek feedback from Advocacy and PALS Service User feedback forms via cmhts Complaints Service User directly	Jane Critchley/Chris Link/Peter Wilkinson & willows staff	October 2010	November 2010

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