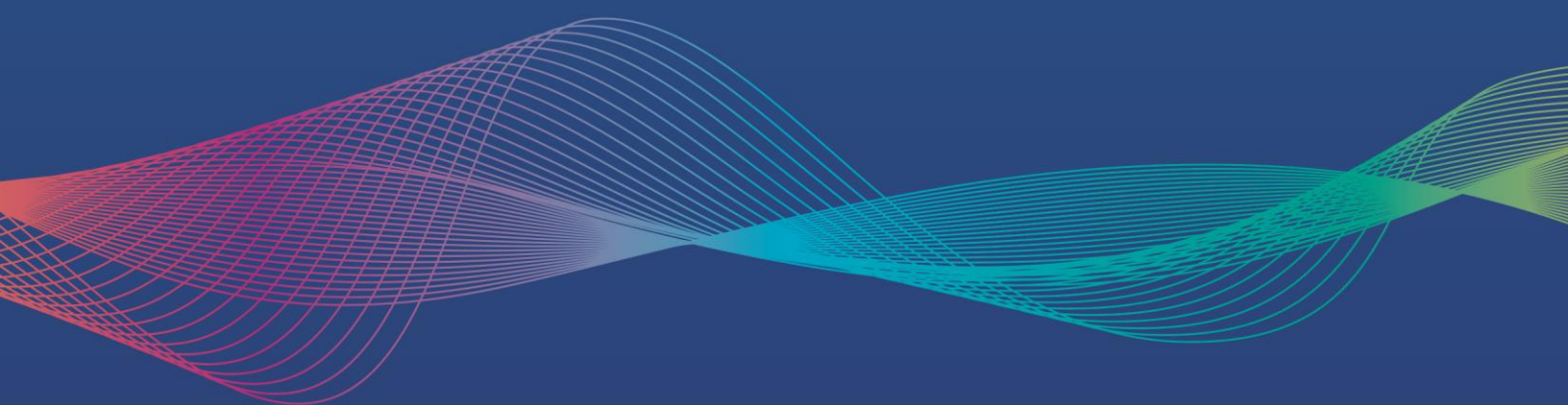


Adult and older people's specialist mental health services consultation

**Analysis of Correspondence Received
During the Consultation**

10 September 2018



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Introduction

Introduction

This report of findings summarises the feedback received from correspondence during the Adults and Older People's Specialist Mental Health Services consultation. The correspondence was received in the form of letters, emails and notes during telephone calls.

The findings from this report will be used by commissioners to inform their decision-making process when deciding which of the consultation options to take forward.

Background

NHS Eastern Cheshire Clinical Commissioning Group (CCG), NHS South Cheshire Clinical Commissioning Group (CCG), NHS Vale Royal Clinical Commissioning Group (CCG) and Cheshire and Wirral Partnership (CWP) NHS Foundation Trust are all committed to making improvements to the way mental health services are provided.

Previously, a series of; events, engagement workshops, meetings and discussions with; users, patient representative organisations, clinical staff including nurses and consultants, local authority organisations, commissioners and service providers, were held to develop a series of proposals around how the provision of adult mental health services could be improved.

Previous user and carer feedback, along with recent audit recommendations and inspections have shown that some things in these services work well but that other things need to change for the better.

Through the proposed service redesign, the local NHS would like to;

- Provide new services so that there is better access for people to help keep them well and active in the community.
- Provide much greater choice of services for those in, or at risk of, crisis.
- Support people with dementia and those who care for them to stay in their own surroundings,
- Delivering the best care possible within available resources.

In-line with the proposed re-design, Eastern Cheshire CCG, South Cheshire CCG, Vale Royal CCG and CWP NHS Trust worked closely with; patients, clinical and non-clinical healthcare staff, NHS regulators and NHS England, to identify a number of options for a proposed new approach.

A formal consultation was then held to obtain public feedback on the three options, two of which include a new model of care. The consultation ran from Tuesday 6th March 2018 to Tuesday 29th May 2018. Responses around the different options were received through an online survey, public events, letters and emails.

Report authors

NHS Eastern Cheshire CCG, NHS South Cheshire CCG, NHS Vale Royal CCG, working in partnership with CWP NHS Foundation Trust, commissioned NHS Midlands and Lancashire Commissioning Support Unit (MLCSU) to collate and analyse the correspondence received in relation to this consultation and produce this report. This report has been produced by the Communications and Engagement team at MLCSU.

Analysis and reporting of correspondence

In total 23 pieces of correspondence were received. The table below provides an overview of each.

Table 1. Overview of correspondence received and analysed

Reference	Received from	CCG Area	Format	Date received
MP-1217-009	Member of Public	Eastern Cheshire	Constituent letter**	15/03/2018
GR-0418-7301	Member of Public	Not Identifiable	Verbal call	29/03/2018
MLCSU10	Local Councillor	Eastern Cheshire	Email	06/04/2018
MP-0418-7344	Member of Public	Eastern Cheshire	Constituent letter**	10/04/2018
GR-0418-7372	Member of Public	Eastern Cheshire	Constituent letter**	11/04/2018
MP-0418-7385	Member of Public	Eastern Cheshire	Constituent letter**	12/04/2018
MLCSU8	Member of Public	Not Identifiable	Email	12/04/2018
GR-0418-7544	Member of Public	Not Identifiable	Email	26/04/2018
MLCSU7	Member of Public	Not Identifiable	Email	03/05/2018
MLCSU11	Public Group (Charity organisation with patient & non-patient members)	Eastern Cheshire	Letter	09/05/2018
MLCSU17	Parish Council	Eastern Cheshire	Letter	17/05/2018
MLCSU6	Member of Public	Not Identifiable	Email	24/05/2018
MLCSU4	Local Authority	West Cheshire	Letter	25/05/2018
MLCSU5	Town Council	Eastern Cheshire	Letter	25/05/2018
MLCSU2	Member of Public	Eastern Cheshire	Letter	27/05/2018
MLCSU16	Town Council	Eastern Cheshire	Letter	29/05/2018
MLCSU1	Health Trust	Eastern Cheshire	Letter	30/05/2018
MP-0618-7828	Member of Public	Eastern Cheshire	Constituent letter**	30/05/2018
MP-0618-7830	Member of Public	Eastern Cheshire	Constituent letter**	30/05/2018
MLCSU15	Member of Parliament	Eastern Cheshire	Letter	30/05/2018
MP-0618-7831 / MLCSU13	Chaplaincy	Eastern Cheshire	Constituent letter**	30/05/2018
MLCSU9	Local Authority	Eastern Cheshire	Letter	31/05/2018
CO- 0618-7943	Member of Public	Not Identifiable	Letter	01/06/2018
MLCSU14	*HealthWatch	Cheshire West and Cheshire East	Feedback received during engagement and events	22/06/2018

*Please note the HealthWatch feedback has not been included within this report of findings as this is a widely available report.

** please note all constituent letters were received by David Rutley MP and sent from his office to the consultation project team.

There were 16 pieces of correspondence received from within the Eastern Cheshire CCG area, one was received from the West Cheshire area and six correspondences received have not been attributed to any CCG area. This is because it was not possible to determine which area they came from.

Review of the content of the unidentifiable correspondence suggests it may have been submitted from within the Eastern Cheshire CCG area, because the points raised are similar to those raised by correspondents that have come from this CCG area.

Each piece of correspondence was read, themes were identified and a count of the themes across all correspondence undertaken. The findings section presents the key themes by CCG area and then by correspondence type (as far as it has been possible to identify).

Findings

This section presents the findings from the analysis of the correspondence submitted during the consultation period. Table 2 summarises the themes emerging from the correspondence.

Table 2. Summary of themes from the analysis of the correspondence

	Total mentions across all correspondences and by CCG areas			
Themes	All correspondence	Eastern Cheshire CCG area	West Cheshire area	Location unidentifiable
Services within the Eastern Cheshire area	16	12	0	4
Travel and transport	15	10	1	4
Consultation process	11	7	1	3
Support for the options	8	7	1	0
Service redesign	8	7	1	0
Dementia outreach	6	5	1	0
Pressures on partner demand	4	3	1	0
Support for the process	4	3	1	0
Crisis Centres	3	2	1	0
Crisis Care/ Cafes	2	1	1	0
Pressures on Users and Carers	2	2	0	0
<i>Total correspondence received*</i>	23	16	1	5

**this row is the total of correspondence received by CCG areas*

Table 2 presents the most common themes raised through the correspondence in descending order. For example the most frequently mentioned theme is comments about services in east Cheshire followed by travel and transport and then feedback on the consultation process.

In the following sections the themes presented in Table 2 are explored in more detail. They are explored by CCG area and by respondent type.

Eastern Cheshire CCG residents

This section outlines the themes and points raised by the correspondence received from Eastern Cheshire CCG residents.

Travel and transport

10 correspondents from the Eastern Cheshire CCG area shared views relating to the theme of travel and transport.

- Seven correspondents raised concern about the impact on Service Users, carers, families and staff who would have to travel between Macclesfield and Chester. Of these seven, three are from councils, one is a Member of Parliament, one is from a chaplaincy and two are members of the public.
- Five correspondents raised concern at the distance from Macclesfield to Chester. Of these, two are from councils, one is a Member of Parliament, one is from a public group, and one is a member of the public.
- Four correspondents voiced concern at the access to Public Transport and road links. Of these, two are from councils, one is a Member of Parliament, one is from a public group
- Three are concerned at the limited time able to be spent by carers and families with Service Users under the preferred option. Of these, one was from a council, one is a Member of Parliament, one is from a chaplaincy and one is a member of public.
- Two are highlighted challenges with availability and pricing of volunteer transport. One is from a public group and one is a member of the public.

A Health Trust highlighted their requirement for their staff not to have to travel with patients who were being transported between sites.

Services within Eastern Cheshire

12 correspondents from the Eastern Cheshire CCG area shared views relating to the theme of services in the CCG area.

- Six correspondents stated their support for the Millbrook Unit. Of these, one is from a council, one is a Member of Parliament, one is from a chaplaincy and three are members of the Public. One correspondent said that they thought the Millbrook Unit was not fit for purpose. They are from a public group.
- Five correspondents support the need for acute services in/ near Macclesfield. Of these, two are from councils, one is a Member of Parliament, one is from a public group and one is a member of the public.
- Three correspondents raised concern at the proposed finance model to refurbish Millbrook. One was from a council and two were members of the public. A further two people commented that effort was required to secure capital funds. Of these, one is from a Health Trust and one is from a council.
- A further two people have highlighted the underfunded nature of services in Eastern Cheshire. One is from a council and one is from a public group.

Single mentions concerned the local Health Trust's ability to fund capital projects and for the same Trust to be protected from negative financial impacts post decision. There is also a concern raised about the logistics of change and dual operations. The former two items were raised by the Health Trust and the latter item by a public group.

Service Redesign

Eight correspondents from the Eastern Cheshire CCG area shared views relating to the theme of service redesign in the CCG area.

- Two correspondents raised that there should be greater awareness of wider support infrastructure for individuals in their neighbourhood/ community. Of these, one is from a chaplaincy and one is from a council.
- Two correspondents said that there should be more integration with Local Authority / Third Sector services. Of these one is from a public group and one is a member of the public.

The Consultation Process

Seven correspondents from the Eastern Cheshire CCG area shared views relating to the theme of the Consultation process in the CCG area.

- Three correspondents in Eastern Cheshire spoke about the Department of Health and Social Care definition of out of area placements when and about how the current consultation would need to consider this in its decision making. Those who shared these views included one from a council, a Member of Parliament and a member of the Public.
- Two correspondents mentioned discrepancies in the management of meetings. One is from a council and one is a member of the Public. A member of a council did say that the presentation was useful.
- Two correspondents said that they had difficulty accessing consultation literature and the online survey. One is from a council and one is a member of the public.

Dementia Outreach

Eight correspondents from the Eastern Cheshire CCG area shared views relating to the theme dementia outreach in the CCG area.

- The eight correspondents agreed that there should be greater local support for mental health outreach and Dementia assessment where people live. Of these, four were from councils, one is a Member of Parliament, one is from a Health Trust, one is from a public group and one is a member of the public.

Pressures on Partner Demand

Three correspondents from the Eastern Cheshire CCG area shared views relating to the theme pressures on partner demand in the CCG area.

- Two correspondents felt that the proposed changes had implications for the designated place of safety in Macclesfield under the Mental Health Act 1983, and for admissions times for patients in the department, which impacted on police demand. One correspondent is from a Health Trust and the other is from a council.
- The council response also communicates concerns around the negative impact on AMHPs when searching for beds and securing timely involvement of police and ambulance services.
- The council correspondence also referred to a CQC report which outlined how hospital staff not knowing local services when planning patient discharges could lead to premature discharges and consequent readmissions.

Support for the Process

Three correspondents from the Eastern Cheshire CCG area shared views relating to the theme of support for the process.

- Two correspondents appreciated the difficulties and challenges faced in the consultation. One is from a chaplaincy and one is from a council.

Crisis Centres

Three correspondents from the Eastern Cheshire CCG area shared views relating to the theme of Crisis Centres in the CCG area. These respondents:

- Were supportive of development, saying the services were currently patchy.
- Asked for assurance on how it will be managed, and how they would be used to prevent Emergency Department attendance
- Asked whether patients could bypass the system and access Emergency Departments
- Registered concerns on Recruitment / Training for CMHTs
- Asked about the impact on Service Users in relation to their medication

These comments were made by individual correspondents. Two are from councils and one is from a Health Trust.

Pressures on Users and Carers

Two correspondents from the Eastern Cheshire CCG area shared views relating to the theme of Pressures on Users and Carers from the Proposals in the CCG area. These respondents:

- Considered that home treatment should also help carers as well as service users
- Considered that there should be no loss of timeliness in care for Service Users from any changes made

These comments were made by individual correspondents: one is from a council and one is from a Health Trust.

Extent of Support for the Options

Eight correspondents from the Eastern Cheshire CCG area shared views relating to extent of support for Options in the CCG area. These are outlined below:

- Three correspondents were unable to support the Redesign option (Option 2) without assurances and sought alternate options. Two are from councils and one is a Member of Parliament.
- Three correspondents highlighted the public petition of over 3,000 signatures that has been put in place against the options presented. One is from a public group, one is a Member of Parliament and one is from a council
- Within the correspondence submitted by the Member of Parliament, disappointment was expressed, that whilst local healthcare managers seem committed to closing the Millbrook unit, in the pre-consultation business case, which examined eight options, it appeared that none of them included retaining an inpatient mental health ward for adults in Macclesfield away from the Millbrook Unit. Therefore, suggestions were made around the use of other CWP land or buildings to house such a unit, for instance within the Rosemount site. This suggestion around the use of the Rosemount site was also made by a member of the public.

Two councils noted their support for options 1 and 2 respectively.

Vale Royal CCG residents

During the consultation period one piece of correspondence was received from within the West Cheshire area. This correspondence was sent by a Local Authority within the West Cheshire area.

Their feedback explored the potential impact on travel and transportation, specifically a concern was raised around the distance service users, carers and families may have to travel between Macclesfield and Chester. Points were also raised around the additional requirements on East Cheshire Trust staff and the ambulance services when transporting service users.

When focussing on the options specifically, they explained that the Local Authority were unable to support the redesign option (option two specifically) without assurances. However, the provision of crisis cafés and the support they would offer was considered a positive. The increased Dementia Support outlined was supported.

They requested more context to be provided around the proposed redesign. The correspondence raised a number of points around the theme of service re-design, specifically;

- The council takes the firm view that any changes to inpatient provision should happen after the meaningful development of crisis cafes and crisis house resources in Cheshire East and in Cheshire West and Chester.
- The need for integration with Local Authorities due to the potential increase in demand. It also expressed the proposed re-design does not sufficiently take into account the contribution of non-clinical services.
- The lack of coherence between plans and the needs and assets which can be harnessed.
- The fact that the redesign proposes beds in Bowmere which conflicts with the ambition of providing care close to home.
- That the proposals should take into account any additional pressure on local advocacy services in Cheshire West & Chester.
- The lack of awareness of the wider support infrastructure for individuals in their local area.

They also mentioned the impact of the changes on Mental Health Act 1983 Designated Place of Safety and impact on the police.

The statutory function of AMHPs and their duties under the Care Act or Mental Health Act was also discussed – the Local Authority are concerned that demand on these services will increase, especially those located in Bowmere, increasing costs.

Finally, clarification was requested on elements of the proposed redesign, specifically whether patients bypass the system and access the Emergency Department if required.

Correspondence received from residents where the CCG area is unidentifiable

This section outlines the themes in correspondence received where it was not possible to determine which CCG area they came from.

The themes raised in these correspondences is summarised below.

Travel and transport

Four correspondents shared views about travel and transport.

- Four correspondents raised concern about the impact on service users, carers, families and staff who would have to travel between Macclesfield and Chester.
- Of these four correspondents, two voiced concern at the level of access to public transport and road links, whilst a further two raised concern regarding the distance service users, carers and families may have to travel between Macclesfield and Chester.

The Consultation Process

Three correspondents shared views around the consultation process, specifically:

- Three correspondents expressed difficulties accessing the consultation literature and the online survey.
- One correspondent mentioned the Department of Health and Social Care definition of out of area placements and how the current consultation would need to consider this in its decision making.

Services within Eastern Cheshire

Four correspondents shared views around the provision of services within Eastern Cheshire.

- Two correspondents support the need for acute services in or near Macclesfield.
- A further two correspondents expressed their support for Millbrook

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