



# **Consultation on the relocation of inpatient services for complex mental health rehabilitation patients in Eastern Cheshire, South Cheshire and Vale Royal, 22 November to 21 December 2018**

## **Report of findings**

**Published: 7 January 2019**

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### **Further reading / documents of interest:**

Adult and older people's specialist mental health services consultation – executive Summary

Adult and older people's specialist mental health services consultation –Summary Report of findings

#### **All documents can be found at:**

<https://www.easterncheshireccg.nhs.uk/Your-Views/archive-past-consultations.htm>

## Background

This report summarises feedback from a one month consultation on proposals to relocate inpatient services for complex mental health rehabilitation patients from Lime Walk House (Macclesfield) to Bowmere Hospital (Chester).

This further consultation period follows on from the completion of the three month consultation on the wider Redesign of Adults and Older People's Specialist Mental Health Services in Eastern Cheshire, South Cheshire and Vale Royal and which was undertaken between 06 March 2018 to 29 May 2018.<sup>1</sup>

At their meeting on the 22 November 2018,<sup>2</sup> the three Governing Bodies of NHS Eastern Cheshire CCG, NHS South Cheshire CCG and NHS Vale Royal CCG chose to progress the implementation of the new model of care as outlined in the preferred Option 2 Plus (a summary of the service delivery model can be seen in **Appendix One**). The outcome of that consultation - and the decision making process - has been widely publicised and more information is available on the NHS Eastern Cheshire CCG website.

The decision by the Governing Bodies to progress the implementation of Option 2 Plus was caveated on the CCGs also considering the outcome of a further period of consultation on the variations to the care model within Option 2 Plus to that as outlined within Option 2, which was the initial preferred option that formed part of the original three month consultation. The variations to the care model as outlined within Option 2 came about in response to careful consideration of service user, public and stakeholder, feedback from the original three month consultation. A summary of the differences between Option 2 and Option 2 Plus can be seen in **Appendix Two**.

Implementation of Option 2 Plus would mean the relocation of inpatient services for complex mental health rehabilitation patients from the Lime Walk House rehabilitation and assessment ward in Macclesfield, to Bowmere Hospital in Chester. This was a change from the original proposed destination for the relocation of the services currently delivered from the rehabilitation and assessment ward, which was to move to Soss Moss (Nether Alderley), and which was outlined and considered within the original three month consultation.

The decision to undertake a further period of consultation (**Appendix Three**) was in recognition of the recommendation of the Cheshire East Health and Adult Social Care and Communities Overview and Scrutiny Committee (OSC) (at their meeting on the 22 November 2018) to do so.<sup>3</sup>

The same consultation partners have led the additional period of consultation, namely:

- NHS Eastern Cheshire Clinical Commissioning Group (CCG)
- NHS South Cheshire CCG
- NHS Vale Royal CCG.

The consultation was undertaken in partnership with Cheshire and Wirral Partnership NHS Foundation Trust (CWP).

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<sup>1</sup> <https://www.easterncheshireccg.nhs.uk/Your-Views/redesign-of-adult-and-older-peoples-specialist-mental-health-services.htm>

<sup>2</sup> <https://www.easterncheshireccg.nhs.uk/Meetings/22-november-2018.htm>

<sup>3</sup> <http://moderngov.cheshireeast.gov.uk/ecminutes/ieListDocuments.aspx?CId=777&MId=7435>

## Process

Following a period of consideration of the findings of the three month consultation, a Decision Making Business Case (DMBC) was developed which included an amended Option 2 - described as **Option 2 Plus** - which retained all the benefits of the enhanced community and crisis service of Option 2 but which enabled the retention of more adult and older peoples inpatient beds within the Eastern Cheshire area. This amended option responded to the feedback and concerns raised around travel and loss of local beds that was received during the three month consultation.

Ahead of considering the DMBC and in recognition of the impact of the varied delivery of the model of care as outlined in Option 2 Plus, focused engagement was undertaken with the current service users of Lime Walk House, their families/carers and Mental Health Support Groups.

The outcomes of this focused engagement – which indicated that people were largely supportive of the proposals as outlined within Option 2 Plus - was reported to the Governing Bodies at their meeting on the 22 November 2018<sup>4</sup> and is also included within the summary of findings within this report.

Following the recommendation of Cheshire East OSC to undertake a further period of consultation and the decision by the CCGs to do so, a communications and engagement action plan was produced for this additional period of consultation from the 22 November 2018 to 21 December 2018, (see **Appendix Four**).

Whereas the original three month consultation on the redesign of adult and older peoples specialist mental health services asked a number of specific questions for members of the public to respond to, the one month consultation period on the variations to Option 2 that formed Option 2 Plus focused on asking members of the public, service users, carers/family and stakeholders for their views on the changes specifically related to the relocation of complex mental health rehabilitation services from Lime Walk House (Macclesfield) to Bowmere Hospital (Chester).

**Appendix Five** provides an outline of the engagement sessions undertaken. In summary the following activity took place:

- stakeholder written briefings issued to wide array of external stakeholders
- website feature with feedback mechanism on CCG<sup>5</sup> and CWP websites
- a dedicated telephone number and email address was publicised to respond to any queries and capture any further feedback.
- three patient/public drop-in sessions in Macclesfield, Crewe and Winsford delivered
- media releases, advertorial and health columns
- NHS social media platforms advertising additional consultation period.
- **Rehabilitation patients and families:**
  - all service users currently using the services at Lime Walk House, and carers/families of, received direct communication about this service change and

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<sup>4</sup> <https://www.easterncheshireccg.nhs.uk/Downloads/Governing-Body/Meetings/2018-11-22/AOPSMH%20-%20Committees%20in%20Common%20Nov%202018%20.pdf>

<sup>5</sup> <https://www.easterncheshireccg.nhs.uk/Your-Views/ccg-consultations.htm>

the consultation period and how to take part. Where patients did not have specified carers or family to contact, an independent advocate was available to support them when speaking about the proposals)

- individual needs assessments were undertaken with all service users currently using the services at Lime Walk House (*to determine whether they would relocate to Chester*)
- clinically facilitated 1:1s with patients undertaken
- clinically facilitated family sessions undertaken
- **Patient representative groups:**
  - attendance at mental health forums during November/December 2018
  - bespoke event for mental health forums and Healthwatch Cheshire
  - attendance at Cheshire East OSC (06 December 2018) and Cheshire East Health and Wellbeing Board meetings (27 November 2018).

Lime Walk House is currently a 20-bed unit. Local commissioners buy 13 beds for rehabilitation and the unit also accommodates a further seven beds commissioned nationally by NHS England for people (from across the North West) stepping-down from secure services. Step-down patients, their families/carers have been included in engagement sessions as part of this one month additional consultation; and consideration of their feedback and their future care is being provided directly to NHS England Specialist Commissioning team as part of their wider commissioning intentions. NHS England, whilst not formal partners within the consultation, have been fully informed of and are aware of the proposals and implications of the proposed redesign of adult and older peoples specialist mental health services. They have been supportive of the consultation process undertaken and the proposed new model of care delivery as outlined within the original consultation and as outlined within Option 2 Plus.

The CCGs also attended the Cheshire East OSC meeting on the 06 December 2018<sup>6</sup> to outline their proposed consultation approach. At this meeting it was confirmed that they (OSC) supported the outlined approach to consultation during this period. OSC requested that consultation partners report back on any consultation feedback at the next OSC meeting in public on 17 January 2019.

Following the completion of the additional period of consultation on the 21 December 2018, a panel of representatives from each of the three CCG Governing Bodies met on the 28 December 2018 to consider the findings of the consultation. On behalf of the three CCG Governing Bodies, this panel was authorised to consider and decide on whether any of the feedback received would constitute a sufficient reason for not enacting, and therefore progressing, the decision made by the three Governing Bodies on the 22 November 2018 to implement the new model of care as outlined within Option 2 Plus.

All members of the three CCGs Governing Bodies have been formally notified of the decision of the Governing Body Panel and this will be formally noted and published within the Chief Officer report to the Governing Bodies at their meeting in public in January 2019 (NHS Eastern Cheshire CCG) and February 2019 (NHS South Cheshire CCG and NHS Vale Royal CCG).

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<sup>6</sup> <http://moderngov.cheshireeast.gov.uk/ecminutes/ieListDocuments.aspx?CId=777&MId=7342>

## Summary of feedback

**Written Correspondence.** Four items of correspondence were received during this consultation period. The majority of feedback received via this correspondence related to points/areas that were covered and/or consulted on within the earlier three-month public consultation period, however points relevant to those areas not covered in the earlier consultation included:

- Open Minds mental health forum:
  - location of rehab beds in Chester is preferable to the original proposal of Soss Moss (Nether Alderley)
  - travel for relatives in South Cheshire is improved
  - a rehabilitation service can function better if not based in a rural setting
  - ongoing importance of integrating patients back into their communities
  - the importance of joining-up local authority and health strategies
  - the importance of an ongoing focus on mental health services and funding.
- Members of the public:
  - querying why a new-build could not have been considered, thereby enabling rehabilitation patients to remain at Lime Walk
  - querying commissioner commitment to overall investment in mental health
  - requesting consideration of re-introducing day services
  - requesting details of additional consultation dates.

The CCGs have committed to write to each of the individuals so as to formally respond to the points raised by each individual.

**Engagement drop in events.** Three drop in engagement events were arranged and advertised in local media and directly to external stakeholder groups, patients, carers and support forums. These events were on the following dates, times and in the following towns:

- **Friday 14 December**, 12 noon - 2pm, Large Meeting Room, Jocelyn Solly Resource Centre, Macclesfield SK10 3JE
- **Monday 17 December**, 3pm - 5pm, Meeting Room 15, Delamere Resource Centre, Crewe CW1 2ER
- **Monday 17 December**, 6pm - 8pm, Oakmere Meeting Room, Vale House, Winsford CW7 2AS.

Disappointingly, despite being widely advertised, there were no attendees at any of these three drop in sessions.

### **Engagement Sessions with rehabilitation patients, families/carers and staff.**

A number of engagement sessions have taken place with rehabilitation patients, families/carers and staff, as outlined within **Appendix Four**.

These engagement sessions provided further opportunity (further to the original three month public consultation) for staff, carers, families and service users to share their views, comments and concerns around the proposed changes impacting on them specifically, particularly in relation to the potential move to Chester.

Service user and family/carers general main points raised included:

- service users appreciate the fact Lime Walk House is relaxed, not on a secure unit with no fencing and that they have freedom to go out
- service users like the location (Lime Walk House) being 20 minutes from town and leisure facilities, with close bus stops so they can use public transport. They feel the area is nice and they can ride their bikes. They commented that Soss Moss is in the middle of no-where with no links to public transport
- service users commented that the environment on Lime Walk is good because it has ensuite facilities, the visitor room is good, they have Sky TV and a big activity room, pool room and computers. They also expressed how they liked the garden, barbeques and greenhouses for woodwork. They stated that it would be good to have a better gym
- service users did express concerns about timescales and whether the staff would remain the same
- families were concerned about the Soss Moss being very isolated with reduced public transport links
- a number of family members commented that the environment of the ward was the most important thing and if they had to travel further to visit service users on a better ward they would be happy to do so. It is important the ward is 'homely' and not too clinical
- families also commented that the staff provide excellent care and support to the service users so they wanted staff to remain the same.

Service user and family/carer general points specifically around Option 2 Plus;

- a number of concerns about discharge home due to the distance and how their families would be affected by the longer travel distance
- a small number of service users were distressed and affected by the information. Some have specific history with Chester and PICU which affected their view on moving to Chester. These people would require specific and individual support
- service users were happy with the amenities in Chester and ease of getting to these amenities
- a number of service users and families said they would prefer Chester to Soss Moss.
- service users wanted assurance they would be getting ensuite rooms and that the staff would remain the same
- families sought assurances that the similar local activities that service users access currently, such as football groups would be available to service users in Chester
- families generally preferred travelling to Chester over Soss Moss, either via public transport or because roads are safer. Some families were concerned about the additional journey time, however for some the journey will be shorter
- families again stated that the environment was the most important thing and would be happy so long as the ward environment was as good as or better than Lime Walk house.

#### **Staff engagement main points raised:**

- during the briefing sessions staff raised a number of questions around the internal Human Resource processes that will be used to implement the redesign

- many staff wanted further detail on the enhanced crisis provision
- generally staff felt that Chester provided better facilities for rehabilitation compared to Soss Moss
- some staff were concerned about the additional travel that they would have to do if they moved to Chester, some felt it would be easier
- generally staff were positive about the proposals in option 2 plus and recognised the overall benefits
- staff were pleased to see that feedback from the consultation had actually been taken onboard and responded to.

### **Patient representative groups and other interested parties**

Mental health forum engagement event. The event on 19 November 2018 was attended by representatives of the following organisations:

- Macclesfield Mental Health Forum
- Open Minds Mental Health Forum (Crewe and Nantwich)
- West Cheshire Mental Health Forum (covering Vale Royal)
- Healthwatch Cheshire.

### **Main points of feedback:**

- Option 2 Plus was well-received by attendees who felt it responded to public concern around travel for inpatient beds
- attendees were pleased to hear that the focus on community support was retained in Option 2 Plus
- attendees sought assurance that rehabilitation patients would be appropriately engaged and supported with the proposed move to Chester and were reassured to hear of a focused period of engagement currently underway
- attendees were pleased to hear that the facilities for rehab patients at Chester were superior to those that would have been provided at Soss Moss, including ensuite bathrooms, recreational activities and proximity to the town centre. A comment was made that Soss Moss (the Option 2 destination for rehab) can be more difficult to get to than Chester for residents of South Cheshire/Vale Royal
- attendees queried whether the latest guidance for rehabilitation services would be followed as part of these changes and were given assurance that work is underway to achieve that, including care closer to home via enhanced community services
- attendees also sought assurance that the issue of travel – albeit impacting less people – would still be considered in Option 2 Plus. They were advised that this would be dealt with on a case by case basis. (*see section on considerations and next steps*)
- attendees from Open Minds (representing Crewe and Nantwich) were keen to seek assurance around equity of access to crisis care services for people in South Cheshire and Vale Royal, given they already travel for their inpatient care. Equally they sought clarity on when equity of access for liaison psychiatry at Leighton Hospital would be provided. They were assured that this is on the list of priorities for subsequent years' five year forward view funds and were invited to attend a workshop on the procurement / planning for crisis beds
- the size of the Lime Walk House site was discussed and assurance provided that it is big enough to deliver the all-age inpatient service proposed in Option 2 Plus



- and that the facility will be designed to the latest specification at high standard, with space for recreational activities and parking
- attendees asked if local politicians were helping source the capital funds required for Option 2 Plus following their meeting with the Secretary of State. They were informed that to date that this was not the case and that a local solution between NHS partners to source and secure the required capital funding was being progressed
  - attendees wanted assurance that engagement would continue post-decision and were assured that this would commence with involving people with lived experience in the co-design of the new facilities and input into the transition and implementation plan. It would continue via a range of direct engagement with service users and carers through CWP's ongoing patient and public participation programme and would be monitored via response to the national community mental health survey and other forms of regular local feedback such as the friends and family test and PALS. Similar CCG engagement processes would also ensure ongoing conversations with patients and the wider public on this important service change
  - the mental health forums confirmed that they will continue to lobby for additional investment in mental health services and were pleased that this redesign process had attracted considerable focus on local mental health services and had received support from the wider public
  - attendees sought assurance that health and local authority strategies, including the developing work around care communities, be joined-up on key areas including autism to ensure people don't 'fall between gaps' in service provision. Assurance that strategies are being aligned was provided and further information around local developments with care communities and primary care mental health support was discussed. Attendees asked that this be communicated more widely
  - attendees queried whether Option 2 Plus was supported by social care colleagues and were advised that Option 2 Plus had been received favourably by partners as it mitigates concerns they had previously raised around logistics and continuity of care
  - attendees were pleased to note that financial plans were in place to ensure safe and effective implementation around the transition of services
  - next steps were discussed concerning the CCG's Meeting in Common and it was confirmed that the three CCGs would reach a collective decision following a joint discussion on Thursday 22 November 2018.

#### Mental health forum meetings in November and December 2018

- further to the event held with the Mental Health Forums and Healthwatch, discussions at individual meetings of the forums covered the same main themes
- Open Minds mental health forum (Crewe and Nantwich) wrote to their local CCGs during this additional consultation and the content has informed this report

## Considerations and next steps

Some important themes come through during the additional period of consultation which will be taken forward subject to confirmation of progressing the implementation of Option 2 Plus. These are as follows:

<b>Respondent</b>	<b>Feedback Theme</b>	<b>How this feedback could be carried forward into implementation of Option 2 Plus</b>
<b>Rehabilitation service users</b>	Importance of the home from home environment	Patients will be actively involved in refurbishing Maple Ward at Bowmere Hospital and co-designing the new facilities so that they continue to feel 'homely'
<b>Families and carers</b>	Some concern about distance to visit service users	The ward in Chester can use NHS vehicles to facilitate scheduled visits home/to families where required
<b>Families and carers</b>	Concern about effect of move on service user	<p>Consideration will be given to finding an acceptable alternative support package closer to home if a move to Chester is deemed detrimental to an individual's mental health and will significantly impact on the progress they have made at Lime Walk House.</p> <p>Services users will be able to access activities in Macclesfield as the Chester ward can facilitate this via an NHS vehicle, and if wanted, alternative activities will be sought in Chester for service users to attend.</p>
<b>Families and carers and service users</b>	Importance of staff relationships with service users and therefore staff continuity	CWP is currently in discussions with staff at Lime Walk House to aim to continuity of relationships via some staff transferring to work in Chester.
<b>Families and carers and service users</b>	Importance of early discharge	<p>Consideration will be given to providing bespoke rehabilitation packages in the community closer to home.</p> <p>Transport to Macclesfield will be provided by the ward in Chester to aid discharge and community integration.</p>

Representatives of the three CCGs will present the findings of the consultation and decision of the CCGs at the Cheshire East OSC meeting on 17 January 2019. The findings and decisions of the CCG Governing Body Panel will be recorded within the Chief Officer report to the three consulting CCGs Governing Bodies at their meetings in January 2019.

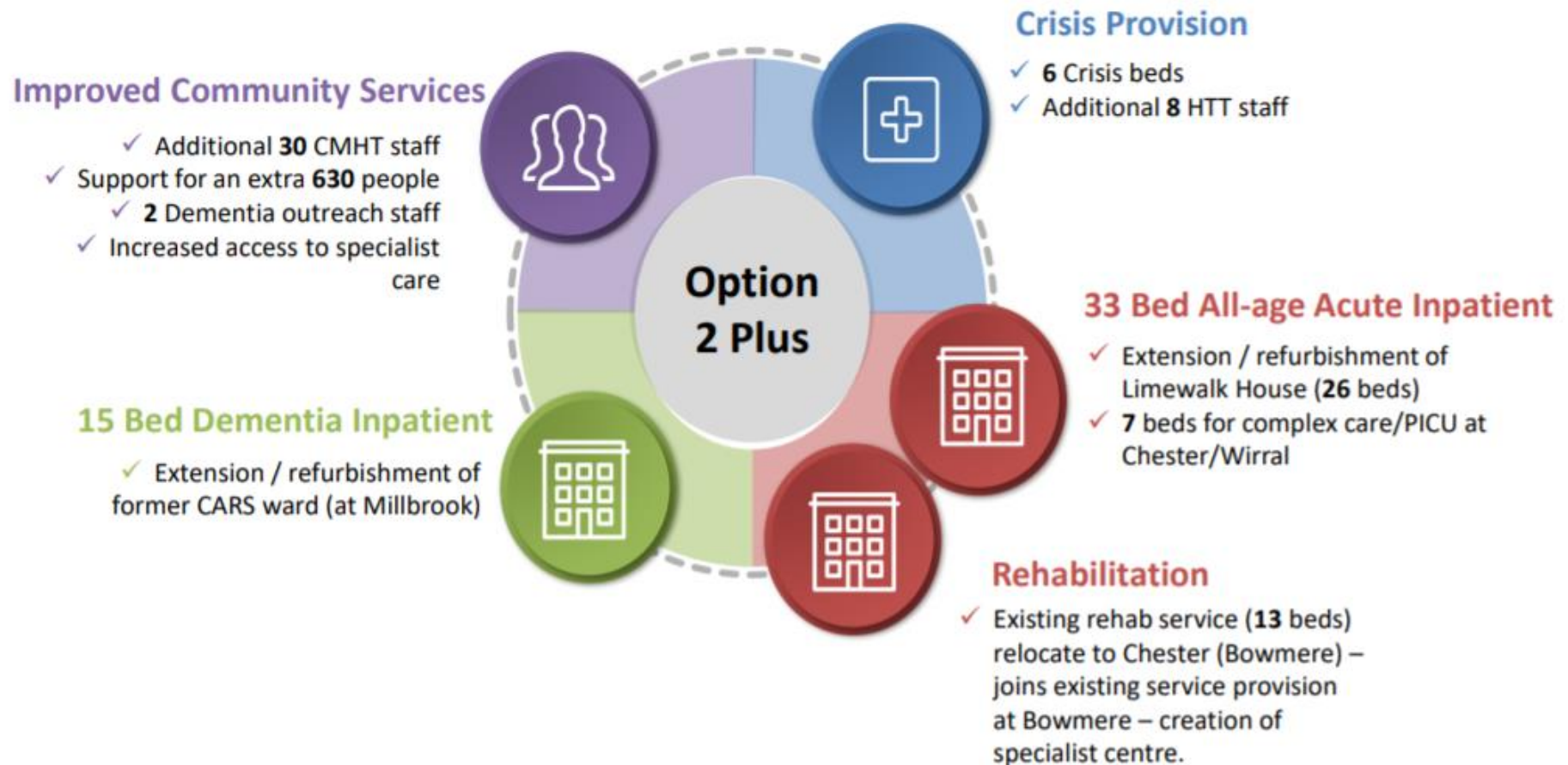
## Conclusion

The additional period of consultation has enabled further discussion with existing users of inpatient services at Lime Walk House, family members, carers and staff and allowed for the consideration of a number of key themes raised that will be addressed subject to progressing the implementation of Option 2 Plus.

There was support for the implementation of Option 2 Plus and both the location and facilities provided at Bowmere was considered preferable to that of Soss Moss in Nether Alderley.

Similar concerns were raised as in the original three month consultation with regards the impact of the additional distance required for family members and carers in visiting service users as well as the relocation of service users.

## Appendix One – Option 2 Plus service delivery model



## Appendix Two – differences between Option 2 and Option 2 Plus

	Pre-Consultation Business Case	Conscientious Consideration	Variation between 2 & 2Plus	
	Option 2	Option 2Plus		
<b>Inpatient Adult Beds</b>	Chester (22)	-	-	-
<b>Inpatient adult &amp; older adult functional beds</b>	Wirral (3)	Lime Walk Hs. (26) Juniper (4) Wirral (3)	Decrease of 4 functional beds	↓
<b>Inpatient dementia beds</b>	-	CARS (15)	Future proof	↑
<b>Inpatient dementia &amp; older people functional beds</b>	Lime Walk Hs. (22)	-	-	→
<b>Community crisis beds</b>	6 Beds	6 Beds	No Change	↑
<b>Total Beds</b>	53	54	Increase 1 Bed	→
<b>CMHT</b>	30 additional staff	30 additional staff	No Change	→
<b>HTT</b>	8 additional staff	8 additional staff	No Change	→
<b>Dementia Outreach</b>	2 additional staff	2 additional staff	No Change	→
<b>ECT*</b>	Chester	Chester	No Change	→
<b>Rehab. Beds</b>	Move to Soss Moss	Move to Chester	Move to Chester	

## Appendix Three – Letter to the Chair of the Cheshire East Health & Adult Social Care and Communities Overview and Scrutiny Committee – November 2018



Ref: 181128 CE OSC re AOPSMHS Consultation

28 November 2018

To:  
Councillor Stewart Gardiner  
Chair of Cheshire East  
Health and Adult Social Care  
and Communities Oversight and  
Scrutiny Committee  
Cheshire East Council

Sent by email to: [stewart.gardiner@cheshireeast.gov.uk](mailto:stewart.gardiner@cheshireeast.gov.uk)  
cc: [joel.hammond-gant@cheshireeast.gov.uk](mailto:joel.hammond-gant@cheshireeast.gov.uk)

Dear Councillor Gardiner

**Re: Redesign of Adult and Older Peoples Specialist Mental Health Services in Eastern Cheshire, South Cheshire and Vale Royal**

The three Clinical Commissioning Groups (CCGs) of Eastern Cheshire, South Cheshire and Vale Royal would like to express their gratitude to the Cheshire East Health and Adult Social Care and Communities Oversight and Scrutiny Committee ('Committee') for their continued involvement, expert opinion and guidance with regards the recent consultation on the redesign of adult and older people's specialist mental health services.

We were heartened to hear of your supportive statement at the recent Committee meeting on the 22 November 2018 regarding the partnership working of all organisations involved with the consultation and how the consulting bodies had listened to and acted upon the feedback received during the Consultation and had produced a varied option that addressed many of the concerns raised. We were also pleased to hear that the Committee passed a resolution in support of Option 2 Plus at this same meeting.

We also note that the Committee recommended that the CCGs undertake a further four weeks of consultation starting from the 22 November 2018 and that no further report is required for consideration by the Committee.

At their meeting on the 22 November 2018, the three Governing Bodies unanimously supported the recommendation to progress Option 2 Plus towards implementation and noted the recommendation of the Committee regarding further consultation. As the Accountable Officers of the three consulting CCGs, we now write to you outlining our next steps.

As the consulting bodies:

- we will undertake a consultation until the 21 December 2018 on the additional elements of Option 2 Plus that were not covered as part of the original 12 week consultation process
- the feedback arising from the additional consultation will be considered by the consultation partners
- following consideration, any subsequent amendments agreed by the consulting partners will be reflected within Option 2 Plus and progressed to implementation.

We would like to once more express our thanks for your continued expert opinion and guidance and look forward to being able to keep the Committee up to date with the progress of implementing the new model of care and the improvements to our shared population's mental and physical health.

Yours sincerely

Alex Mitchell  
Interim Chief Officer  
NHS Eastern Cheshire CCG

Clare Watson  
Chief Executive  
NHS South Cheshire CCG &  
NHS Vale Royal CCG

## Appendix Four – Communications and Engagement Action Plan for consultation period

Objective	Stakeholder	Actions	Owner / lead	Delivery date	Status
To ensure all patients at Lime Walk are fully aware of the proposed move to Chester and have been given sufficient opportunity to fully understand the proposals, engage with information about the proposal for a reasonable period of time and talk through those proposals with an advocate if they wish and with clinical staff. Being made aware that if a move away from Lime Walk House would be detrimental to the progress they have made there, that an alternative package of support would be identified.	Patients at Lime Walk	1:1s		Offered to individuals during Nov-Dec	
		Patient community meetings		Weds 14 <sup>th</sup> Nov Tues 20 <sup>th</sup> Nov Friday 30 <sup>th</sup> Nov Tues 11 <sup>th</sup> Dec	
		Also see wider community drop-in sessions below		See below	
To ensure all carers of patients at Lime Walk are fully aware of the proposed move to Chester and have been given sufficient opportunity to fully understand the proposals, engage with information about the proposal for a reasonable period of time and talk through those proposals with their family members and clinical staff. Being made aware that if a move away from Lime Walk House would be detrimental to the progress their family member had made, that an alternative package of support would be identified. Also that if they have significant problems with travelling to Chester to visit their relatives that they should make NHS staff aware so that support options can be considered.	Carers at Lime Walk	Phone call to families		Weds 14 <sup>th</sup> Nov Thursday 6 <sup>th</sup> Dec Tuesday 11 <sup>th</sup> Dec	
		Meeting for carers (daytime & evening sessions) including details of Option 2 Plus (DMBC)		Monday 19 <sup>th</sup> Nov family meal 6pm  Monday 10 <sup>th</sup> Dec at 6pm  Tuesday 11 <sup>th</sup> Dec 2pm	
		Letter to carers detailing 4-week consultation		Thursday 6 <sup>th</sup> Dec	
		Also see wider community drop-in sessions below		See below	



Objective	Stakeholder	Actions	Owner / lead	Delivery date	Status
To ensure all staff are fully aware of the proposed move to Chester and have been given sufficient opportunity to fully understand the proposals.	Staff	Staff briefings		Monday 12 <sup>th</sup> Nov: 9.30am LW  Tues 13 <sup>th</sup> Nov: 7pm LW  Fri 16 <sup>th</sup> Nov: 9.30am JS / 11am MU / 2pm DRC / 3.45pm VH  Mon 19 <sup>th</sup> Nov 10am LH  Monday 23 <sup>rd</sup> Nov 10am JS / 11.30 MU / 2pm DRC / 2pm LH / 3.45 VH / 3.45 BH	
		Staff drop-ins		5 <sup>th</sup> December LH	
To seek patient representative group views on the aspects of Option 2 Plus that weren't previously consulted upon (rehab moving to Chester) and to take on board any feedback around implementation of the new model of care.	Patient representative groups	MH Forum and Healthwatch event		19 <sup>th</sup> Nov	
		Further mental health forum meetings during this period: 30 <sup>th</sup> Nov Crewe		30 <sup>th</sup> Nov	
		Also see wider community drop-in sessions below		See below	
To communicate the outcome of the original	Wider	Website engagement		Live since 15 <sup>th</sup>	



Objective	Stakeholder	Actions	Owner / lead	Delivery date	Status
consultation process and decision making, including the additional one month consultation, via NHS and local media channels to the wider community. Promote feedback channels.	community			Nov	
		Media release to all local media		15 <sup>th</sup> Nov & 29 <sup>th</sup> Nov	
		Advert in Macclesfield Express		w/c 3 <sup>rd</sup> Dec	
		Drop-in sessions (Mac, Crewe & Winsford tbc)		Friday 14 <sup>th</sup> December, 12-2pm, Large Meeting Room, Jocelyn Solly Resource Centre, Macclesfield Monday 17 <sup>th</sup> December, 3-5pm, Meeting Room 15, Delamere Resource Centre, Crewe Monday 17 <sup>th</sup> December, 6-8pm – Oakmere Meeting Room, Vale House, Winsford	
		Social media		15 <sup>th</sup> Nov onwards	
To confirm approach to further 1 month consultation as requested by Scrutiny and provide any clarification required. Also to ensure Health and Wellbeing board are regularly updated.	Health Scrutiny	Cheshire East Health and Wellbeing Board 27 <sup>th</sup> November (presentation)		27 <sup>th</sup> Nov	
		Cheshire East OSC letter confirming approach to consultation		28 <sup>th</sup> Nov	
		Cheshire East OSC meeting		6 <sup>th</sup> Dec	

## Appendix Five – Timetable of engagement sessions with rehabilitation patients, families/carers and staff

A number of engagement sessions have taken place with rehabilitation patients, families/carers and staff.

These engagement sessions provided further opportunity (further to the 3 month public consultation) for staff, carers, families and service users to share their views, comments and concerns around the proposed changes impacting on them specifically, particularly in relation to the potential move to Chester.

The community sessions “My Service, My Say” were supported by a mental health advocate, and all service users were invited. Service users were also given the opportunity to attend 1:1s, if they so wished, throughout November and December. All families were contacted and invited to attend the evening meal on Monday 19<sup>th</sup> November. For those who were unable to attend or did not wish to attend feedback was sought and has been included in this report. All families have been sent information about the consultation.

In addition, clinicians reviewed individual service users care to determine if they will be required to move to Chester, or whether a community-based support package may be more appropriate.

Date	Briefing	Venue
Monday 12 <sup>th</sup> November	Staff briefing	Lime Walk House
Tuesday 13 <sup>th</sup> November	Staff briefing	Lime Walk House
Wednesday 14 <sup>th</sup> November	Patient community session	Lime Walk House
	Family phone calls	
Friday 16 <sup>th</sup> November	Staff briefings	Jocelyn Solly
		Millbrook Unit
		Delamere Resource Centre
		Vale House
Monday 19 <sup>th</sup> November	Staff briefing	Lime Walk House
	Family evening meal	Lime Walk House
Tuesday 20 <sup>th</sup> November	Patient community session (2)	Lime Walk House
Monday 23 <sup>rd</sup> November	Staff briefing	Jocelyn Solly
		Millbrook Unit
		Limewalk
		Beech House
		Delamere Resource Centre
		Vale House
Friday 30 <sup>th</sup> November	Patient community session (3)	Lime Walk House
Wednesday 5 <sup>th</sup> December	Staff drop ins	Lime Walk House
Thursday 6 <sup>th</sup> December	Letter to carers Family phone calls	Lime Walk House
Monday 10 <sup>th</sup> December	Family evening meal	Lime Walk House
Tuesday 11 <sup>th</sup> December	Family lunch session	Lime Walk House
	Family phone calls	
	Patient community session (4)	