

Review of engagement activity relating to Older Peoples Mental Health Services covering Southampton and South Hampshire

1. Introduction

- 1.1 This paper describes the engagement activity that took place during November 2010 relating to older peoples mental health services that are provided for the population of Southampton and South Hampshire.
- 1.2 The paper also details the key messages that were received during the period of engagement.

2. Background

- 2.1 A Task and Finish Group was formed at the beginning of October with a brief to co-ordinate communications and engagement activity. It was agreed that the work of this Group would be led by Hampshire Partnership NHS Foundation Trust.
- 2.2 The Group also included representation from NHS Hampshire and NHS Southampton City. Clinical input within the Group was provided by Hampshire Partnership.
- 2.3 The purpose of the engagement activity was to deliver feedback on the proposed model of care for older people with mental health needs. The described model would provide enhanced community based services for older people with mental health needs with less reliance on inpatient beds.
- 2.4 The Group agreed that high level of engagement activity should be carried out and a plan was developed which described the activity that would take place during the month of November.

3. Engagement activity

- 3.1 A Briefing document was circulated amongst a wide range of stakeholders that included GPs, Local Councillors, Local Authorities, OSCs, LINKs and Voluntary Organisations.

The briefing listed opportunities to be further involved in the engagement process through a face to face meeting, further written updates or to attend one of two stakeholder events.

- 3.2 Service Users & Carers and MPs were sent individual letters which detailed how they could be involved.
- 3.3 An interview was held with the health correspondent from the Daily Echo at the beginning of the month to highlight forthcoming engagement activity.
- 3.4 Several staff briefings were held during the month for affected Hampshire Partnership staff covering both inpatient and community teams.

- 3.5 Clinical and managerial colleagues from Hampshire Partnership attended Hampshire HOSC and Southampton City Scrutiny B Panel meetings during the month to outline the proposals and planned engagement activity.

Both meetings gave positive feedback on the proposals, with the HOSC requesting that the Trust arrange a 'Dementia Masterclass' for members, to be held at a future date.

- 3.6 Face to face meetings were held with Age Concern Southampton and GPs based at the Old Fire Station Surgery in Southampton.
- 3.7 Stakeholder Events were held at the Eastpoint Centre, Southampton and Crosfield Hall, Romsey on the 22nd and 30th November respectively.

A broad range of stakeholders attended the events, these included:

- Service Users and Carers
- Adult Services - Hampshire County Council
- Age Concern
- Alzheimer's Society
- Eastleigh Citizens Advice Bureau
- Hampshire LINKs
- Hampshire Partnership NHS Foundation Trust Staff and Governors
- League of Friends
- Later Years Council
- Princess Royal Trust for Carer
- Southampton City Council
- Southampton Voluntary Services
- Southampton LINKs
- St Johns Ambulance

The events were organised by Hampshire Partnership and supported by colleagues from NHS Hampshire and NHS Southampton City.

Feedback received from attendees was positive regarding the content of the events and the opportunity for them to participate in group work.

4. Key messages

- 4.1 From the engagement activity we know that people agree with the direction we are taking and want our services to change. They have told us what matters to them and the improvements that they would like to see.

- 4.2 Stakeholders told us what mattered was:

- Support for carers through improved input and communication from services and better information provision
- Managing with fewer beds through enhanced community-based services, providing access to other services, and improving admission and discharge processes when a hospital bed is required

- Improving earlier diagnosis and care for people with dementia by raising awareness, whilst ensuring easy access together with a timely response from services during a crisis
- Improving services for people with complex dementia either at home or in a care home through simplified case management, intensive support when required and increased re-ablement / rehabilitation services
- Meeting the needs of people with a functional illness by involving service users more fully in their own care planning and supporting service users and carers to overcome issues of social exclusion and stigma

4.3 What our staff told us they would like:

- An increase in the number of staff in community based services in order to support people in their own homes
- We need to increase our joint working with partner organisations that support older people, and voluntary organisations that are able to provide access to a wide range of information and services
- Increased carer support especially at a time of crisis
- We need to ensure that we build on the role of the care co-ordinator / key worker in order to provide a simple point of contact for service users, carers and GPs

5. Summary

- 5.1 The engagement activity that has been undertaken has demonstrated support for the proposed model of care that will enhance services for older people with mental health needs through the provision of more community based services.

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