

Tees, Esk & Wear Valleys NHS Foundation Trust's response to Healthwatch Report

TEWV understand the distress and concern raised by service users, carers and the public about the service changes arising from the sudden closure of Bootham Park Hospital. We have attempted to support service users and carers through this difficult time and hope that where issues have been raised we can continue to support and modify our plans.

Within the Healthwatch report there is an acknowledgement that for some patients and carers there is a need to “keep the door open” for people to raise concerns at different times. This is something we will aim to do via engagement events, specific links with care co-ordinators for patients as well as offering links with various organisations such as Carers groups or via direct contact with our leadership team.

A number of engagement events have been planned to enable people to share views and information on the future development of mental health and learning disability services within York and Selby.

These drop-in sessions gave an opportunity for people to raise questions and understand more about the plans for services. These events were scheduled over three afternoon sessions across York and Selby.

We are currently collating the feedback and will review how well this approach works and modify our plans. However, it is anticipated that we will run this type of event at least once a year.

However, recognising the current challenges, we will run further events throughout 2016/17 to ensure that people can contact us directly.

As part of the ongoing engagement work people can register their interest in participating in future work around the development of the new hospital.

HealthWatch are coordinating this register so please pass on your expression of interest to them. These events will enable people to have access to additional information around new hospital requirements. This will include:

- capacity and demand work (how big and how many beds, what goes into a hospital),
- site appraisal information (what sites are available and the pros and cons of each site),
- best practice in building design (for example why we design wards on the ground floor only),and
- cost analysis for buildings (value for money around different design and site options).

This engagement will help inform the prioritisation process and next steps for formal consultation.

Specific Responses to HealthWatch questions:

Questions for consideration

- ***For any building project there must be a clear timeline. What is the current timeline for any new build in York? What parts of this work can we get involved with?***

The new hospital plans are being developed now. TEWV's aim is to progress to completion of a new hospital by January 2019.

We will be running events in May which will enable people to engage with our option appraisal and discuss the various site options and building plans. It is envisaged that by Autumn 2016 we will be in a position to formally consult on the option appraisal. The business case development will progress during this period.

As part of the "Exchange" events individuals have indicated their interest in participating in the May events, details of which will be circulated shortly.

- ***How and why was the hospital allowed to degenerate into such a state that immediate closure was necessary. If it truly was in a dangerous condition, then how was this allowed to happen and why was it continuing in use as a hospital? Surely regular inspections were made?***

TEWV took responsibility for the Estate from 1 October 2015, and has requested assurance that the building is safe and suitable for care delivery from NHS Property Services.

A programme of estates works has been undertaken to address specific issues around:

- Health and Safety including roof/ ceiling assessments and repairs
- Implementation of water works including addressing legionella legislation, water temperature checks.
- Fire alarm works – installation of fire system to replace system which was old where parts replacement would not be possible
- Additional estates works to address elements such as disabled toilets and enhancing environmental elements including paintwork, carpeting and lighting.

As part of our estates assurance we are monitoring closely the work to ensure it meets the standards required for health care delivery. We have regular reviews with NHS Property Services to ensure that these standards are complied with, and escalate as required.

- ***What are the reasons the CEO, Martin Barkley gave for his sudden resignation?***

Martin Barkley has decided to retire, his decision was not influenced by events within York. Colin Martin the current Director of Finance has been appointed as CEO.

- ***How are the rights of the patients being met with regards to the Mental Health Act, the Mental Capacity Act and the Human Rights Act. Where is the Equality Impact Assessment?***

TEWV have reviewed all of the patients to ensure that the relevant mental health legislation is in place. Where we have found issues we have undertaken the necessary reviews to meet our legal requirements, informing patients of these issues and relevant bodies to highlight any discrepancies.

We continue to access advocacy (and other support arrangements) to ensure that patient's voice is at the heart of decision making around care and support. This work includes working with carers as part of any process.

We will complete Equality Impact Assessments within the business case for a new hospital.

Can City of York Council, the Vale of York Clinical Commissioning Group and the Leeds and York Partnership NHS Trust and the Tees, Esk and Wear Valleys NHS Foundation Trust release into the public domain all of the documents, including all Board Meeting minutes, relating to this case?

A NHS England report has been compiled which provides a lessons learnt assessment of the events around Bootham Park Hospital. This has been collated using the evidence from a range of parties involved in the decision making process. This will be a public document when it is published via the OSC meeting.

- ***To what extent are patients being supported at the moment? How are patients being involved in the decision making - these are their services? How are personalised care plans being developed for each and every patient affected by the move - including for those who lack mental capacity?***

Patients continue to be supported by their care co-ordinator and receive relevant mental health input. As part of the changes to care, crisis plans have been updated to take into account the different location for inpatient care, should this be required.

Where patients are admitted to facilities such as Roseberry Park Hospital (Middlesbrough) and West Park Hospital (Darlington), a liaison team is in place to support patients and their carers to ensure that continuity of care is maintained and provide a link back to the York locality.

As part of any admission, patients are encouraged to be involved in all aspects of decision making relating to their care. This will include working with family and carers where appropriate. Advocacy and support is provided for any patient who does not have capacity.

- ***How will the Council and the Trust put in place preventative services to support people in the community? What are their plans and where will preventative services be provided?***

TEWV is supporting people in the community by a range of new initiatives. This includes:

- Reinvesting in community services to enhance the range of services offered
- Expanding care home liaison team
- Expanding acute liaison team
- Developing new services such as crisis support in child and adolescent mental health (CAMHS) services.

In parallel, TEWV is working with partners to support and enhance preventative services. These plans are at an early stage of development as our initial focus has been on the safe delivery of services following Bootham Hospital closure.

- ***What are the plans for this building and its land and how long have those plans been in place? Who would benefit from such a sale?***

Bootham Park is one of the possible sites for a new hospital. There are a number of other site options which will be considered. If Bootham is not identified as a site for the new hospital, then NHS Property Services will need to review the future use for this estate. NHS Property Services

would retain the land sale receipts to reinvest back into its national programme.

- ***What Equality Impact Assessment was completed prior to closure? According to Equality Impact Assessments, 'where possible, if any negative or adverse impacts amount to unlawful discrimination, they must be removed.'***

TEWV did not make any Equality Impact Assessments (EIAs) as they inherited the contract from the 1 October 2015, after the CQC decision around registration of services.

- ***Has a cost analysis been done? Do we know how much it would cost to get Bootham into a fit state again?***

Significant investment has been undertaken to enable services such as the Place of Safety (136 Suite) and outpatients to be reinstated. However, TEWV's assessment is that it will not reinstate inpatient services at Bootham Park Hospital as we do not believe that any interim plans will meet CQC standards for registration.

As part of the ongoing assessment for a new hospital, Bootham Park Hospital remains an option. However, there remain a number of estate issues around the possible future configuration of ward areas, which need to be understood within the context of the buildings' listed status. There would need to be the right service infrastructure such as drains/power and heating as well as the right design arrangements such as addressing ligature points, lines of sight and meeting CQC estate requirements e.g. en-suite bathroom facilities and single sex compliance.

These elements may make the hospital solution more expensive than other site options and will be part of the options appraisal which will need to be undertaken for any statutory consultation on new hospital plans.

- ***Has a decision been made to exclude Bootham from the list of potential sites for any new hospital?***

No decision has been made to exclude Bootham from possible site options.

However, assessments has identified that there are some limitations, within the site, which may impact on the size/ scale and range of facilities within the hospital that can be provided.

- ***Are there any criteria any new facility must meet?***

There are a number of design standards which apply to any new facility. These include:

- **Care Quality Commission Standards** – these are the requirements organisations must meet regarding facilities linked to the direct care that is provided.
- **Estates Standards** – There are a number of Department of Health/ NHS Estates documents which outline the expectations around building design and design guides. These include Health Building Notes (HBN 03-01 Adult Acute Mental Health Units and HBN 08-02 which is the Dementia Friendly Health and Social Care Environments). There are also a number of design guides known as Health Technical Memorandums that give specific guidance around building and mechanical and Electrical guidance, which were produced by NHS Estates.
- **National Best Practice** - The Trust also links into The Kings Fund principles of Enhancing the Healing Environment and the Assessment Tool they produced in their Environmental Assessment Tool kit along with guidance from the Dementia Services Development Centre (DSDC) which is part of the University of Stirling and provides guidance on standards for dementia. There is also guidance from the Royal College of Psychiatrists on the Accreditation for In Patient Mental Health Services for Older People and Working Age Adults.
- **Planning Approvals** - as dictated to by the Local Authorities as well as Building Regulation Approval that covers a significant area of the construction to meet national guidance including Disability Discrimination Act (DDA), Energy and Fire.

In addition as part of the Business Case development there will be a full option appraisal this will consider aspects such as location, accessibility and value for money.

- ***New facilities all seem to be single storey. Is this essential, or desirable, in modern facilities? What is the thinking behind this?***

Yes most new facilities are single storey as this design enables access to outdoor space. There are a number of safety concerns around maintaining a line of sight with service users which is compromised over a number of floors.

- ***What are the ongoing maintenance costs for Bootham?***

This is not something that TEWV has detail on as the costs for maintenance are included in the rental costs which TEWV pay NHS Property Services.

- ***What training and support are in place for staff leaving Bootham to work in the community?***

There have been training and support plans put in place which have been developed in line with the requirements of each member of staff. Some staff have chosen to work in the community or on other wards, so each plan has been developed around the needs of the individual.

Arrangements included:

- Buddying/ shadowing of staff to ensure that staff felt competent to operate in a community setting
- Skills checklists
- Additional support and supervision

In parallel, specific training and support days have been scheduled for Bootham Park Ward 1 and 2 staff to support their ongoing training and development. These days include sessions on:

- Safeguarding
- Physical health screening
- TEWV Report out process
- Triangle of care

There are further sessions planned and staff have had input into the training programme and identified training they would benefit from.

We envisage staff returning to the ward will have gained significant knowledge/skills from working in an alternative or community setting that will improve their knowledge of wider mental health services and ultimately improve the care delivered on our future inpatient services.

- ***How have they been supported in the transition e.g. around medicine management, and working in a non-hospital environment?***

See above.

Nursing staff redeployed from inpatient settings have higher levels of training in medications management and in fact it is likely they will bring additional skills to teams working in non-hospital environments.

- ***Can childcare costs be claimed like travel costs can?***

Yes – as long as there is evidence of reasonable childcare costs associated with visiting then this can be claimed in a similar manner as travel costs. If anyone has any queries please contact their care co-ordinator or the York Liaison team for more details.