

Charnwood CMHTs relocation engagement feedback

Summary of Feedback and Responses

August 2015

Background:

Leicestershire Partnership NHS Trust is proposing to relocate our Charnwood community mental health teams – for adults and for older people – from their current bases in Loughborough town centre to modern, refurbished facilities in Loughborough Hospital on Epinal Way.

Currently the adult community mental health team is based at Town Hall Chambers. The community mental health team for older people is based at Cameron Stastny House on Woodgate

The rationale for the move was set out in an engagement document, *Proposed relocation of Charnwood adult and older people's community mental health teams to Loughborough Hospital*.

We undertook an engagement programme between 10 May and 17 June 2015. This was publicised across various media include face to face, via letter, stakeholder briefings, emails and internal and external news announcements as well as press and social media. An engagement document and Easy Read summary was produced and made available at key sites, at briefing meetings and online.

Engagement activity included three public and two staff briefing sessions – all fed by via forms.

- 20 May – at Town Hall Chambers (public session) **2 attendees**
- 22 May – at Town Hall Chambers (public session) **1 attendee**
- 26 May – at Loughborough Hospital (staff session) **1 attendee**
- 27 May – Loughborough Hospital (public session) **2 attendees**
- 3 June – Loughborough Hospital (staff session) **1 attendee**

An online and printed survey was created and publicised via social media, media release, posters at all three sites and via email to stakeholders and other service providers based at Loughborough Hospital.

We received 48 responses in total (this includes 41 x written and 7 x verbal feedback).

Of 41 written responses

28 people responded via feedback form

7 people responded via the tear-out feedback forms from the engagement document

5 people responded via Survey monkey

1 person emailed

We received additional feedback from 8 people who attended engagement drop-in and one person who emailed

The majority of written responses *which answered the question 'do you support the proposal'* (30) support the planned relocation

8 people opposed the relocation

One person answered: 'Yes and no'

One person answered: 'If it happens, it happens'.

Total number of written responses	41
Total attendance at engagement events	7

Breakdown of respondents	LPT Staff: 5
(Some respondents identified themselves in more than one category. Where this applies we have identified service users first, carers second and staff third)	Service user: 24
	Relative/carer 15
	Other (healthcare professional): 2
	Not specified: 2
Number of attendees at engagement sessions	2 20 May (Town Hall Chambers) 1 22 May (Town Hall Chambers) 1 26 May (Loughborough Hospital) STAFF 2 27 May (Loughborough Hospital) 1 3 June (Loughborough Hospital) STAFF
Responses via online survey	5
Responses via tear-out page of document	7
Comments via email	1
Responses via feedback forms	28
Responses via letter	0
Responses via telephone calls	0
Number of requests for Trust membership information	5
SUMMARY OF COMMENTS/QUESTIONS AND RESPONSE	

1. Do you support the outlined proposal for the relocation of our adult community mental health and mental health for older people's teams to Loughborough Hospital

Number answered	For	Against
40	30	8
Comments in SUPPORT of move to Loughborough Hospital	Response	
I have been visiting Town Hall Chambers for a number of years. I do agree that, despite a lick of paint in the last few years, it is not fit for purpose.		
This would be a big asset for my family as I care for two daughters with mental health. An alanzapine & clozapine clinic would be good.		
No facilities for walking frames/wheelchairs when many older people possibly with disabilities need to attend. Not sufficient chairs available in consulting rooms.		
Easier parking as it will be free.		
Accessibility is an issue at THC. The place is falling to bits - expecially car		

<p>parking. It might help stop the hospital being sold-off. I live 5 minutes away.</p>	
<p>It makes sense to move services to the hospital which hasn't been used. The fact that the services are all on one level is a major plus.</p>	
<p>Town Hall chambers is claustrophobic.</p>	
<p>The move sounds like a good idea. I think transport links will be the main concern of people in my village, particularly for people with limited mobility. But I support the move, no doubt about that.</p>	
<p>Easier & better parking</p>	
<p>It would be nearer for us!</p>	
<p>Better access. Better parking (I hope).</p>	
<p>All NHS services should be located together easier access and car parking.</p>	
<p>Much closer to where we live</p>	
<p>I feel that the Town Hall Chambers are not appropriate even though the team do the best they can</p>	
<p>I think your service is a brilliant and much needed service and it is a bonus for Loughborough to run it.</p>	
<p>Move can't happen fast enough. The physical environment and furnishings at THC are poor and not conducive to a therapeutic environment. The reception area lacks privacy, particularly when the front door is wedged open because it is hot. The seating area is cramped, which means if one person is distressed this is passed quickly to others. I don't like the full height counter glass at THC reception, and have some reservation about the slightly lower height of glass planned for the hospital. He had some reservation about the extra bus journeys the move would mean for some patients.</p>	
<p>Reception area at the moment doesn't give confidentiality and all the publications are out of date. Downstairs rooms are either too big or too small. The larger rooms are always cold and the small always hot. Lady is disabled and uses sticks,</p>	

very difficult getting up the steps, the doorbell isn't always heard and the doors are too heavy to open.	
Reception - no privacy. Not a very nice place to come to. Very cramped in the small rooms. Service here is outstanding.	
Reception at THS is small and not very private. The small rooms at THC make you feel trapped. The rooms need decorating.	
We had an appointment to bring a friend here. Not used to Loughborough and no details on appointment letter stating where Cameron Stastny House was other than Woodgate. Also no parking - thinking it would be a hospital with parking with easy access. Thank goodness there was two nice Policemen to help us.	We are sorry to hear you had problems. We believe the parking and single-storey clinical facilities planned for the new base at Loughborough Hospital will make a positive difference to access to our services.

Comments in OPPOSITION to move to Loughborough Hospital

TRANSPORT and TRAVEL COSTS

Would prefer to stay at Town Hall Chambers for convenience.	<p>The hospital is served by public transport with access from the town centre and outlying villages.</p> <ul style="list-style-type: none"> • Kinchbus altered the route of its No 5 service to provide an additional service to the hospital – details from https://www.kinchbus.co.uk • Arriva’s 126 and 127 buses from Coalville and Shepshed both stop on Epinal Way – you can download a timetable from www.traveline.org.uk or telephone 0870 608 2608. • Roberts Travel provides the 27 route from Loughborough (BaxterGate and Barrow, Mountsorrel, Syston and Thurmaston) You can download the timetable from http://www.robertstravelgroup.co.uk/images/pdf/27.pdf • Winson coaches provide a Shepshed Sprinter service between Shepshed and Loughborough, X27 route from Rothley to Loughbroough and X120 from Markfield to Loughborough . You can download timetables from http://www.winsoncoaches.co.uk/index.php?section=813 <p>We recognise that while the move will lead to lower travel costs for some service users, others will pay a little more</p>
Further to go on the bus	
Access to Epinal Way is not easy to get to from outlying villages. Not all patients have transport. Buses from villages do not always arrive to correspond with	
It costs me £4.60 to travel to the centre of Loughborough, it would then cost an extra £4 to travel to the hospital. I don't earn a great deal and many other service users don't either. I don't own or run a car so it doesn't matter how free the parking is. Moving services away from patients is a good way of reducing the workload of the unit although it could backfire. Parking is in short supply at Loughborough Hosiptal already.	
Relocation could be useful for elderly mental health services - FOPAL unit already located there, however may be difficult for other mental health service users to access as less central for bus services.	
Not mobile, can't get there unless	

<p>a taxi, which costs money. No direct bus route either.</p>	<p>for travel to their appointment.</p>
<p>Current location is more convenient for elderly people visiting town centre using local amenities and/or local bus routes, especially if they are dependant on public transport. Good parking nearby for those using own transport/cars.</p>	<p>You might be able to claim a refund under the NHS 'Healthcare Travel Costs Scheme' (HTCS) of the cost of travelling to hospital or other NHS premises for NHS-funded treatment or diagnostic test arranged by a doctor or dentist. To qualify you must meet three conditions:</p> <ol style="list-style-type: none"> 1. At the time of your appointment, you or your partner (including civil partners) must be receiving one of the qualifying benefits or allowances, or meet the eligibility criteria of the <u>NHS Low Income Scheme</u>. 2. Your journey must be made to receive NHS-funded non-primary medical or non-primary dental care services, to which you have been <u>referred to by a GP, dentist or hospital consultant</u>. 3. For referrals made by a primary practitioner such a GP or dentist, the service must be provided on a different day and in premises other than those occupied by the practitioner who made the referral.
<p>I think it would be very inconvenient for a lot of people if this facility was taken out of the town. As far as I know there is no proper bus service to the hospital on Epinal Way in town. At least you can get here by bus or car.</p>	<p>You can find more details on the NHS Choices website at http://www.nhs.uk/NHSEngland/Healthcosts/Pages/Travelcosts.aspx</p>
<p>However, the main issue with it being relocated to the hospital is access. I do not drive and part of the reason I see the tem is because I suffer from agoraphobia. This means I have trouble getting to places. At present there is no public transport from the town centre or from where I live that takes me there. The best thing about the current location is that it is in an easy location to get to for me. Otherwise I need to make sure I have someone with me and/or pay for taxis. I think something needs to be done about public transport if more services are to move to the hospital.</p>	
<p>Like it as THC as it is familiar, coming here a long time. Reception area is a bit small and rooms could be decorated nicer so more calming atmosphere.</p>	<p>We are working very closely with staff to ensure the layout of the new facilities will improve levels of comfort, privacy and dignity for our service users. The same team members who currently support you will continue to provide your care and will be there to support you as you familiarise yourself with the new, improved environment.</p>
<p>OTHER COMMENTS ABOUT PROPOSED MOVE</p>	<p>RESPONSE</p>
<p>Quality of services</p>	
<p>Happy enough at THC</p>	
<p>Excellent service</p>	
<p>I think your service is a brilliant and much needed service and it is a bonus for Loughborough</p>	

to run it.	
Good opportunity for other hospital-based staff to work alongside services. Would advise staff engagement on the revamp to all necessary requirements are ergonomically designed.	Thank you. Staff have been closely involved in plans for the layout and facilities at their new base and we have been listening to service users regarding furnishings to help ensure they feel comfortable and supported in the new environment. For example height/size appropriate chairs.
Continuity of care	
Concerned about appointment date being changed/cancelled and with same doctor.	Every effort will be made to ensure that there is as little disruption as possible to the continuity of care-
Doesn't like change, feels anxious that wouldn't see Dr. XXX if service moved, but as long as able to see (Dr XXX) wouldn't mind the move.	You will continue to see the same people who are currently caring for you and our staff will be there to support you through the change. We will make the transition to the new base as smooth as possible for you.
Travel and access	
Relocation could be useful for elderly mental health services – FOPAL unit already located here. However, may be difficult for other mental health service users to access, as less central for bus services	Please see earlier responses relating to public transport and the criteria for help with travel costs associated with NHS-funded appointments.
Since moving the urgent care centre, it is now out of my reach, so in the event of a problem I would have to call an ambulance. The old hospital site is empty, perhaps a purpose built centre should be built there. Perhaps you ought to consider handing out permits to travel from Loughborough town centre to the hospital and back. I don't think I could afford the extra travel costs.	
Parking?	
Concerned about how to get there, as no direct bus service & expensive. A friend could take her.	

My only concern is parking at Loughborough Hospital. As it is already quite congested in the afternoons when there are OPD appointments & ward visiting.	
Access to parking at the front of the hospital is not good but disabled parking is good	Additional spaces were created for the hospital when the urgent care centre relocated to the site from the town centre. While it might not always be possible to park right outside the entrance to the service, spaces are provided both to the front and the rear of the hospital, and there is ample space for dropping off patients whose mobility might be limited. The new mental health team facilities will be located immediately in front of Entrance 3 and all on a single level.
Resources, development of services	
It would be helpful to have some new signage inside the hospital to flag up the League of Friends service at entrance 1 – I think the MHSOP service users in particular are likely to have carers with them who will appreciate those facilities.	Thank you for highlighting this and we will be acting on your suggestion.
I cycle everywhere – additional cycle racks closer to the entrance to new services would help with accessing.	Thank you for your suggestion. We will need to consider this in light of the parking needs for the site. Cycle racks are provided at the hospital and are no further than a minute or two from the entrance to the new community mental health department.
Please provide a variety of chairs for heavier patients - some with arms, some without.	Thank you for your suggestion.
Prior to being the walk-in centre, the building was used by all district nurses, health visitors, chiropodists and red cross, for the whole of Loughborough. Surely mental health is not bigger than these?	The new services will not replace other community health services in the hospital building. The area to be occupied by the two community mental health teams has been empty and unused for some years.
Good opportunity to work alongside services. Advice -	

staff engagement on the build so all the necessary requirements are ergonomically designed.	
Is there going to be an opportunity for other LPT Services (ie LD Services) to access rooms at Loughborough Hospital? We are always looking for hot desking opportunities but also rooms where we could hold groups for small numbers of our patients on a regular basis. Has it been considered if the LD Charnwood Services could be based out at Loughborough Hospital with our Mental Health colleagues?	The relocation of our adult and older persons mental health services to Loughborough Hospital will involve us making full use of the clinical space to meet current clinic demands. This will leave little capacity for ad hoc and crisis work for the teams who move across. It follows that it would be difficult to provide ad hock and group access to other services.
Future proofing the new service	
Just keep an eye on car parking and public transport as the future develops; make sure carparking, in particular, gets put in place ahead of growth in demand	
Diminishing services are putting the elderly at increasing inconvenience and greater potential risk/isolation from the local services	
Quality of new proposed facilities	
Will there be a facility for staff moving to the new base to have desks of their own and not have to hotdesk. Also sit together so they can ask and answer questions of each other easily.	Plans are ongoing and service managers are working with our estates team to accommodate requests where possible.
Mix of services on single site	
How appropriate is the area of use at Loughborough Hospital for drugs and alcohol services (taking into consideration those services already sharing that area)	The teams relocating are not drugs and alcohol service. The services we are relocating to Loughborough Hospital are community-based mental healthcare services providing care and support for a wide range of mental health needs and our service users are representative of any cross-section of the local population who might find themselves sharing any local services such as GP surgeries, local supermarkets, public transport, school and nursery provision for their children or workplaces, for example. Security arrangements for the new
No security services on site to assist with	

disruptive clients	services based at Loughborough will be comparable with any of these.
Other	
Do we know if there will be clinics and what days they will run and will it be on weekends also?	The services do not run at weekends. There will be clinics running Monday to Friday, 9-5 except Bank Holidays-
OTHER COMMENTS ABOUT SERVICES	RESPONSE
The people and help I have received have been excellent. However, what wasn't and occasionally still isn't is the waiting times. I had to wait over 18 months to see a CBT person on a one-to-one basis. When taking into consideration how much CBT is now being talked about as an alternative to trying medication first, these waiting lists need to be looked at.	Although the CBT clinic running currently at Town Hall Chambers will be relocated to Loughborough Hospital as part of the planned relocation, this move will not address broader issues around waiting times for service provision. We would ask you to contact the service directly to discuss any concerns.
Also, for over a year I was constantly seeing locums due to long-term sickness and staffing issues. Again, while this cannot be helped and the people I saw were all very good	We are working to address this and are hopeful this will be resolved soon with the appointment of a permanent staff member.
I trained with Loughborough CMHT as a student mental health nurse. The sign-posting facility and supported weekly activities programme was A1. Staff-retention was always an issue.	
We do NOT have email. Many elderly carers do not have a computer.	We always aim to make information for service users and carers as accessible as possible and your local team will always be happy to discuss your needs with you. Information is made available online and electronically in addition to print to make this choice as wide as possible.
Some need more training on LGBT persons as some seem surprised when I talk to them.	As a Trust, we aim to make sure our work, and the services we commission, promote equality, diversity and human rights, are fair, responsive and reflect local needs. We will always welcome feedback and would ask that you discuss any concerns you might have with the service manager or, if you prefer, with our Patient Advisory and Liaison Service by emailing PALS@leicspart.nhs.uk or calling 0116 295 0830 Monday to Friday 9am - 5pm

As an outpatient at Town Hall Chambers, I find it very distressing at the lack of continuity and continual change/rapid turn-over of staff. I need continuity but I think I must now be on double figures in psychiatrists/trainee psychiatrists.	<p>As explained earlier we are hopeful of appointing a permanent member of staff very soon.</p> <p>LPT is a training hospital and as such all areas have trainee psychiatrists and junior doctors on a rota. If you have particular concerns about seeing junior doctors or trainees please speak to your consultant or team manager to enable consideration of alternatives.</p>
Keeping community mental health services within local communities is vital. The recent move to centralising these results in disengagement by people who need that help – travelling to Leicester on two buses when in crisis is too much to expect	<p>The move from leased premises in Loughborough town centre to LPT-owned facilities at Loughborough Hospital underlines our commitment to keep community mental health services for the population of Charnwood in the heart of the local community.</p> <p>We have extended the support available immediately to people who need urgent support with their mental health needs, for example with the introduction of out of hours telephone support.</p>
Diminishing services are putting the elderly at increasing inconvenience and greater potential risk, isolation from local services	<p>The relocation of our community health teams will not lead to any reduction in the service we provide for adults or older people who use our services. This move is an investment aimed at improving the patient experience and environment and enhancing the quality of care we provide.</p>