

# deciding together delivering together

Designing inpatient and  
community mental health services

## Deciding Together Delivering Together Project update – April 2019

### In this issue

- ▶ Enhanced bed management and the trusted assessors
- ▶ Improving adult inpatient wards
- ▶ Cragside Court refurbishment
- ▶ Opening of 'Rose Cottage' 1940s/'50s reminiscence room
- ▶ Cragside launch carers' hub
- ▶ Newcastle Hospitals – vision for older people's health
- ▶ Developing services for older people
- ▶ Getting help – access to mental health services
- ▶ Community mental health services
- ▶ Multi Agency Hub (MASH)
- ▶ Digital Tools supporting people in a crisis
- ▶ 'Experiences of mental health services in Newcastle and Gateshead'
- ▶ ReCoCo: The Recovery College Collective
- ▶ The power of lived experience and workforce capacity building

Thank you for taking the time to read this update about Deciding Together, Delivering Together (DTDT).

This bulletin sets out some of the areas and the progress we have made since January 2019. While some of these have happened as a direct result of Deciding Together, Delivering Together others have taken place through other developments and initiatives.

The NHS Long Term Plan has been published since the last update. The Long Term Plan has a strong focus on adult mental health services and builds on the recommendations of the 5 Year Forward View and other mental health policies and strategies. Many of the priorities and principles identified in the Delivering Together design workshops are echoed in the Long Term Plan. The Plan talks about getting help quickly and easily when you need it and improving the clinical and physical environment in inpatient care. It highlights the need for system change and workforce development which all have an impact on mental health. These were themes throughout the workshops.

## Enhanced bed management and the trusted assessors

Northumberland, Tyne and Wear NHS Foundation Trust (NTW) has supported the development of an Enhanced Bed Management (EBM) service to improve the experience that people have using our inpatient services from admission, during treatment and discharge.

This service helps to:

- ▶ use the skills of medical staff and Multi-Disciplinary Teams (MDTs) to support people moving through their care pathway including the discharge process.
- ▶ test the national role of Trusted Assessment in Mental Health services. NTW is the first mental health Trust to have implemented this new national role of Trusted Assessment (TA) into mental health services.
- ▶ pull together up to date information about potential delays, know what might delay somebody's discharge and where beds are available. All this helps people to move through their care pathway more quickly and efficiently.
- ▶ ensure that lengths of stay for our patients are appropriate.
- ▶ reduce the reliance on out of area beds.

Trusted assessors were discussed in all of the DT workshops. The role of the Trusted Assessor is to work with MDTs to deliver an appropriate, timely and safe discharge. This new role is being evaluated over an eight month period and learning from this project will be used in other areas as we look to develop this role.

## Improving adult inpatient wards

NTW services at the Centre for Ageing and Vitality, including the Hadrian Clinic, will remain on site for up to three years to enable the changes proposed in the 'Deciding Together' process to be agreed and implemented.

NTW is improving adult inpatient wards, a key outcome from the Deciding Together consultation programme. NTW have been working on a plan following the announcement of £54m in public funding to improve buildings and the estate within secure care services and the development of a state-of-the-art adult acute care facilities on the St. Nicholas' Hospital site. NTW are now working on delivering this and expect the new centre of excellence to be open in 2023. The wards at the Hadrian Clinic are being refurbished, with a programme of works across the next six months. One ward is complete and is occupied by Lowry which is a female assessment and treatment unit.

Refurbishment work will continue and will be finished by September. The wards from Tranwell unit in Gateshead will then move across and will result in two female wards and one male ward in Hadrian with a further male ward at St Nicholas Hospital. This is an interim move with planning in development that will see all wards moving to improved accommodation on St Nicholas site within the next 3-4 years.

As part of this planned development NTW recently hosted a positive visit by Gateshead Overview and Scrutiny Committee (OSC) to explain the plans over the next few years. NTW will be involving people when designing the new state of the art facilities.

NTW also provides older people's services in Akenside and Castleside within the Centre for Ageing and Vitality and these services will remain where they are during this time, while future accommodation is being considered. There will be no change at the present time to the accommodation at the Centre for Ageing and Vitality where Community Older People's Services are based.

**Gateshead hospitals** has recently completed a major refurbishment of its inpatient facilities for people with cognitive conditions.

A mental health unit for older patients with dementia is set to offer a wide range of benefits for patients after a £750,000 makeover.

<https://www.qegateshead.nhs.uk/node/1893>



The significant investment in the Cragside Court unit at the hospital provides a wide range of improvements for patients and enables staff to offer much better care in a modern, safe and therapeutic environment.

The transformation of the unit will enable staff to provide a much better service for patients in the hospital and many of the people working there have been closely involved in the new designs for the building.

In this new video Nurse Consultant Kelly Chequer explains what the improvements will mean for care in Gateshead <https://youtu.be/sLfinj4cVKo>



### **Opening of 'Rose Cottage' 1940s/'50s reminiscence room**

On 3 December, Alderwood respite and assessment unit had the grand opening of Rose Cottage: a beautiful, dementia-friendly reminiscence and activity room!

Anyone is welcome in Rose Cottage — residents, relatives, and carers. The room has been set in the style of the 1940s and '50s to help people who have dementia feel at home, making it an ideal area to reminisce.

The room is filled with familiar smells and sounds, along with many activities to help everyone relax and use all their senses.

<http://www.mentalhealthconcern.org/services/rose-cottage-194050s-reminiscence-room-opens/>

### **Cragside launch Carers' Hub NHS Gateshead**

Cragside Court hosted a special Time to Talk and Carers' Hub in the newly refurbished family hub on the 7th February, in honour of Time to Talk day. The support for carers and the holistic approach to care were highlighted throughout the workshops.

<https://www.qegateshead.nhs.uk/node/1915>

## **Newcastle Hospitals – a vision for older people’s health**

An ambitious vision to re-develop the former General Hospital site in the West End of Newcastle is being proposed by Newcastle University.

This follows the agreement to purchase the site for £7.47M from the current owners, Newcastle upon Tyne Hospitals NHS Foundation Trust. By 2040, one in seven of us will be over 75 and our ageing society has been identified as one of four Grand Challenges in the UK Government’s Industrial Strategy. The vision will address this challenge by developing and expanding the current Campus for Ageing and Vitality. The proposal is for a mixed-use development covering the 29 acre site incorporating elderly care, research facilities and a residential zone for housing and business development.

Development of the vision is being led by Newcastle University working in collaboration with Newcastle Hospitals and Newcastle City Council.

<http://www.newcastle-hospitals.org.uk/news/news-item-23628.aspx>

## **Getting help – access to mental health services**

Deciding Together identified this as a key area requiring development. We are currently improving access to information about what services are available through Information Now [www.informationnow.org.uk](http://www.informationnow.org.uk) and OurGateshead [www.ourgateshead.org](http://www.ourgateshead.org)

Linked with Deciding Together and also the Long Term plan there is work happening around Urgent and Emergency response which is being led by the CCG this will look at how urgent requests for help are responded to, including individuals presenting in crisis, at Liaison services and to emergency services, are supported by the whole system. This work will consider how individuals are ‘stepped up’ and ‘stepped down’ in terms of the intensity of support offered by the whole system, and how Urgent Response services link to other parts of the pathways.

The Long term plan talks about strengthening and developing the role of the 111 service when responding to somebody presenting with a mental health crisis so work is already happening about how that would link with current crisis services.

## Community Mental Health Services

### NTW community treatment teams (CTT)

The need to improve and strengthen community services was also one of the themes that came out in the Deciding Together workshops. There have been a number of changes within the NTW CTT in both Newcastle and Gateshead:

- Mental and physical wellbeing pathway for people who are on long-term medications to ensure that people's physical health and wellbeing is monitored and maintained.
- If people start to become unwell and they need more intensive support they can get it from people within the wider community team that they know, this is known within the team as 'step up'. This will prevent people from getting worse and needing support from the crisis team.
- A buddy system for care co-ordinators this means that a care co-ordinator can ask somebody else from the team to visit somebody if they are concerned about them or they need a medication check. This provides continuity for people if their care coordinator is on holiday or not available.
- Recovery clinics: led by a nurse this clinic supports people to prevent relapse, manage their medication, manage their long term mental health conditions or helps people to prepare for being discharged from the team.
- Teams have developed their links with primary care and Local Authority through regular meetings

### Developing services for older people

The older people's mental health and dementia steering group which works across Newcastle and Gateshead is currently looking at a variety of models which will deliver a more integrated approach when responding to the physical, mental and social care needs of older people in crisis. This was highlighted as a gap in both Newcastle and Gateshead during the workshops.

### Newcastle adult services continue to work with partner agencies to develop the Multi Agency Hub (MASH) for Safeguarding Adults

Newcastle Adult Services continue to work with partner agencies to develop the Multi Agency Hub (MASH) for Safeguarding Adults. Northumbria Police and adult services are now co-located and there will be a mixture of virtual and co-location relationships with additional key safeguarding partner agencies including NTW. Around a quarter to a third of the safeguarding referrals relate to adults with a mental health need.

The MASH acts as the first point of contact, receiving new safeguarding concerns or enquiries and collates information from different agencies to build up a picture of the circumstances of a case. The agencies involved will quickly share information on a case and make a swift decision on the most appropriate action needed. This ambitious co-location of teams will facilitate even closer working relationships across the multi-agency partnership, ensuring that people get the help and support they need in a timely manner and in doing so, delivering improved outcomes for adults at risk.

## Digital Tools supporting people in a crisis

One of the principles identified in Deciding Together was

### **‘Common sense confidentiality approaches, including common approach to risk management and sharing of risk information’**

Digital tools developed by Northumberland, Tyne and Wear NHS Foundation Trust (NTW) are being made available across the country as part of a new national range of toolkits for other NHS organisations. Mobile access to patient records is used by NTW staff to support the provision of mental health and disability services every day in hundreds of locations across the north east, from the Trust’s own bases to GP surgeries, private homes, public spaces and street triage services delivered in partnership with Northumbria Police.

One of services benefitting from NTW’s use of digital technology include the street triage team which brings together dedicated officers from Northumbria Police and mental health nurses to assess police incidents and provide support to those who have mental health issues.

The NTW street triage staff are all equipped with mobile devices giving them access to NTW’s electronic patient record system, which allows them to determine the most appropriate response based on both current circumstances and historic information.

Since its formation the team has seen a dramatic reduction in the number of people being unnecessarily detained by the police under the Mental Health Act.



## **‘Experiences of mental health services in Newcastle and Gateshead’**

Healthwatch Newcastle and Healthwatch Gateshead have recently completed a project that gathered people’s views and experiences of local mental health services. Please feel free to forward the report to any of your colleagues who may be interested.

Working with three external organisations (Changing Lives, Forward Assist and Citizens Advice Gateshead) we have been able to gather the views and experiences of six groups who had not been involved, or had only limited involvement, in recent reviews of local mental health services.

The groups were:

- ▶ Lesbian, Bisexual, Gay and Transgender (LBGT) community
- ▶ Veterans
- ▶ African/Caribbean community
- ▶ Students in higher education
- ▶ People who are homeless/living in insecure accommodation
- ▶ People in receipt of Universal Credit

The report collates the views gathered from all six groups and recommends some actions that could be taken to improve mental health services. A report has also been produced for each mini project.

To view these reports please visit: [www.healthwatchnewcastle.org.uk/about-us/reports](http://www.healthwatchnewcastle.org.uk/about-us/reports)

If you have any questions about the report or if you would like someone to come and present the report to your organisation or group please contact my colleague Lyndsay Yarde 07954 413 773 [lyndsay@healthwatchnewcastle.org.uk](mailto:lyndsay@healthwatchnewcastle.org.uk) who led this project.

## **ReCoCo: The Recovery College Collective comes to Gateshead Saltwell Park Bowling Pavilion (training rooms)**

Tyneside Recovery College and many voluntary sector groups have come together to form the Recovery College Collective, ReCoCo. The college is a place where people who experience or have experienced mental health difficulties can come together, make connections and develop their knowledge and skills in relation to recovery. It's also a safe place to go when individuals feel that they are in need of extra support.

Based at Anderson House the college runs a variety of creative, educational and support-based classes. All courses are free and open to anyone who would find them helpful in their recovery from mental illness, substance misuse, trauma or distress, or to anyone who might find them beneficial to their wellbeing.

ReCoCo have been offered a free lease and running costs for two years, funded through Gateshead Innovation fund. This will allow them to run some groups and activities out of a base within Saltwell Park. This gives the opportunity for some different/ outdoors kinds of activities. This new development will also strengthen their work with other organisations, wider community groups and the general public in Gateshead, thus reducing stigma around mental health.

To find out more:

Telephone: 0191 261 0948

Website: <https://www.recoverycoco.com/>

Email: [info@recoverycoco.com](mailto:info@recoverycoco.com) Cost: Free

Contact address: Anderson House, Market Street, Newcastle upon Tyne, NE1 6XA



## The power of lived experience and workforce capacity building

The power of lived experience and workforce capacity building Fulfilling Lives Newcastle Gateshead strives to embed the voice lived experience within four key areas – Criminal Justice, Substance Misuse, Mental Health and Homelessness. There is an Experts by Experience Network. Further information about the work they do and the impact they are making across Newcastle and Gateshead is available at <http://www.fulfillinglives-ng.org.uk/experts-by-experience/get-involved/>

Fulfilling Lives run regular multi-agency training courses for all staff working within services across Newcastle and Gateshead offering support to people experiencing multiple and complex needs. Their free and comprehensive workforce development package delivered by staff and experts is open to all services in the region and covers five key skill areas:

- Co-Production
- Multiple and Complex Needs Awareness for multi-agency frontline staff
- Peer Research
- Psychologically Informed Environments (PIEs) for services
- Systems Theory/Thinking

For further information about any of the above please get in touch with Lindsay Henderson, Programme Manager

Email: [info@fulfillinglives-ng.org.uk](mailto:info@fulfillinglives-ng.org.uk) or [ebenetwork@fulfillinglives-ng.org.uk](mailto:ebenetwork@fulfillinglives-ng.org.uk)

Tel: 0191 273 8891

Address: Fulfilling Lives Newcastle Gateshead, c/o Changing Lives, Elliott House, 4 Bentinck Terrace, Newcastle upon Tyne NE4 6US

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If you would like to include any information in future newsletters or have any queries please contact us on 0191 2467238 or email: [deliveringtogether@ntw.nhs.uk](mailto:deliveringtogether@ntw.nhs.uk)