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COMMUNICATION AND ENGAGEMENT PROCESS

CAMHS LD SHORT BREAK SERVICES (DURHAM)

1. INTRODUCTION & PURPOSE

This report details the outcome from the recent public engagement exercise the Trust, in partnership with NHS Durham carried out regarding the proposed relocation of Short Break Services for Durham.

This report describes the methodology used during the public engagement process and summarises the feedback, issues and comments raised by stakeholders.

2. BACKGROUND

A public engagement exercise was carried out by the Trust, in partnership with NHS Durham between June and December 2010 regarding the proposed relocation of short break services in Durham.

The Trust, in partnership with NHS Durham developed a robust communication and engagement plan, focusing on parents / carers / guardians of children and young people using the service and also included local stakeholders. This plan was developed and implemented between June and December 2010. The aim of this activity was to:

- Effectively communicate the reasons for the change and the details of future service provision;
- Provide an opportunity for questions, concerns and suggestions to be raised and answered (i.e. involvement);
- Ensure that issues raised are appropriately responded to and taken on board;
- Ensure that statutory duties under section 242 NHS Act 2006 and Local Government and Public Involvement in Health Act are met.

The full plan is attached at **Appendix A**

The proposed relocation of the existing service, currently provided at Heathway Houses, Seaham, to the Holly Unit, West Park Hospital, Darlington is at present, seen as an interim solution. Following its relocation, NHS Durham intends to carry out a review of existing services and develop proposals for the longer term. Discussions between the Commissioner and key stakeholders, including patients and their carers will then take place around the future of the service, including its permanent location. As, ultimately, these discussions will determine the future service model and location, a formal 13 week consultation will then take place.

DRAFT

3 METHODOLOGY

As part of involvement and consultation, a range of mechanisms for seeking and recording the views of parents / carers / guardians of children and young people using the service and local stakeholders were used:

- **Public Meetings** – An open evening was held at the Holly Unit, west park in October 2010. Parents, carers, children and other key stakeholders were invited to look around the new units, speak to staff and raise any concerns or issues that they may have.
- **Meeting with organisations/groups** – The Project Manager and Service staff have met with Commissioners, Local Authority staff, Overview & Scrutiny Committee and LINK members from Durham.
- **One-to-one meetings with parents, carers and guardians** – All parents, Carers and Guardians received a letter that explained the rationale behind the proposed relocation and invited them to speak to staff to raise any concern or issues they might have.
- **Surveys** - A short questionnaire was also included with the letters to provide an alternative way to record their comments, concerns etc. An example letter is attached at **Appendix B**.

Both the involvement activity and the consultation was recorded, detailing actions taken to capture views, opinions expressed and how these have been taken on board.

4. ENGAGEMENT

4.1 Parents, Carers, Guardians & Service Users:

Letters were sent to all Parents/Carers/Guardians of existing service users, inviting comments and concerns regarding the proposed moves. Parents were invited to speak to a member of staff or complete a short questionnaire included. Very few comments were received. The main concern raised was that the service should continue unchanged and that the existing staff team would remain. The Trust could reassure them that this was the case. A couple of parents from Durham asked whether the existing transport arrangements to and from school would continue. The Trust has spoken to Durham Local Authority and they have reassured the Trust that this will be the case. The Trust has relayed this information to parents.

4.2 Open Evening

An open evening was held at the Holly Unit in October 2010. The evening was well attended by Parents and their children, Commissioners and Local Authority Officers. Staff showed parents and their children around the unit and provided an opportunity to ask questions and raise concerns. Comments received were very positive, particularly regarding the very high standard of the new buildings. Parents were also encouraged to speak to Commissioners present and parents had the opportunity to speak to the Chairman of the Durham Overview and Scrutiny Committee. Both Commissioners and Local Authority officers reported that comments received were very positive and

DRAFT

supportive of the proposed move. Concerns raised were mainly around the proposed future review of the service and any plans the Commissioners may have for future provision.

4.3 **Overview & Scrutiny Committee**

NHS Durham and the Trust presented the proposal to the Durham Joint Health Overview and Scrutiny Committee in October 2010 (21/10/2010) – The Committee agreed to support the move to relocate and re-provide short-break provision from Heathway, Seaham to The Holly Unit, West Park, Darlington as an interim solution with a view to a longer-term planned solution for this cohort of young people, parents/carers/staff and stakeholders through the Communication and Engagement Plan.

4.4 **LINK**

The Trust wrote to the Durham LINK, providing them with a detailed briefing paper and inviting them to raise any concerns etc. Durham LINK visited both the existing Heathway and proposed Holly Unit, speaking to staff and provided a report of their findings. The report is fully supportive of the proposed relocation and is attached at **Appendix C**.

4.5 **Staff**

Staff have been fully informed and involved through this process as set out within the Trust Organisational Change Policy. The proposal was initially discussed with Staff-side representatives and then at JCC on 09/09/2010. A staff meeting was held at Heathway and staff were seen on a 1:1 basis to provide an opportunity to raise concerns etc. Following a visit to the proposed unit, all but one member of staff has elected to relocate as proposed. The member of staff unable to relocate due to transport issues will be re-deployed elsewhere within CAMHS.

4.6 **GPs**

All GPs of existing service users were contacted and provided with a briefing paper. The Commissioners also communicated with the PBC Board for Durham. No concerns or issues have been received by the Trust.

4.7 **Local Authorities**

As set out in the Engagement Plan, Durham Local Authority was informed of the proposed relocation. The issue of transport was discussed at a face-to-face meeting between NHS Durham and Durham County Council, the Local Authority confirmed that they had no concerns and transport would continue as currently.

4.8 **Wider Stakeholders**

A number of other stakeholders were informed and invited to comment as set out in the engagement plan. The MPs for the relevant geographic areas were also written to and all confirmed their support. The Trust received an email from the Easington MP raising concerns regarding the relocation of Heathway. He appeared to be under the misunderstanding that the Holly Unit was located on an industrial estate and he asked whether the appropriate transport arrangements would continue. The Trust replied, reassuring him

DRAFT

regarding the location and transport arrangements, an invite was also extended for him to visit Holly Unit. No further comments or concerns have been received.

5. CONCLUSION/NEXT STEPS

The immediate proposal, to transfer the current services to their new location would normally be classed as a 'substantial variation in service' under the terms of NHS Act 2006 section 244, and thus require formal 13 week consultation with Overview and Scrutiny Committee. However, as the premises are no longer fit for their original purpose and pose a potential risk to the health, safety and welfare of staff and patients, the PCT agreed that an exemption to this requirement would apply.

Relocation of both services will have a demonstrable improvement on the quality of the service.

An extensive engagement process was carried out as set out within the attached plan. Overall, the proposed relocations have been supported with very positive feedback received from Parents and Carers. The engagement process is now complete and this report, summarising this process and the outcome will be posted on the Trust and PCT website. The report will also be taken to the Durham Joint Health Overview and Scrutiny Committee for information.

The existing services at Heathway Houses, Seaham, will close and relocate to its new accommodation during the week commencing 7th March 2011. The new service will become fully operational from Monday 21st March 2011.

David Kerr
Project Manager

DRAFT
APPENDIX A

COMMUNICATION AND ENGAGEMENT ACTION PLAN (June – December 2010)

Short Break Residential Services for Children and Young People with a Learning Disability and Complex Health Needs

Date	Purpose	Audience	Activity	Location	Action	Progress/Completion
October 2010	Informing & Involving	Parents of children and young people currently using the service	Letters sent to all parents / carers / guardians outlining service change, inviting participation in involvement & pointing to future consultation	N/A	DK	Complete Sent 07/10
October 2010	Informing & Involving	Durham Joint Health Scrutiny Panel & four local OSCs	Briefing Paper sent enclosing C&E Plan, plus letter inviting participation in involvement, offer to attend a meeting & pointing to future consultation	N/A	LR/LM	Complete 21/10
October 2010	Informing & Involving	Durham LINK	Briefing Paper sent enclosing C&E Plan, plus letter inviting participation in involvement, offer to attend a meeting & pointing to future consultation	N/A	DK	
October 2010	Informing & Involving	Key local stakeholders: <ul style="list-style-type: none"> • MPs • CLDC/CLMC/CLPC/CLOC • PBC Groups • Board • Professional Executive Committee (PEC) • VDAs • NESHA 	Letter sent outlining service change, inviting participation in involvement & pointing to future consultation	N/A	DK/LR	Complete
October 2010	Informing & Involving	Voluntary and community sector stakeholders: to be determined	Letter sent outlining service change, inviting participation in involvement & pointing to future consultation	N/A	DK/LR	Complete

DRAFT

October 2010	Informing & Involving	Parents of children and young people using the service, the public and local stakeholders	Information outlining service change, inviting participation in involvement & pointing to future consultation available at www.tees.nhs.uk & www.tewv.nhs.uk	N/A	LR/JO	Complete
October 2010	Informing & Involving	Parents of children and young people using the service, the public and local stakeholders	Press release to local media	N/A	JO/LR	Complete
October 2010	Informing & Involving	NHS Durham and Provider Staff	Articles in staff newsletters outlining service / change, inviting participation in involvement & pointing to future consultation	N/A	LR	Complete
October 2010	Informing & Involving	Independent Contractors and Staff (Dentists, GPs, Opticians, Pharmacists)	Articles in newsletter <i>Contractors' Chronicle</i> outlining service change, inviting participation in involvement & pointing to future consultation	N/A	LR	Complete
October 2010	Informing & Involving	Local Authorities including Education	Meetings	TBC	LR	Complete
28 Oct 2010	Informing & Involving	Parents of children and young people using the service and local stakeholders	Open Meeting, 6.30pm	Holly Unit, West Park	DK	Confirmed
Nov 2010	Informing & Involving	Parents of children and young people using the service and local stakeholders	Collation of comments received during involvement, production & distribution of report	N/A	DK/LR	Complete

Key

DK David Kerr Project Lead / Senior Operational Support Manager, Tees, Esk and Wear Valleys NHS Foundation Trust
 JO Julie Oliver Head of Communications, TEWV
 LR Lorrae Rose Commissioning Manager, NHS Durham

DRAFT
APPENDIX B

4th October 2010

Ref: DK/DJ/ED/HW

Dear

Re: Short Break provision at: Heathway, Seaham

As you may know, Tees, Esk and Wear Valleys NHS Foundation Trust has provided the Short Break service from Heathway Houses in Seaham for a considerable number of years, and throughout this time, the needs of the children and Young People using the service have become increasingly complex, particularly over recent years.

The existing accommodation is now far from ideal to meet the needs of the children and often results in the service being limited or reduced. In addition to this, the owners of the building have approached the Trust and asked that we vacate the building as soon as possible as they now wish to dispose of the property. The Trust is therefore proposing to relocate the service to a new and purpose built single storey unit, a short distance away in Darlington, towards the end of the year.

The Trust believes that this move is necessary in order that it can provide a high standard, safe and accessible service, something that is becoming increasingly difficult at Heathway.

The new unit has a number of advantages over the existing accommodation:-

- New, purpose built accommodation
- Single Storey
- Light, modern, spacious
- Better access to unit, excellent parking
- Good transport links to site

As a service, we value your views and respect that you may have some concerns regarding this proposal. With this in mind, we are holding an open evening between 6:30 and 8 pm on the 28th of October at the Holly Unit, situated at the front of the West Park hospital site in Darlington. You will be able to see the excellent accommodation for yourself and have an opportunity to discuss your views and concerns with staff.

I would be grateful if you could contact myself, Diane James on 01642 283671 or 07795126380 before Friday 22nd October to confirm whether or not you are able to attend this meeting.

DRAFT

In the meantime, should you like to speak to a member of staff on an individual basis, please do not hesitate to let me know and I will be happy to discuss your concerns with you. Alternatively, please complete and return the attached form to myself by 22nd October, either in person or to the address at the bottom of the form.

Yours sincerely

Diane James

Unit Manager

Child LD Services

Children & Young Peoples Directorate

DRAFT

Short Break provision at: Heathway Houses, Seaham

We would like to hear your views about our proposal

Your views are important and we would very much appreciate hearing your thoughts on the following:

What do you think about the relocation?

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Do you have any suggestions for the new premises?

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Do you have any concerns about the new premises or relocation?

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Do you have any further comments or suggestions?

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Please return to:

Diane James
Unit Manager
Child LD Services
179 Normanby Road
South Bank
Middlesbrough
TS6 6SR

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APPENDIX C