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WALES

Bwrdd Iechyd Prifysgol  
Aneurin Bevan  
University Health Board

# **REDESIGNING MENTAL HEALTH SERVICES FOR OLDER PEOPLE**

## **CONSULTATION DOCUMENT**

### **NOVEMBER 2017 – JANUARY 2018**

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# 1. PURPOSE

Aneurin Bevan University Health Board wishes to consult with people living or using services in Gwent on the future shape of services for older adults with a mental health need. This paper provides information to people who want to take part in the consultation process.

We have been talking to people for some time about what they believe to be important in the design of older adult mental health services. It is the ideas that have emerged through this process that we are now consulting on. Specifically:

**The re-development of mental health services for older adults with a preferred option of enhancing community based services and consolidating in-patient provision to a smaller number of centres of excellence.**

You can contribute to the consultation by using the questionnaire at the end of this document. You may also wish to offer a more detailed response and can do so through the following arrangements:

**E-mail:** [OAMHEngagement.abb@wales.nhs.uk](mailto:OAMHEngagement.abb@wales.nhs.uk)

**Address:** Ms Sara Kay-Green,  
Administration Officer,  
First Access Building,  
County Hospital,  
Coed-y-Gric Road,  
Griffithstown,  
Pontypool,  
Torfaen  
NP4 5YA.

There will also be a series of consultation events that you may wish to attend.

For your views to be considered as part of the consultation, there is a final date for submission of 26<sup>th</sup> January 2018.

## **2. MENTAL HEALTH SERVICES FOR OLDER PEOPLE IN GWENT**

### **2.1 Defining Older Adult Mental Health**

Within Wales, we know that people are living longer and that in twenty years time one in four people will be over 65 years of age. The numbers of people aged over 85 will more than double in the next twenty years.

Dementia is more common as people grow older and currently affects 1 in every 14 people over 65 years of age. The likelihood of being affected by dementia increases as you grow older. Within the UK an estimated 750,000 people suffer from dementia and the number is projected to rise to over 1 million people within the next 10 years. In Gwent it is estimated that by 2035 over 11,000 people will have some form of dementia compared to around 7,500 in 2015. Medically, dementia is sometimes known as an 'organic' illness.

Older people can also experience mental health difficulties in the same way as younger people. Examples of these are anxiety, depression and schizophrenia. These are sometimes known as 'functional' mental illnesses.

### **2.2 How are older adult mental health services currently organised?**

Aneurin Bevan University Health Board provides a range of health services for older people with both organic and functional mental illness. Services are provided to people who live in Blaenau Gwent, Caerphilly, Monmouthshire, Newport and Torfaen. We cannot do this alone and therefore, staff in our services work very closely with GPs, other parts of the health service, social services, housing and voluntary organisations.

Most mental health services are provided locally by staff working as part of teams based in the community and include doctors, nurses, psychologists, occupational therapists and social workers. They provide a range of services to help to support people living at home or in the community.

Each borough also has specialist memory assessment services that provide access to specialist assessment, diagnosis and treatment for individuals with memory loss or dementia.

A smaller number of people may need admission to hospital for specialist assessment or treatment of their mental health condition and we have a number of hospital wards at different locations across the Health Board for this purpose.

In addition we also have a specialist psychiatric liaison service that works within the Royal Gwent, Nevill Hall and Ysbyty Ystrad Fawr Hospitals and our other general hospitals to offer specialist assessment and intervention for people identified as having mental health needs while being treated for other physical illnesses.

*Within Gwent:*

- *16,000 visits are made by the Community Mental Health Team per year.*
- *8,000 people visit Memory Assessment Clinics per year.*
- *Approximately 400 people spend time on an older adult mental health ward each year.*
- *2,700 people with mental health needs are seen within a hospital setting by the psychiatric liaison service, each year.*

### **3. WHAT HAVE PEOPLE TOLD US IS IMPORTANT ?**

Asking people what they think is really important to the Health Board. Earlier this year we spoke to many people through a range of public and staff engagement meetings to find out their ideas and priorities for older adult mental health services in Gwent.

We held twelve public road shows and six staff events to gather people's views on what was important to them. The themes that came from that work showed that people want to have care and support in their community, as close to their home and family as possible, and only want to come into hospital when really necessary. Specifically they asked:

- To be seen by the same people with the right skills and experience (*Right People*)
- For services to be available in the right place when they needed to access them (*Right Place*)
- To have services and people working together when planning and delivering care with good communication between everyone involved in providing support (*Right Thing*)
- To have confidence that services are safe and sustainable and fit to meet future challenges (*Right Future*)

We used the information from the meetings to hold two workshops with patients, carers, staff, local authority representatives and the community health council to give some thought to how services could be designed in the future to deliver these aspirations.

## **4. FUTURE VISION**

- Provide the most appropriate and best possible care, treatment and support to older people with mental health problems. To do this we want to attract and retain the best staff possible and ensure that our services are fit for the future.
- Provide more services closer to where people live, and have strong community teams supporting people to remain independent for as long as possible in their homes and community. We want our hospital wards to only be used when really necessary and to develop them to be Centres of Excellence for the people using them.

Our aims are to:

- Help support the development of Dementia friendly communities.
- Support people to make healthy life choices that may reduce the risk of mental illness in older age.
- Help people stay independent for as long as possible; to ensure community teams, memory assessment services and other community based services provide fast and responsive assessment, treatment and care in the community when it is needed.
- Provide the best possible environments and expertise for all people who need to have a hospital stay and to develop all wards as Centres of Excellence.

- Provide services that are focused on delivering the best possible outcomes for all people.
- Support people with the right staff, with the right skills, in the right place, at the right time both now and into the future.

To do this, we want to:

- Increase and further strengthen existing community services to make them stronger.
- Offer better access to information, advice and assistance.
- Improve access to specialist assessment within the community or where people live.
- Reduce the overall number of hospital beds in Gwent and the sites from where they are provided, creating separate specialist dementia friendly assessment wards and a single specialist functional assessment ward, all of which will be supported by highly specialised teams of staff.
- Change how we use our staff and money (our resources) to deliver the vision.

Achieving this vision will help us make our services sustainable into the future and address a number of our more immediate challenges.

## **5. CURRENT CHALLENGES**

Whilst we receive good feedback about the care we provide, there are a number of challenges that older adult mental health services are facing at the current time.

Like other similar services in Wales, we have difficulty in recruiting all of the staff we need to provide the high standards of care we would like. We have particular difficulty in recruiting some doctors and nurses to work on our hospital wards and often have to rely on staff working extra hours or bringing in temporary staff (provided through nursing and locum doctor agencies). This means that we cannot always provide the same staff on the wards to look after patients. Our wards are spread across multiple hospital sites throughout the Gwent areas and we are increasingly facing difficulties in recruiting the number of staff to meet the requirement of providing care in all these wards.

As a result of the changes in staff availability in the past few years we have already made changes to temporarily reduce the number of wards (and therefore beds) open. Specifically this has included the temporary closures of Willows Ward in Ysbyty'r Tri Chwm (Blaenau Gwent) and Tredegar Ward in St Woolos Hospital (Newport) as well as some other changes to the number and type of patients admitted to some other wards.

Making these changes has allowed us to continue providing high quality, safe and more appropriate care both in the community and within our remaining wards in our hospitals. It has also prompted a need for us to review the way our services are organised on a more permanent basis.

## **6. OPTIONS FOR CHANGE**

The focus of our consultation is:

**The re-development of mental health services for older adults with a preferred option of enhancing community based services and consolidating in-patient provision to a smaller number of centres of excellence.**

It is important to remember that the vast majority of services for older people will be provided locally through Community Mental Health Teams and Memory Assessment Services. A specific piece of work is already being planned to explore how community services could look into the future. This work will report within the next year.

The most immediate challenge is to continue to provide good quality and safe services for individuals who are admitted for specialist assessment and treatment in hospital.

Five different options are possible for the future delivery of in-patient services. Individuals attending the workshops previously mentioned were asked to consider these options against what people had previously told us was important. A summary of the five options, together with the list of potential strengths and weaknesses of each option is offered overleaf.



**Option 1:** *Do nothing – Keep the way hospital services are currently provided including the current temporary ward arrangements*

<b>Strengths</b>	<b>Weaknesses</b>
Minimal disruption to staff working arrangements	Continues to result in staff shortages as staff are providing services across multiple locations
Provides a broad geographical spread of wards across Gwent	Will continue to rely on agency nursing and medical staff
Ward teams have established relationships with current community services	Unstable staffing situation remains and further closure of wards may be necessary in an emergency
Provides separate dementia and functional wards	Less resources available to improve community services and ward staffing

**Option 2:** *Return to the number of wards/beds available before January 2016*

<b>Strengths</b>	<b>Weaknesses</b>
Good geographical spread of wards across Gwent	Unable to deliver as requires recruitment of an additional 24 qualified nurses
Provides separate dementia and functional wards	Will continue to rely on agency medical staff
	No resources freed to improve community services and ward staffing

**Option 3:** *Change the number of wards to 3 wards for people with Dementia and 1 ward for people with Functional illness (e.g. depression, anxiety and schizophrenia)*

<b>Strengths</b>	<b>Weaknesses</b>
Enables development of inpatient Centres of Excellence with enhanced staff support and concentration of staff expertise	Increased travel time for a small number of patients and carers for admission to hospital
Improved stability in workforce by further reducing demands for nurses within wards	
Provides separate dementia and functional wards	
Frees up more resources to re-invest in improving community service and ward staffing	

**Option 4:** *Reconfigure all existing wards to be mixed Dementia and Functional wards*

<b>Strengths</b>	<b>Weaknesses</b>
Good geographical spread of functional and dementia beds	Poor patient experience due to differing needs of patients being nursed in the same environment
	Spreads nursing and medical resources more thinly across 5 wards
	Patient mix likely to increase recruitment problems
	Liable to lead to reactive bed closures due to workforce retention and recruitment.

**Option 5:** *Reconfigure all existing wards to be segregated gender specific wards*

<b>Strengths</b>	<b>Weaknesses</b>
Improves patient experience and dignity through separate male and female wards	Increased numbers of patients will need to travel greater distances out of borough to access inpatient beds
	Reduces flexibility for coping with variation in demand
	No resources free to reinvest in community support
	Spreads nursing and medical resources more thinly across 5 wards
	Liable to lead to reactive bed closures due to workforce retention and recruitment

From the work undertaken through the public engagement and workshops, **the preferred option that emerged was Option 3.**

## **7. PREFERRED OPTION**

***Consolidate the number of wards to 3 dementia wards and 1 functional ward. This would reduce bed numbers from 72 down to 67 beds overall and result in the closure of one additional ward. (Option 3)***

We believe this option would enable the inpatient service to become more stable and continue to offer a good quality service both now and in the future. It would release more resources to develop in-patient wards into centres of excellence. It will also enable the further development and improvement of community services in Gwent.

Consideration has also been given to where these wards would best be located. The following were considered in making this suggestion:

- Where people currently access services
- Transport links
- Areas where it is difficult to attract and keep staff

Based on the above, it is suggested that there should be:

- one functional unit in Ty Siriol, County Hospital, (Pontypool)
- three dementia assessment wards:
  - one sited in North Gwent at Ysbyty Tri Chwm Hospital, (Ebbw Vale),
  - one in South Gwent at St Woolos Hospital (Newport)
  - one in West Gwent at Ysbyty Ystrad Fawr Hospital, (Ystrad Mynach).

This option would result in the closure of St Pierre Ward in Chepstow Hospital. We recognise that this will cause concern/alarm to the people who would normally access hospital services for mental health treatment and we would like to have a conversation with you/the local community to determine what community based services we will be providing and what actions we can take to make this change easier for you.

A summary of the current and proposed wards is shown below:

<b>Current Temporary Provision</b>		
<b>Service</b>	<b>Number of Beds</b>	<b>Type of Care</b>
Ysbyty'r Tri Chwm Hospital, Ebbw Vale	13	Dementia and Functional care
St Woolos Hospital, Newport	14	Dementia care
Ysbyty Ystrad Fawr Hospital, Ystrad Mynach	16	Dementia care
Chepstow Hospital, Chepstow	15	Dementia care
County Hospital, Pontypool	14	Functional care
Total number of beds	72	
<b>Proposed Provision</b>		
<b>Service</b>	<b>Number of Beds</b>	<b>Type of Care</b>
Ysbyty'r Tri Chwm Hospital, Ebbw Vale	15	Dementia care
St Woolos Hospital, Newport	14	Dementia care
Ysbyty Ystrad Fawr Hospital, Ystrad Mynach	18	Dementia care
County Hospital, Pontypool	20	Functional care
Total number of beds	67	

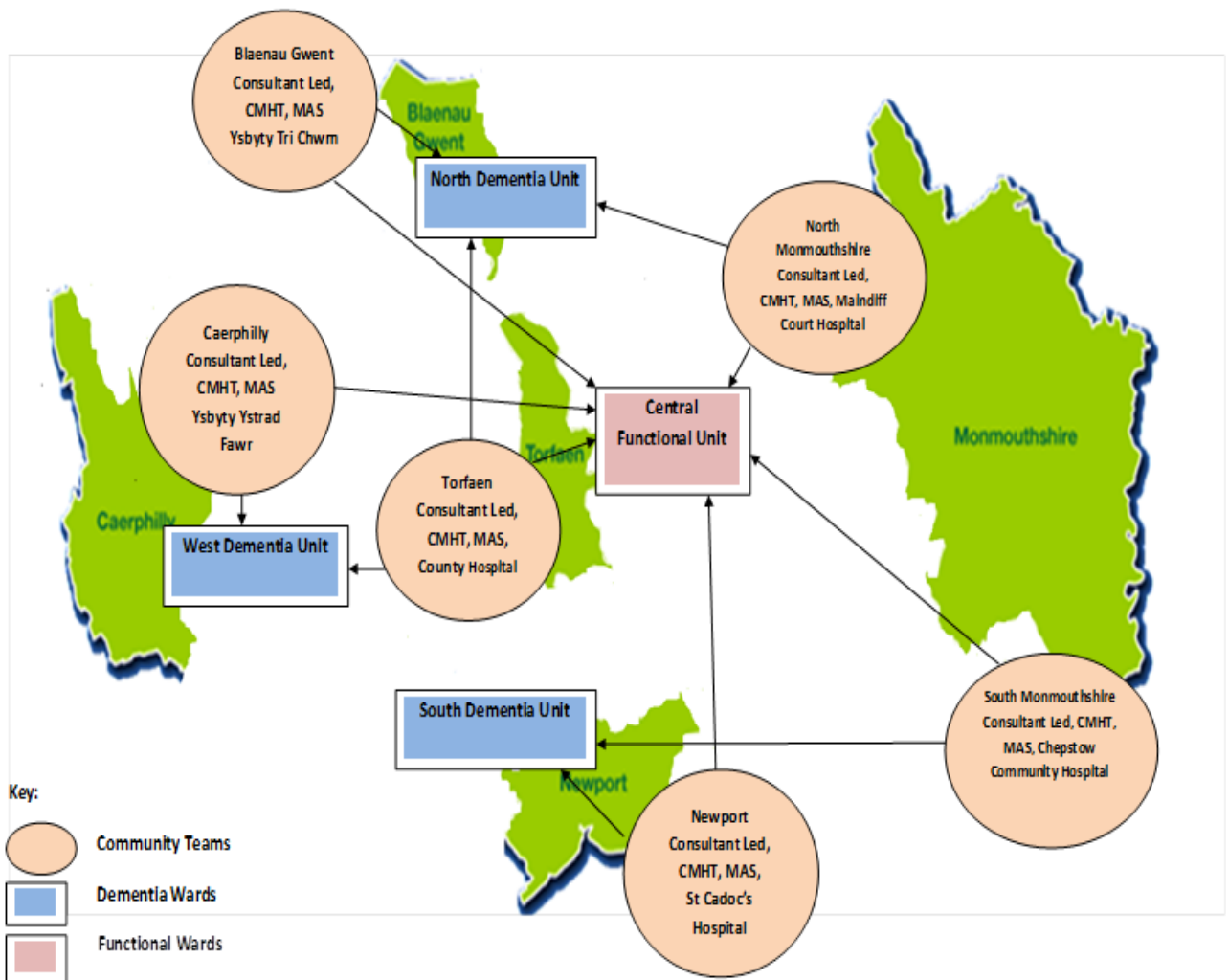
We believe that organising services in this way would be the best option to deliver the range and volume of services that are required safely and sustainably into the future. We also believe that the proposed sites offer the best configuration due to existing road links and public transport and would help people needing care and support access inpatient care in the most equitable way.

This option would mean that a small number of patients with dementia and families/carers (around 30 per year) from South Monmouthshire would need to travel to Newport if they required a hospital stay (a similar journey made by people already to the Royal Gwent Hospital to access most specialist hospital inpatient care for physical illnesses), while a similar number of patients and families from North Monmouthshire would

need to travel to Ebbw Vale if they required a hospital stay (a similar travel time to that currently made to access Chepstow Hospital).

It is important to remember that the vast majority of services for older people will be provided locally through Community Mental Health Teams and Memory Assessment Services. However, the diagram below shows how patients would access one of the wards if a stay in hospital for assessment or treatment is needed.

Option 3



**Key: CMHT – Community Mental Health Team MAS – Memory Assessment Service**

## **8. LISTENING TO YOU**

We have been actively listening to people throughout this process to date and through this consultation we are keen to continue to listen. Your views really are important to us and we would be grateful if you would take the time to be part of this consultation. The document you have read has set out our future vision for older adult mental health services and shared with you some options for the delivery of this, including a preferred option. It has also shared some current challenges in order to provide context for the considerations.

You can let us have your comments by completing the attached questionnaire or by e-mailing us on [OAMHEngagement.abb@wales.nhs.uk](mailto:OAMHEngagement.abb@wales.nhs.uk) We have also arranged a number of consultation events that will support the consultation process and which we hope you will attend. The details of these are given overleaf:

<b>Week Commencing 13/11/2017</b>	<b>Meeting/Venue</b>
Tuesday 14 <sup>th</sup> November 10am-11.30am	Public – South Monmouthshire Chepstow Leisure Centre, Chepstow, NP16 5LR
Wednesday 15 <sup>th</sup> November 10am-11.30am	Public – North Monmouthshire Shire Hall, Agincourt Sq, Monmouth, NP25 3EA
Wednesday 15 <sup>th</sup> November 2pm-3.30pm	Public – North Monmouthshire Abergavenny Leisure Centre, Abergavenny
<b>Week Commencing 20/11/2017</b>	<b>Meeting/Venue</b>
Wednesday 22 <sup>nd</sup> November 2pm-3.30pm	Public – Abertillery Llanilleth Miners Institute, Meadow St, Abertillery, NP13 2JH
Thursday 23 <sup>rd</sup> November 10am-11.30am	Public – Ebbw Vale Leisure Centre, Lime Ave, Ebbw Vale, NP23 6GL
<b>Week Commencing 27/11/2017</b>	<b>Meeting/Venue</b>
Wednesday 29 <sup>th</sup> November 10am-11.30am	Public – East Newport Lysaghts Institute, Corporation Road, Newport, NP19 0HE
Wednesday 29 <sup>th</sup> November 2pm-3.30pm	Public – West Newport Christchurch Centre, Malpas Road, Newport, NP20 5PP
Thursday 30 <sup>th</sup> November 2pm-3.30pm	Public – Central Newport Riverfront, Kingsway, Newport, NP20 1HG
<b>Week Commencing 04/12/2017</b>	<b>Meeting/Venue</b>
Tuesday 5 <sup>th</sup> December 10am-11.30am	Public – South Torfaen The Olive Tree, Cwmbran, NP44 2JJ
Thursday 7 <sup>th</sup> December 10am-11.30am	Public – South Torfaen Pontypool Leisure Centre, Pontypool, NP4 8AT
<b>Week Commencing 11/12/2017</b>	<b>Meeting/Venue</b>
Monday 11 <sup>th</sup> December 2pm-3.30pm	Public – West Caerphilly Penallta House, Tredomen Park, Caerphilly, CF82 7PG
Thursday 14 <sup>th</sup> December 10am-11.30am	Public – East Caerphilly Newbridge Memo, Newbridge, NP11 4FH
Thursday 14 <sup>th</sup> December 2pm-3.30pm	Public – North Caerphilly White Rose Information Resource Centre, Elliotstown, New Tredegar, NP24 6EF

Please ensure that you let us know if you are coming along so that we can make all necessary arrangements to meet your needs via email [OAMHEngagement.abb@wales.nhs.uk](mailto:OAMHEngagement.abb@wales.nhs.uk)

## **9. WHAT HAPPENS NEXT?**

The consultation will take place between 1<sup>st</sup> November and 26<sup>th</sup> January 2018. The outcome of the consultation will be reported to the Aneurin Bevan Community Health Council and the Aneurin Bevan University Health Board.

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# REDESIGNING OLDER ADULT MENTAL HEALTH SERVICES IN GWENT

## About You

1. Name: \_\_\_\_\_

2. Address: \_\_\_\_\_

3. Which of the following best describes you? (Please tick):

	Patient
	Family member/Carer
	Member of Health Board staff
	Other staff working in health, social care or the voluntary sector
	Other (If other please specify) :

## About This Consultation

4. From reading this document, are you aware of the current issues facing older adult mental health services in Gwent?

Yes	
No	

If not, what information would have helped?

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5. Have you had sufficient information to be able to provide comments on this consultation?

Yes	
No	

If not, what information would have helped?

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**6. Do you agree/disagree that older adult mental health services in Gwent need to change?**

Agree	
Disagree	

Please tell us why?

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**About Our Services**

**7. Do you agree/disagree with the vision for older adult mental health services shared within this consultation? Specifically:**

*"The redevelopment of mental health services for older adults with a preferred option of enhancing community based services and consolidating in-patient provision to a smaller number of centres of excellence."*

Agree	
Disagree	

Please tell us why?

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**8. Do you agree/disagree with the proposals on how we are planning to deliver this vision? Specifically:**

*8a Strengthening local community services to support older adults with mental health problems.*

Agree	
Disagree	

If you agree, please tell us in what ways you would like us to strengthen our community services? If you disagree please tell us why?

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*8b Developing a specialist unit for the in-patient care of older adults with a functional mental illness such as schizophrenia, anxiety and depression.*

Agree	
Disagree	

Please tell us why?

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*8c Reducing the number of dementia assessment units in Gwent to three wards in order to be able to deliver safer and more sustainable services.*

Agree	
Disagree	

Please tell us why?

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*8d Travelling a little further for specialist inpatient services.*

Agree	
Disagree	

Please tell us why?

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**9. Based on the information provided, would you agree/disagree with the preferred option (Option 3) outlined in this consultation paper?**

Agree	
Disagree	

Please tell us why?

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**10. Do you agree/disagree with the proposed geographical location of the units?**

Agree	
Disagree	

Please tell us why?

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**11. Is there anything else you would like to tell us?**

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**Thank you for completing this questionnaire**

**Once complete please return it to:**

Ms Sara Kay-Green,  
Administration Officer  
First Access Building, County Hospital,  
Coed-y-Gric Road,  
Griffithstown, Pontypool,  
Torfaen NP4 5YA.