

Draft Engagement Plan

Foxley Lane





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1.1. Introduction

Foxley Lane is an eight bed women's inpatient unit for patients who are not detained under the Mental Health Act.

As part of the CCGs commitment to providing excellent care closer to home, it is proposed that the care provided in this unit be provided in the home and in the community by a range of community based services for people in crisis including the expanded and developed Home Treatment Team and Psychiatric Liaison Services.

By increasing care services closer to home we aim to improve patient and carer access to and experiences of mental healthcare services.

NHS Croydon CCG and SLAM NHS Trust have reviewed the Foxley Lane facility and, given the significant investments the CCG and SLAM have made in community care; extending care co-ordinators and the home treatment service (HTT) as well as psychiatric liaison and crisis care are confident that effective and pro-active services are in place to support patients closer to home which will lead to better outcomes for patients and carers of people experiencing mental health issues.

1.2. Purpose of the plan

This plan outlines the timelines and actions that the CCG will take, with its partners at SLAM for the engagement process required due to the decommissioning of Foxley Lane Women's Unit as part of our duties under the Health and Social Care Act 2012.

1.3. Aims of the engagement

There are three overarching aims for this engagement plan:

- To work with patients, carers and our community and voluntary sector stakeholders and the public to engage them in the discussion around our proposals for Foxley Lane.
- To work with our community and voluntary sector partners, including Healthwatch Croydon, to identify seldom heard groups and develop focused engagement activity to ensure that the needs and aspirations of this group are fed directly into this engagement process.
- To support the Foxley Lane steering group to ensure that clinicians and commissioners have an understanding of patients concerns and aspirations around the proposals for Foxley Lane.

1.4. Our guiding principles will be to:

Work in partnership with our patients, public and key local stakeholders

Be open and transparent

Communicate in a clear, concise and inclusive manner

Ensure that we develop effective and timely communications with those who engage with us

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1.5. Target Audiences

The de-commissioning of Foxley Lane will be important to current and past patients and carers as well as local CVS organisations that support Croydon residents experiencing mental health issues. Other Croydon residents who use mental health services may also be concerned that there may be future changes which will affect them even though they may not use the Foxley Lane service.

As well as patients, carers and the public there are a number of clinicians, staff and partner organisations that will be impacted, e.g. SLAM. Engagement with Foxley Lane staff does not form part of this plan but may impact upon our actions so it is crucial that the CCG and SLAM work together on all elements of the engagement.

Below is a list of the groups that are key to this engagement activity. This list is not exhaustive and it can and will be added to throughout the engagement period.

- Patients and carers of Foxley Lane (current and past)*
- SLAM Patient Forums / Patient representatives
- Croydon Voluntary Action (hosts of the Mental Health Forum)
- Hearus (User, provider and CVS staff)
- Off the Record (CVS)
- Mind Croydon (CVS)
- Healthwatch Croydon as a key source of local patient intelligence on Mental Health services.
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* SLAM will be asked to recruit patients to meetings, interviews etc. on the CCG's behalf

1.6. Equitable Care, Closer to home

During the development of The Croydon Integrated Mental Health Strategy for Adults (2014-2019) extensive engagement took place across partners and stakeholders including patients and public in the development of the proposed models of care in the community. This has continued with the steering groups overseeing the implementation of the model.

There is also a strong clinical case for change to locally based care and support services and the improvements this brings to patient outcomes and patients experiences of services. The move to a community based model will also promote better equity of access, in that care will be delivered as close to where patients live as possible as well as ensuring equity of outcome for men as well as women.

The engagement process should focus on hearing any concerns, hopes and fears patients, carers and CVS representatives may have around transferring care to the home and community environment. The CCG and SLAM should be prepared to take a mid-point assessment of any concerns expressed and work with patients, carers to address these concerns and, if required take mitigating action to reduce any potential negative impacts.



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1.7. Key engagement questions

It is likely that patients, carers and CVS representatives will have different areas that they want to talk about, so the questions should be open so that people feel able to express their views freely. The following questions are suggested as a starting point:

General: Now that you have heard about our plans for care closer to home:

Do you agree that by enhancing our home and community based services people will be supported to remain well at home?

What do you think of our plans to focus on prevention and earlier intervention services for people experiencing mental health crisis?

Is there anything else you would like to tell us?

For patients – Do you have any specific concerns that you want to share with us?

For carers - Do you have any concerns about the care you provide for your relative/friend at home?

For CVS representatives – Do you have any concerns about our proposal? Is there any additional information you need about the proposal? How can the CCG and SLAM support you to share this proposal with your users?

1.8. Pre-requisites

In order to deliver this engagement plan within the timelines (8 weeks) and to the mutual benefit of the CCG and SLAM, the Communications and Engagement team will need the following agreements and support in place:

- Agreement to work jointly with SLAM throughout the engagement period. This includes jointly presenting information to patients and the public, including the CVS at meetings
- Support from SLAM to promote the engagement, including any meetings and surveys, to Foxley Lane patients and carers and any user groups or Forums they run
- Clinicians from SLAM will work with CCG Clinical leads to prepare and present information to patients, carers and the public
- Staff and representatives from the HTT/Crisis Line teams will support the engagement process through commenting on materials and attending open patient, carer and public meetings
- Development of a Task and Finish group to support the process.
- Task and Finish group to have relevant protocols in place to agree key actions e.g. media, clearance, correspondence
- Healthwatch Croydon are contacted to support the engagement through their existing gathering of patient voice insights and trends analysis data

1.9. Timelines



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Please note this is a working document and further activities to be added on an on-going basis throughout the engagement period.

Assuming the engagement period formally begins on Tuesday 1st November the following internal deadlines apply:

Internal deadlines

Engagement plan (in draft) agreed in principle by CCG and SLAM – 12 Oct

Develop key messages/questions for patients and the public around the proposal by 1st Nov

Develop an FAQ on the proposal for use with patients by 1st Nov

Produce patient and public facing documents/materials including engagement document, survey, generic presentation and dedicated webpage (on CCG and Slam website) by Nov 1st

Test with key groups including people with English as a second language and people with learning disabilities – by 27 Oct

Mid-point review 15th Dec

Final report 20th January 17

Engagement report to SMT 31 Jan 17

Engagement report to Governing Body 7 February 17

Engagement key meetings (1/11/16 to 10/1/2017)

- HearUs meeting (Service users, providers and carers) – 1/11/16
- Patient meetings (we will need to be sensitive to patient needs and adapt format to include small group work or one-to-one interviews)
- Patient/CVS Group forums (SLAM, MIND, Off the Record, CVA)
- Identify and meet with seldom heard groups who may be affected (positively or negatively) to establish any potential outreach opportunities
- On-going meetings with Healthwatch Croydon to identify any relevant data they have on local MH services.