

Proposed dedicated Acute In-patient admission unit – Patient and carer feedback

Within the Mental Health of Older Adults and Dementia (MHOAD) Clinical Academic Group (CAG) we recognise it is essential to engage patients and carers perspectives in any proposals we make that may affect the provision of our services.

We routinely involve members of our Service User and Carers Advisory Group (SUCAG) in our decision making and have high regard for their input ensuring that our services continue to meet the needs of the patient groups we serve. Our Patient and Carer’s Involvement team are very active at facilitating and advocating for patients and carers needs in every service we provide.

In addition to this, we carry out decision specific discussions with patients and carers who may be impacted by proposed changes to our service. For the proposal relating to having a dedicated Acute In-patient admission unit we have included borough specific organisations such as Healthwatch and Age UK as well as taking it directly to patients and carers who are currently using our in-patient services.

To date we have begun the conversation with a range of service users and carers across the 4 boroughs of Croydon, Lewisham, Lambeth and Southwark and have received some useful feedback that will help us to ensure that any changes made will be reflective of the needs of patients and carers.

Below is a record of the patient and carer engagement carried out:

Relative / Carer/ other	Contact date & type	Overview of feedback or summary of conversation	Number of people consulted
Service Users and Carers Advisory Group (SUCAG) – feedback on leaflet for dissemination	28/09/17	I have read the Chelsham House leaflet and it looks good! However, I have one comment to make. Under point 5 on the first page I think it should read: "existing patients on Chelsham House won't be transferred prior to their discharge unless there is a clinical reason to do so."	25 emailed
Emailed to all teams within the Clinical Academic Group (CAG)	29/09/17	Email of leaflets and poster sent to all clinical staff in CAG to inform of proposed changes	
Chelsham House, Bethlem Royal Hospital	05/10/17	Leaflets and feedback forms printed out and provided to Chelsham house for patients and carers – awaiting direct feedback	16 patients on ward
Healthwatch Croydon	06/10/17	Email leaflet and poster for patient and carer consultation	Unknown

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Healthwatch Lewisham	06/10/17	Email leaflet and poster for patient and carer consultation	Unknown
Healthwatch Southwark	06/10/17	Email leaflet and poster for patient and carer consultation	Unknown
Healthwatch Lambeth	06/10/17	Email leaflet and poster for patient and carer consultation	Unknown
Service Users and Carers Advisory Group(SUCAG) monthly meeting	09/10/17	Presented at SUCAG Discussion around how best to meet the clinical needs of patients The group felt that in theory the proposal for patients with an organic illness to be assessed and treated in a different place to those with functional needs did make sense and would provide a higher level of care	9 members in attendance 25 Emailed for consultation
Hayworth Ward, Lewisham Hospital	12/10/17	Leaflets and feedback forms printed out and provided to Hayworth Ward for patients and carers – awaiting direct feedback	18 patients on ward
Email from carer	13/10/17	<i>As you may know [REDACTED] father has been very unwell with dementia and after visiting him on Tuesday in the Woodlands unit at Queen Marys hospital I was really pleased with what I saw and the care he was getting. The Dementia intensive care unit which cares for adults and older adults with complex and behaviour needs relating to Dementia was fantastic. It was refurbished in 2016 and looks great and is really practical with some good ideas that we could use. If you was looking for some positive feedback for Chelsham house after seeing the Woodlands I believe it would be a good idea for a dementia only ward</i>	1 carer
Age UK Lambeth	13/10/17	Emailed leaflet for dissemination – awaiting feedback	Unknown
Age Uk Southwark and Lewisham	13/10/17	Emailed leaflet for dissemination– awaiting feedback	Unknown
AL1 Ward, Maudsley Hospital	17/10/17	Leaflets and feedback forms provided to ward and posters in place – awaiting direct feedback	18 patients on ward
Healthwatch Croydon	17/10/17	Tweeted by Healthwatch Croydon with link for poster of proposal	3 likes, 1 retweet
Greenvale Specialist Care Unit, Streatham Monthly Carers meeting	18/10/17	Meeting cancelled	0

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Carer feedback received via email	19/10/17	<p><i>I am for the proposal as I think the advantages of a spacious, specialist unit with activity rooms outweigh the disadvantages of location. The ambience there will be more peaceful than at our other mixed units.</i></p> <p><i>The staff will be more specialised and hopefully satisfied by the good results they achieve.</i></p> <p><i>My only worry is that the turnover may be slow because of lack of beds elsewhere. Visitors may become worn down and not visit as often as they wish.</i></p>	1
Lewisham Service users monthly group	20/10/17	<p>Please, find below comments from the Granville Park Service users and Carers group in Granville Park last Friday 20th October 2017 about Acute In-patient admission unit:</p> <ul style="list-style-type: none"> - <i>I think it's an excellent idea. Bethlem Royal has beautiful grounds.</i> - <i>I think the people suffering from the same illness can relate to each other, but I do not suffer from dementia so it is difficult to say.</i> - <i>Lambeth borough will be the more left out as transport to that part of London from Lambeth it isn't that good</i> - <i>If relatives and family visit, there is lots of parking space</i> - <i>Could we visit it?</i> - <i>Lewisham has buses to get you there and it won't be very difficult for the carer to visit.</i> - <i>I live in Lewisham and I wouldn't know how to get there. I don 't have a car either so for me it will be very difficult.</i> 	10 attendees
Carer feedback received via email	23/10/17	<p><i>Thank you Nirusha. I had an input previously so I think this proposal paper reads quite well. However the distance from carers remains a problem. The fact Chesham is an 'Assessment centre' means presumably that patients won't remain there for too long but will be moved to a more appropriate placement as soon as possible.</i></p>	1 carer

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Hayworth ward, Lewisham Hospital Carers monthly meeting	20/10/17	Carer's relative is 53 and had a diagnosis of dementia 2 years ago. Feels that they would be better cared for in a specific dementia assessment unit rather than an older adult setting. Would be prepared to travel if needed to ensure the specialist care and assessment is provided	2 carers
Ex-service user – verbal feedback	23/10/17	In principle I support the idea of creating a specific dementia assessment unit. I don't know how staff can properly care for patients with dementia one minute then patients with other mental health presentations the next. It must get confusing for the patients too I think patients would get better care and families would be prepared to travel if it was needed	1 ex-service user
If Only I'd Known – peer led training and support group for carers of people with dementia	23/10/17	Awaiting feedback	TBC
Ann Moss Specialist Care Unit, Rotherhithe, Monthly carers meeting	24/10/17	They thought it was a good idea <ul style="list-style-type: none"> - From the carers own experiences of the inpatient wards, they found people with mental health conditions had frightening behaviour - The setting is more pleasant/peaceful at the Bethlem and Chelsham ward is less claustrophobic than AL1 - It will be comforting for families to know their loved one is in a specialist setting - Transportation is a problem, it would have been too far for the Ann Moss Carers as they are all based in Southwark - If carers aren't able to see their loved one regularly they will be very stressed out and worried about their care 	3 carers, 1 staff
Known number of patient and carers engaged in discussions around the proposal			134 (approx.)

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<p>We expect to receive further feedback from patients and carers on this proposal and as part of our ongoing patient and carers involvement strategy, we will continue seeking regular feedback on all of the services we provide. Following any proposed changes that may be made, we will continue the feedback conversation with patients, carers and staff to ensure we maintain high standards of patient care</p>	
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Further planned discussion regarding this proposal:

- Chelsham house Carers meeting - 26/10/17
- SUCAG Croydon Launch - 26/10/17