

<b>Title of paper:</b>	<b>Willow Ward – change of service</b>
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<b>Meeting:</b>	Governing Body
<b>Date:</b>	10 <sup>th</sup> October 2014
<b>Author:</b>	Diane Woods and Janine Sanderson, NE Hants and Farnham CCG
<b>email:</b>	For further information contact Peter Wade, Service Redesign Manager <a href="mailto:peter.wade@surreydownsccg.nhs.uk">peter.wade@surreydownsccg.nhs.uk</a>
<b>Exec Lead:</b>	Karen Parsons, Chief Operating Officer

<b>Purpose</b>	To Agree	
	To Discuss	
	To Note	

### **Development**

The Surrey CCGs' Governing Bodies have previously received a paper and updates on the proposal to decommission twenty-four hour nursing care at the Surrey and Borders Partnership NHS Foundation Trust ward of Willow at Woking Community Hospital.

### **Executive Summary and Key Issues**

The Surrey CCGs' Governing Bodies have previously received a paper and updates on the proposal to decommission twenty-four hour nursing care at the Surrey and Borders Partnership NHS Foundation Trust ward of Willow at Woking Community Hospital on grounds of safety and quality of care and the need to better meet personalised care requirements.

This paper provides the outcome of the consultation and preparatory work and seeks formal agreement to the closure of the ward during the autumn of 2014.

### **Recommendation(s):**

<b>Agenda item</b>	10
<b>Attachment</b>	07

The Governing Body is asked to agree to the closure of SABP provision Willow Ward at Woking Community Hospital.

**Attachments:**

Report on willow ward proposed closure

## **Implications for wider governance**

### **Quality and patient safety**

The change in service will provide a more individualised closer to home service with a move away from institutional care. The issues of quality and safety for the transition have been planned for following best practice. An engagement plan has been followed with the family, carers and key stakeholders consulted on the change of service.

### **Patient and Public Engagement**

This has been the subject of formal consultation with patients and carers and the public.

### **Equality Duty**

An equality impact assessment has been completed and actions have been followed to ensure approaches were individualised, that family and carers were involved and peoples human rights have been respected.

### **Finance and resources**

Redundancy costs have been mitigated by all clinical staff having redeployment plans. Redeployment is still being sought for 1 administration post. The CCG Chief Finance Officers have taken this risk forward to establish an agreement on who covers the void cost for the time that ward will be disused from end of September 2014.

### **Workforce**

No specific issues

<b>Agenda item</b>	10
<b>Attachment</b>	07

### **Information Governance**

No specific issues

### **Conflicts of interest**

No specific issues

### **Communications Plan**

This has been communicated as part of the consultation process.

### **Legal or compliance issues**

As set out under engagement, equality impact and risk.

### **Risk and Assurance**

The risks identified in this service change have been mostly mitigated and are described in the paper. The key risk of this service change is in the transition stage of moving frail people. Best practice is being adopted to mitigate this risk but it will not remove the risk completely.

## Consultation Outcome Report

<b>Title of report</b>	Willow Ward (Surrey and Borders Partnership NHS Foundation Trust)
<b>Date of meeting</b>	9 <sup>th</sup> September 2014
<b>CCG Lead</b>	<i>North East Hampshire &amp; Farnham CCG</i>
<b>Purpose</b>	This report is coming to the Governing Body to inform and notify them on the outcome of the consultation on the Willow Ward work and to seek formal agreement to the closure of the ward at the end of September 2014.
<b>Decision Required</b>	The Governing Body is asked to: <ul style="list-style-type: none"> <li>• Agree the closure of the ward</li> </ul>
<b>FOI Status</b>	Public

### Introduction

The Surrey CCGs' Governing Bodies have previously received a paper and updates on the proposal to decommission twenty-four hour nursing care at the Surrey and Borders Partnership NHS Foundation Trust ward of Willow at Woking Community Hospital.

This paper provides the outcome of the consultation and preparatory work and seeks formal agreement to the closure of the ward at the end of September 2014.

### Background Summary

North East Hampshire and Farnham Clinical Commissioning Group (CCG) is the host CCG for Mental Health services across Surrey. Prior to the creation of Clinical Commissioning Groups, mental health services in Surrey were commissioned by NHS Surrey and Surrey County Council. The joint commissioning strategy for mental health services entitled 'Dementia and Mental Health Services for Older People in Surrey 2010 – 2015' identified changes that would need to be made to the provision of services for Surrey residents.

Willow ward is a single 15 bedded ward in Woking Community Hospital situated in Woking, Surrey. The ward has been situated in the community hospital since it opened, to serve the residents of Surrey. It offers twenty-four hour nursing care, provided by Surrey and Borders Partnership NHS Trust in fifteen beds (all continuing health care beds). The ward currently has 6 patients from Surrey requiring support for progressed stage dementia care.

The current service model of Willow Ward is a central service providing nursing care in a ward environment to people in their progressed stages of dementia from across Surrey that have been assessed as continuing health care status. With the developments that have taken place across the county on increasing community provision for people with dementia, the chosen model is to move away from central hospital provision to care in more homely environments closer to peoples own homes or those of their carers.

All CCGs were in agreement on the direction of care closer to home rather than ward/hospital environments and agreed for the consultation and preparatory work to commence.

The consultation ran for 8 weeks from 21<sup>st</sup> May to 16<sup>th</sup> July 2014. The consultation included individual meetings with next of kin for the patients on the ward and a briefing note inviting people to comment that went to identified interested stakeholder parties such as the Surrey Health Overview Scrutiny Committee, Mental Health reference groups and voluntary sector providers such as Alzheimers Society. All of the next of kin were communicated directly on a face to face level with one contact being over the phone. Two written responses were received from the wider stakeholder briefing. The overall response was support for the direction of moving to individual packages of care for people eligible for continuing healthcare through nursing homes rather than hospital ward environments but with particular care taken regarding meeting the needs of the current patients who will be required to move.

Issues raised through the consultation and being addressed are:

## Consultation Outcome Report

- **Ensuring individual needs assessments take place**

All individuals have had needs assessments take place conducted by the Surrey Continuing Healthcare Team and Surrey County Council with Senior SABP assistance with the assessment process.

- **Involvement of carers and if necessary advocates**

All patients on the ward have family next of kin or a legal advocate identified and in contact. They have been contacted and involved individually to discuss the proposals and their preferences of future placement and concerns.

- **Availability of alternative model of care i.e. appropriate and quality nursing home placements**

Assurance has been gained from the Continuing Healthcare Team that there is adequate capacity and the appropriate level of quality care to meet the needs of this patient group in their respective areas that they lived and where their families are. The table below shows the current position on geographical spread, number of the people on the ward and identified new placements based on homes that can meet the individual needs of the patients following their assessments and families specific preferences.

	Number of Patients on Willow - Sept 14	Geographical Location of Placement Identified
North West Surrey CCG	1	Assessments being completed
Guildford and Waverley CCG	1	Somerset (to be near family)
Surrey Heath CCG	2	Epsom and Camberley
North East Hampshire & Farnham CCG	2	Camberley

- **Risks of moving people**

Agreement was made that no moves would take place until the consultation was completed and then to ensure that no moves would take place during the winter months. Good practice has been identified and has been built into the transition plan for individuals to minimise the risks of moving. These plans include that prior to each move a doctors assessment would have taken place, the full care plan and paperwork will be up to date and that a handover to the new home would be completed by staff who know the patient well with contact after transfer to ensure the person has settled.

- **Staff Relocation**

All clinical staff on Willow ward have had redeployment identified to other SABP services with just 1 administration member of staff awaiting further searches for redeployment within SABP.

- **Covering of facility void costs**

The CCG Chief Finance Officers have taken this risk forward to establish an agreement on who covers the void cost for the time that ward will be disused from end of September 2014.

The equality impact assessment has been updated on conclusion of the consultation.

### **Recommendations/ Actions requested to:**

The Governing Body is asked to agree to the closure of SABP provision Willow Ward at Woking Community Hospital

## Consultation Outcome Report

**Report contact:** **Report contact:** *Diane Woods, Associate Director MH/LD Collaborative Commissioning , 07912 774656, [dianewoods@nhs.net](mailto:dianewoods@nhs.net)*

### References:

- *19th December 2013 paper: Willow Ward, SABP to Surrey Collaborative Strategy Group*
- *Surrey CCGs Collaborative Briefing Report Willow Ward March 2014*
- *Surrey CCGs Collaborative Briefing Report Willow Ward May 2014*
- *Consultation Briefing Report for Stakeholders June 2014*
- *Equality Impact Assessment*