

## Later Life Mental Health Services – Our Plans to Redesign the Services

### A consultation on improving mental health services for Older People in the City of Manchester

This is a public consultation document. A **consultation** is when we ask people what they think about something.

In this document, we

Explain the proposed changes and how they may affect you or someone you care for.

Highlight the benefits of redesigning services to be more community based and avoiding unnecessary hospital admissions.

Tell you how to let us know your views.



*Where People Matter Most*

## A MESSAGE FROM OUR SENIOR DOCTORS

Mental illness in old age is very common and although primary and specialist mental health services are available illness is often un-recognised. Even when it is identified treatment and support may be inadequate. Our aim is to improve services so that when a person with dementia or other mental illness in old age needs care or treatment this will be provided effectively and the needs of their carers will also be addressed.

We will support people who work in Doctors' surgeries and other places in the community so that they can detect and manage mild and moderately severe mental illness in later life, and we will work towards integration with other health and social care services where this will improve support and treatment for older people with mental illness.

Our staff are already delivering many examples of good and innovative practice within our Later Life Services. However, there are wide variations in how our Services are provided. Currently, our resources are not distributed in the most effective way to meet mental health needs across the City. We also recognise that there are not enough services which might support people in their own homes to prevent admission to hospital or a care home, or which might permit earlier discharge from hospital. We want to ensure that future services provide real alternatives to inpatient admission, support recovery and maintain people's independence.

We will provide services which will mean that there will be less need for hospital admission and shorter hospital stays with more people supported at home. We are also proposing to establish a city wide Therapy Centre with access to evidence based interventions for those experiencing dementia or other mental illness in old age.

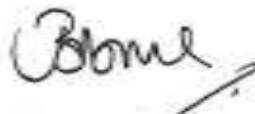
Our plans will address the current challenges and deliver more equal access to services. The plans will increase community (non-hospital) based services, improve access to assessment, diagnosis and after care for those with Dementia and increase evidence based therapeutic interventions. In addition there is an opportunity to ensure we make best use of the workforce in terms of their capacity and skill set supporting delivery of the right care, at the right time and in the right place.

We are working with Manchester Commissioners and others including service users, carers, our staff and voluntary sector in developing these plans. The proposals outlined here reflect the jointly agreed priorities for Later Life mental health services, including greater partnership working, integration and support to General Practice (Doctors).

We look forward to hearing from you around our proposals for Later Life Services. We will continue to work with all of our partners including service users and carers to make our services better.



**Dr Sean Lennon**  
**Lead Consultant Psychiatrist**  
**For Later Life Services**



**Dr JS Bamrah**  
**Medical Director**

## INTRODUCTION

Manchester Mental Health and Social Care Trust provides specialist and community mental health services for people living within the City of Manchester. The Trust is commissioned to provide these services by 3 local Clinical Commissioning Groups in North, Central and South Manchester (known as localities).

We want to provide mental health services that are fit for purpose, underpinned by evidence based practice and which take account of service users' and carers' views as well as making best use of our available resources.

We are planning to redesign our later life mental health services. This document gives information about current services, describes what our plans and ideas are and asks for your views. Further information is available on our website: [www.mhsc.nhs.uk](http://www.mhsc.nhs.uk). You can call us on 0161 882 2093 / 0161 882 2091 or write to us at address below to request printed copies of this information.

We would like to know your views and we are asking people who use the services, carers, local people, staff, community and voluntary sector organisations and others who have an interest in these services.

We are able to provide this document in large print, Braille or a range of languages – please see page 14.

The consultation on our plans will run for 8 weeks from 7 September 2015.

Thank you.

**Your views are important to us. There are lots of different ways to tell us what you think as shown below. Please decide which way suits you best and let us have your views by 1<sup>st</sup> November 2015.**

**E-mail your comments to: [mentalhealth.laterlife@mhsc.nhs.uk](mailto:mentalhealth.laterlife@mhsc.nhs.uk)**

**By post: Freepost MMHSCT – you do not need a stamp**

**Complete the form online: <http://www.mhsc.nhs.uk/consultationresponseform.aspx>**

**Complete the form at the back of this document**

**Come to one of our drop-in sessions (details is provided on the next page)**

**Or we can come along to one of your local meetings (contact details are provided on the next page).**

## Drop-in Sessions

We have arranged drop-in sessions for you to come along to discuss our proposals and tell us what you think over a cup of tea.

**Benchill  
Community Centre**

**22 September 2015**

7.00 – 8.00 pm

Benchill Road  
Wythenshawe  
M22 8EJ

**Irish World  
Heritage Centre**

**22 September 2015**

2.00 – 3.00 pm

1 Irish Town Way  
Cheetham  
M8 0RY

**Victoria Park  
Centre**

**29 September 2015**

2.00 – 3.00 pm

70 Daisy Bank Road  
M14 5QN

**Benchill  
Community Centre**

**1 October 2015**

2.00 – 3.00 pm

Benchill Road  
Wythenshawe  
M22 8EJ

**Abraham Moss  
Community School**

**5 October 2015**

7.00 – 8.00 pm

Crescent Road  
Crumpsall  
M8 5UF

**Victoria Park  
Centre**

**13 October 2015**

7.00 – 8.00 pm

70 Daisy Bank Road  
M14 5QN

## How to arrange for us to come to one of your local meetings

We are happy to come along to local meetings to talk about our plans. Contact us on 0161 882 2093 / 0161 882 2091 or by e-mail [mentalhealth.laterlife@mhsc.nhs.uk](mailto:mentalhealth.laterlife@mhsc.nhs.uk) to arrange for us to attend your meeting.

## WHY CHANGE?

Our aim is to provide the best quality mental health services for older people living in Manchester. This will make the most of our staff's skills and our resources as well as taking account of the current evidence (best available research results) and best practice.

We have found that there are differences in our staff numbers and in the way our services are provided in different areas of the City. We believe that our services would be improved if more service users (sometimes known as patients) received care at home rather than in hospital.



There is national evidence which shows that this is the right thing to do and will result in improved care for service users and a better experience for those caring for them.

We have already made some changes to our inpatient services. In April 2015, we closed an inpatient ward for older men at Park House in North Manchester. This was because we had concerns about the care on a ward where service users had different needs from one another and we had difficulties in having the right level of staffing. Following this ward being closed, we have been able to improve our staffing numbers on the two remaining wards by having more permanent rather than agency nurses and support workers. The two remaining wards are now for older people with mental health needs and for people with dementia. We have also employed 2 social workers in new posts who will support people to be discharged from hospital.

We believe that by changing our community mental health services this will allow us to support more people at home. Those who need to come into hospital will have a shorter stay.

For our community mental health services, we plan to have our staff working closer together with staff working in your Doctor's surgery, with voluntary groups and other partners to further improve our services. This will mean that service users and carers will be able to get the right support when they need it.

By using our resources in a different way, we will be able to recruit 6 more nurses and 3 new dementia support advisors. We will also be able to save some money without reducing services.

## OUR CURRENT SERVICES AND HOW WILL OUR PLANS CHANGE THESE SERVICES?

Our services are made up of a number of parts. Here we will tell you what each part does now and how our plan will change it.

### Community Mental Health Teams– CMHTs

A CMHT is a community based assessment and treatment service for people suffering from mental health problems. The people who work in a CMHT include mental health nurses, psychiatrists, social workers, occupational therapists, psychologists and support workers. These teams assess a person’s health and social care needs, provide treatments and help to manage and reduce risks.

#### Current Service

There are currently six CMHTs for older people in Manchester with 2 teams in north, 2 in central and 2 in the south of the City. The resources within these teams are not fairly spread to support the mental health needs of older people in Manchester. They do things in different ways which means access to services can be different when it should not be.

#### Our Plan

There will be 3 teams and each team will work in one of the 3 areas – north, central and south Manchester. The CMHTs will work with other services from health and social services so that everyone works together to support older people with mental illness including people with dementia.

CMHTs will work in similar ways across the City and resources will be fairly shared to meet the needs of people.



The teams will develop stronger links by having a named CMHT staff member and a named psychiatrist for every Doctor’s surgery within Manchester. This will improve communications and make sure that we provide the right support for service users and carers.

We will work more closely with others who work in primary care (such as Doctors and practice nurses) and offer them advice on mental health illness.

## Outpatients

An outpatient is where a patient attends a hospital or a clinic to see a doctor or nurse without staying there overnight.

### Current Service

Some of the work done in outpatients does not link with the CMHT work and can result in the same work being repeated by different staff.

The number of people on each of the psychiatrists' caseloads is not evenly spread.

### Our Plan

Outpatients and CMHTs will work more closely together. More clinics will take place in community based locations (for example, in a local Doctor's surgery) along with other services. This will mean that access for service users should be easier.

We will have specialist nurses as well as psychiatrists seeing people in outpatient clinics. With specialist nurses doing outpatient clinics, we will be able to use our psychiatrists' time more effectively and devote more time to the work of the CMHTs.

## Memory Assessment and Dementia Intervention

Memory assessment is undertaken for those people referred with memory problems including possible dementia. This includes people who are under 65.

### Current Service

The service operates differently in each of the three localities. The waiting times from referral to assessment and diagnosis are not the same in the 3 localities. The support that is offered after diagnosis to people with dementia is also different across the City.

In north and central Manchester the CMHT nursing staff undertake initial line memory assessment working alongside psychiatric and psychological staff. In south Manchester there is a memory clinic service which is separate from the CMHT and delivered by staff members who do not work in the CMHT. The service in North Manchester is an [accredited service](#). An accredited service is one that has met specific standards and/or tasks which have been set out by another organisation, in this case The Royal College of Psychiatrists.

## Our Plan

Initial screening for memory assessment will be done by your local Doctor with support from the Trust's staff. Our staff will work with all Doctors in Manchester and we will provide the service in the same way across the City.

If your Doctor decides that further assessment is required then this will be undertaken by CMHT staff who are trained in memory assessment. Our staff will aim to find out what is wrong with a person's memory and what can be done to help.

Some people may have more complex needs and will need a specialist assessment. This will be delivered by a specialist team who will work closely with the CMHTs.

Our plan is to shorten the time from referral to diagnosis across the City and to make sure that more people with dementia receive a diagnosis and advice or help.

We will have a new Dementia Support Advisor working in each CMHT. Their job will be to give support to service users and carers when a person is being assessed for dementia as well as when a person has been diagnosed as having dementia.

## Admiral Nursing Service

Admiral Nurses are specialist dementia nurses who give much-needed practical and emotional support to family carers, as well as the person with dementia.

### Current Service

The Admiral Nursing Service operates across the City with a nurse working in each of the localities (north, south and central). These nurses work with CMHT and other Later Life services. They provide education and support to meet the individual needs of carers of people with a diagnosis of dementia.

Admiral Nurses currently coordinate support groups for people with dementia across the City. The number of people seen by the Admiral Nurses is not the same in each locality.

## Our Plan

The staff from the Admiral Nursing Service will work as part of the CMHTs rather than as a separate service and their role will continue to be to support carers of people with dementia. This will mean that they and other staff who support people with dementia will work more closely together thus resulting in better support for both service users and their carers.

Carers of people with dementia will continue to receive support. There will be greater use of [Cognitive Behavioural Therapy \(CBT\)](#) and other [evidence based therapies](#) for carers. CBT is a talking therapy that can help to manage problems by changing the way people think and behave. Evidence based therapies are those therapies that have been proven and are based on research and best practice.



## Young Onset Dementia Service

People diagnosed with dementia under the age of 65 are often described as 'younger people with dementia'. Our name for this service is Young Onset Dementia Service.

### Current Service

This service is for younger people with dementia and is staffed by nurses, a social worker and support workers. For some people, support is mainly provided at a day service at Victoria Park Centre and for a few people support is provided at home for a short time. The staff give practical help and advice on health and benefits issues, assistance with care packages and planning for the future.

This service is only available to about 20 people at present.

The service was recently awarded funding from the Department of Health to create a healing garden environment for service users based at Victoria Park Centre. This garden is in the same place as the Therapy Centre. It is valued by service users and their carers. It gives services users the opportunity to go outdoors and do some gardening.

This service has close links with a number of voluntary groups in Manchester and works with these other groups to provide therapies for those who use this service.

### Our Plan

We think that there are about 100 younger people with dementia living in Manchester. We want to make sure that everyone with young onset of dementia has access to this service.

Some of the changes to our memory assessment services will mean that the CMHTs will be able to assess and diagnose a larger number of younger people with dementia and to offer a wider range of services via the CMHT.

We will have 3 new Dementia Support Advisors working in the CMHTs and they will work with people of all ages who have dementia and their carers by offering support and signposting them to other services.

More people with young onset dementia will be able to access this service. Day therapy services will continue at Victoria Park Centre.

People will have access to a wider range of evidence based therapies than they do now as well as having access to the healing garden environment.



## Creation of a Citywide Therapy Centre to include Rapid Assessment and Intensive Home Support

Rapid Assessment and Intensive Home Support – Older People with mental health needs often need extra support at certain times, for example in a crisis, which can be provided at home rather than having to come into hospital.

### Current Service

The day service supports people with mental illness such as depression, and severe anxiety. The day service is not accessed by people with dementia. They provide assessment and treatment including home based support for a small number of service users.

These Services used to be provided in both south and central Manchester until there was a fire at the centre in south Manchester. Now all of the services are based at Victoria Park Centre.

With these Services now based at Victoria Park Centre, they have started to work in the new ways. As an example, some of the nursing staff have been trained to deliver Cognitive Behavioural Therapy based group therapies for service users.

### Our Plan

The day service will be changed. The service will now support people with dementia as well as supporting people with other mental illnesses. This service will work closely with the other parts of the Later Life mental health services.

The service will provide extra support where a service user may require this especially if in crisis. This will mean that more people will be supported at home rather than having to come into hospital. Those who do need to stay in hospital will have a shorter stay. No changes will be made to the Trust's crisis line which some service users make use of when they are in urgent need of support.

When service users need less support, the service will help them to access other services, for example, voluntary groups in their local areas.

We plan to offer a range of therapies will be offered in groups as well as on a one-to-one basis. This will be provided from Victoria Park Centre and at local centres in each locality. Some therapies and support will continue to be provided in the service user's own home.



## **OTHER THINGS WE WANT TO ASK YOU ABOUT?**

We would like to ask your views about:

### **The name of our service – should we change it?**

The service is now called 'Later Life Mental Health Services'.

Some names that we are thinking as a different name are:

- Later Life Mental Health Services
- Older People's Mental Health Services
- Mental Health Services for Older People
- Older Adults Mental Health Services
- Mental Health Services for Older Adults.

You can let us know what you think of these names or suggest your idea for a name.

### **How should we spend the extra money form Commissioners?**

The Commissioners have given us three hundred thousand pounds (£300,000) to spend on Later Life Mental Health Services. We have spent eighty thousand pounds (£80,000) so far to employ 2 social workers in new posts who work on our inpatient wards. They support people to be discharged from hospital.

With the rest of the money, two hundred and twenty thousand pounds (£220,000), we have some ideas from some of our service users, carers and staff.

You can let us know what you think of these ideas or suggest your ideas for how we should spend the rest of the money.

## WHAT ARE OUR PLANS IN SUMMARY?



We will provide community mental health care closer to home with the Community Mental Health Teams (CMHTs) based in north, central and south Manchester.

We will have six more nurses and 3 new dementia support advisors in our CMHTs.

The Admiral Nurses and staff who support people with dementia will be working closer together with our CMHT staff.

Having our staff working more closely together will mean that we will improve access to and support for service users and those who care for people with dementia.

More younger people with dementia will be able to access support from Young Onset Dementia Service.

Memory assessment and intervention services will be delivered in the same way across the City. Initial screening will be carried out by your Doctor with support from CMHT staff. We will develop a city wide specialist dementia assessment service for people with more complex needs.

The existing day service at Victoria Day Centre will support people with dementia as well as supporting people with other mental illnesses.

Where possible, we will provide more support to people at home rather than them having to come into hospital. Those who do need to stay in hospital will have a shorter stay.

We will have our specialist nurses as well as our psychiatrists working in our outpatient clinics. These clinics will be delivered in community settings, for example, at a local Doctor's surgery.

We also like to hear what you think about changing the name of our service and how we should spend the rest of the money that we have received from Commissioners.

## **SOME QUESTIONS THAT WE HAVE ASKED SO FAR**

As part of shaping our plans, we have talked with some of our service users, carers and staff. Some of the questions that they have asked us are given below. If you have any other questions for us to answer, please do get in touch with us. You can contact us in a number of ways (see page 3 for more information).

### **Will the proposed changes put more pressure on carers?**

In no way do we think or see these changes putting extra pressure on carers. We will be offering them more support by our staff, providing more home. Our plans aim to ensure that we assess and support the needs of carers as well as service users.

### **Have staff been considered in these plans and will there be any job losses?**

Yes, our staff have been considered in our plans. We expect there will be no job losses as a result of our plans. Efficiencies are being made through current staff vacancies. As stated in our document, we will be having more and new staff working in our services.

We have and will continue to discuss these plans with staff to ensure their views are considered and any concerns addressed at an early stage.

### **Are these plans about saving money?**

Our plans outlined here have been driven by our desire to continuously improve services, national evidence and best practice and the views of service users, carers and staff.

By implementing the proposed changes, we will be able to support more people at home, have shorter hospital stays for those who do come into hospital and improve the experience for those who use our services, and their carers.

The service redesign makes best use of available resources and provides an opportunity to make some savings as part of the Trust's savings plan for this year.

### **What about the loss of male beds in North Manchester and the additional travel requirements for service users and particularly carers and families?**

Our aim is that by improving access to local community mental health services, the need to come into hospital will only be for those who we cannot support at home. For those, who come into hospital, a shorter stay is expected.

However, we do know that there may be some difficulties for a few people to travel to south Manchester if they have a family member in hospital. We will consider how best to reduce any transport difficulties with carers and family members on an individual basis.

## About this consultation

Manchester Mental Health and Social Care Trust will conduct this consultation exercise in accordance with the Consultation Principles (Cabinet Office). We seek to comply with the NHS England's Good Practice Guide for Planning and delivering service changes for patients (December 2013).

Any complaints about this consultation can be made to:

### Manchester Mental Health and Social Care Trust PALS

- On 0161 882 2084 / 2085 during normal office hours 8:30am - 4pm, Monday to Friday (excluding public bank holidays)
- Write to us at this freepost address: Freepost MMHSCT.

## Confidentiality

If you are responding on behalf of an organisation or you are representative of service users/the public e.g. an MP or councillor your response may be made available for public scrutiny. If you are responding in a personal capacity your response will be shared with decision-makers to enable them to consider your views fully, but will otherwise be kept confidential except as may be required by law.

If you would like to remain anonymous, please do not insert your name on the form but we would be grateful if you would fill in the other data so that we can assess how representative respondents are and whether there are differences to the answers given by different groups of people. If you would like to be kept informed of our work and wish your response to be confidential then please contact us separately with a request for us to keep you updated.

Your responses to this questionnaire are confidential and will be stored securely and managed in line with Data Protection Regulations. Any contact details that are given will not be included when the data is analysed. All personal details will be stored separately. However, if you disclose that you or someone else is at risk of harm, we have a duty to assess this and may need to contact you and/or other relevant persons.

## Documents in different Formats

If you require this document in a different Language, phone

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如果您需要此文档在不同的语言，电话

Si vous exigez ce document dans une différente Langue, telephone

यदि आप किसी भिन्न भाषा में अपेक्षित दस्तावेज, फ़ोन

Jeśli wymagają tego dokumentu w innym języku, telefon

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Also for Large Print, Braille or another Language, phone 0161 882 2093 or 0161 882 2091.