



Merton Clinical Commissioning Group

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02 July 2012

Councillor Suzanne Evans  
c/o Merton Civic Centre  
London Road  
Morden  
SM4 5DX

Dear Councillor Evans

Further to the proposed planned changes in respect of commissioning specialist learning disability, mental health inpatient services, I am writing to confirm that Merton Clinical Commissioning Group (MCCG), have reviewed and support the proposals.

MCCG welcome the opportunity to improve care pathways for people with learning disability and mental health co-morbidity; particularly with regard to providing services within community settings in an attempt to reduce the need for specialist inpatient assessment and treatment services. We are also aware of the recently published, *Winterbourne View: Interim Report*, and believe that our local proposals are in line with national policy.

The reduction in the need for specialist inpatient assessment and treatment services can be viewed positively, as it reflects the success of locally commissioned services to support people at home and within community settings. Supporting people in the community means that they can be offered a more personalised service that is responsive and can be integrated with other types of support as needed. The local proposals being developed will build on this success and provide further opportunities for improvement.

Chairman: Sian Bates Chief Executive: Ann Radmore

A partnership of local primary care trusts: Croydon, Kingston, Richmond, Sutton & Merton and Wandsworth

MCCG will continue to work collaboratively with the London Borough of Merton and South West London and St Georges Mental Health NHS Trust to ensure that changes are implemented effectively. We will also performance manage services to ensure that our patients continue to receive the best possible care.

Yours sincerely

Handwritten signature of Eleanor M. Brown in black ink, with a long horizontal line extending to the right.

Eleanor Brown  
Accountable Officer  
Merton Clinical Commissioning Group

Handwritten signature of Martyn Wake in black ink.

Martyn Wake  
Mental Health Clinical Lead  
Merton Clinical Commissioning Group

## **Communication and Engagement Plan**

### **On changes to Mental Health Learning Disability inpatient services**

#### **1. INTRODUCTION**

This paper is a draft communications plan that supports NHS Sutton and Merton's engagement plan in respect of changes being made to mental health learning disability inpatient services. It covers:

- Stakeholders
- Current stakeholder engagement
- Timing
- Communications mechanisms
- Updates and feedback
- Key messages
- Appendix 1 – stakeholder analysis
- Appendix 2 - activity planning section

This plan will be a live document to be updated to reflect stakeholder intelligence and activity planning.

#### **2. STAKEHOLDERS**

Stakeholders for the project include:

- Service users
- Carers
- Local GPs
- Sutton and Merton local authorities, including scrutiny committees, relevant partnership boards, relevant councillors and officers
- NHS and LA staff – Commissioning, provider services
- Mental health service provider - South West London and St George's Mental Health Trust
- NHS South West London sector
- Other providers, including voluntary/independent sector
- Local MPs for Sutton and Merton

A more detailed analysis of stakeholders follows in Appendix 1.

#### **3. CURRENT STAKEHOLDER ENGAGEMENT**

Current engagement with stakeholders has identified

- Service users are positive about the engagement that currently happens in respect of service planning in relation to learning disability services in Sutton and Merton.

- Service users and other learning disability stakeholders/partners are engaged and supported to work with service planners and commissioners via
  - Monthly learning disability partnership boards
  - Annual learning disability NHS self assessment (including big health check event)

#### **4. TIMING**

There is one main engagement phase for this work:

##### **Engagement phase**

In addition to the existing ongoing engagement noted above, there will be a specific focus on changes to inpatient services during April – May 2012. The main activities during this phase will be:

- Initial communication on plans regarding the to change inpatient services
- Engaging with stakeholders on the plans
- Analysis of any stakeholder issues/concerns and identification of mitigations
- Sharing of mitigation plans
- Development of ongoing performance management of new (and existing) services

#### **5. COMMUNICATION MECHANISMS**

It is proposed that a variety of communication methods to engage with groups will be used, including:

- Letters to stakeholders
- Presentations to the local learning disability partnership boards
- Presentations at other existing meetings with stakeholders as appropriate
- Updating existing publications detailing learning disability services available
- Using existing LA/PCT communication mechanisms – e.g. Stakeholder bulletins and/or newsletter, LBS and LBM provider team briefings
- Working with LBS, LBM and third sector local stakeholder groups to engage service users and carer networks

#### **6. UPDATES AND FEEDBACK**

There are a very small number of people across Sutton and Merton that have and are likely to use specialist services such as Jasmine's ward. Therefore it is not anticipated that there will be a high level of stakeholder interest in these proposed changes. However it is essential that we effectively communicate with stakeholders and partners in order that people are clear about new referral routes and the changes to services. We also want to ensure ongoing effective engagement with partners/stakeholder to ensure that any concern/issues are resolved and to know we are commissioning high quality services in response to people's needs.

Communication approaches for the different stakeholder groups are detailed in appendix 2

## **7. KEY MESSAGES**

Key messages include:

- There will be a new provider of specialist inpatient mental health learning disability services.
- Sutton and Merton have seen a continued and sustained reduction in the numbers of people requiring specialist inpatient mental health learning disability services.
- Local health and social care learning disability community services are highly effective and are successfully supporting people within community settings - this is directly impacted on the reduced need for inpatient services.
- The Sutton and Merton specialist mental health learning disability community team supports people accessing mainstream mental health services (including inpatient), further reducing the need for specialist services.
- The main drivers for this change are
  - National strategic policy and direction e.g. Valuing People, Green light toolkit
  - The reducing need for specialist inpatient services as a result of improvements in community services
  - The impact of this activity reduction on the local provider of specialist services (South West London and St Georges mental health trust) and their concluding that it is no longer viable for them to provide specialist inpatient services in Jasmines ward.

Appendix 1 – stakeholder analysis

<b>STAKEHOLDER GROUP</b>	<b>MAIN WAYS TO REACH GROUP</b>	<b>LEAD PERSON FROM GROUP</b>	<b>LEAD PERSON FROM PCT</b>
Service users and carers	<ol style="list-style-type: none"> <li>1. Learning disability partnership board</li> <li>2. Sutton and Merton LINKs ,</li> <li>3. Merton Speak Out Group</li> <li>4. Speak Up Sutton Group</li> <li>5. Sutton Carers Centre</li> <li>6. Merton Carers Group</li> </ol>	<ol style="list-style-type: none"> <li>1. Patrick Hopkinson (Sutton), Karthiga Sivaneson/Jonathan Brown (Merton)</li> <li>2. tbc</li> <li>3. Jonathan Brown</li> <li>4. Patrick Hopkinson</li> <li>5. TBC</li> <li>6. TBC</li> </ol>	Sarah Ives/Jatinder Bhuhi
CCGs and GPs	<ol style="list-style-type: none"> <li>1. Clinical Commissioning delegated Committee (CCdC)</li> <li>2. Sutton Clinical leads</li> <li>3. Merton Clinical leads</li> <li>4. Sutton and Merton GP surgeries</li> </ol>	<ol style="list-style-type: none"> <li>1. Chairs</li> <li>2. Chris Elliot, Brendon Hudson, Chris Keers</li> <li>3. Howard Freeman, Martyn Wake, Paul Alford</li> <li>4. Practice managers</li> </ol>	<ol style="list-style-type: none"> <li>1. Adam Wickings/Sarah Ives</li> <li>2. AW/SI</li> <li>3. AW/SI</li> <li>4. Mark Robertson</li> </ol>
Local authorities	<ol style="list-style-type: none"> <li>1. Sutton Health and Wellbeing scrutiny committee</li> <li>2. Merton Health and Wellbeing scrutiny committee</li> <li>3. Learning Disability Partnership Board</li> <li>4. One Sutton Board</li> </ol>	<ol style="list-style-type: none"> <li>1. Cllr. Mary Burstow</li> <li>2. Cllr. Suzanne Evans</li> <li>3. Patrick Hopkinson (Sutton), Karthiga Sivaneson/Jonathan Brown</li> </ol>	<ol style="list-style-type: none"> <li>1. AW/SI</li> <li>2. AW/SI</li> <li>3. SI/JB/MR</li> <li>4. AW/Jonathan Bates</li> <li>5. AW/MR</li> <li>6. AW</li> </ol>

	<ul style="list-style-type: none"> <li>5. One Merton Group</li> <li>6. Sutton health portfolio holders</li> <li>7. Merton health portfolio holders</li> </ul>	<ul style="list-style-type: none"> <li>(Merton)</li> <li>4. Adi Cooper</li> <li>5. Val Day</li> <li>6. Adi Cooper, Cllr. Colin Stears</li> <li>7. Simon Williams, Cllr. Linda Kirby</li> </ul>	<ul style="list-style-type: none"> <li>7. AW/SI</li> </ul>
NHS internal	<ul style="list-style-type: none"> <li>1. PCT</li> <li>2. SWLSTG</li> <li>3. South West London Sector</li> </ul>	<ul style="list-style-type: none"> <li>1. Tracey Lambert</li> <li>2. Mark Clenaghan, Sian Carter</li> <li>3. Frances Newell</li> </ul>	<ul style="list-style-type: none"> <li>1. SI</li> <li>2. SI</li> <li>3. SI</li> </ul>
Other mental health service providers, including voluntary/independent sector	<ul style="list-style-type: none"> <li>1. South London and Maudsley NHS FT</li> <li>2. TBA for voluntary/independent sector</li> </ul>	<ul style="list-style-type: none"> <li>1. Mandy Everett</li> </ul>	<ul style="list-style-type: none"> <li>1. SI/MR</li> </ul>

Appendix 2 – Activity planning

<b>STAKEHOLDER GROUP – SERVICE USERS AND CARERS</b>				
<b>Audience</b>	<b>Mechanism</b>	<b>Date</b>	<b>PCT Lead</b>	<b>Update/comment</b>
Sutton LD Partnership Board	Meeting	June - August	Sarah Ives/Jatinder Bhuhi	
Merton LD Partnership Board	Meeting	10 July 2012	SI/JB	Paper to be added to minutes. July meeting focus on Big Health Check.
CC(d)C	Meeting	June	Adam Wickings	
GPs	Letters from MD informing of change of inpatient provider to individual practices (including information of new service)	July/August	AW	Letter will need to include date of which Jasmines will close
Sutton and Merton Carers Centres	Letters from MD informing change of inpatient provider (including information of new service)	July/August	AW	
Sutton and Merton LINK	Letters from MD informing change of inpatient provider (including information of new service)	July/August	AW	
User groups	tbc	To be confirmed	tbc	
Carer reference group	tbc	To be confirmed	tbc	



<b>STAKEHOLDER GROUP – GPs</b>				
<b>Audience</b>	<b>Mechanism</b>	<b>Date</b>	<b>PCT Lead</b>	<b>Update/comment</b>
CCGs	Report/proposal detailing changes to services, engagement plan and letters for review and agreement	April-May	Adam Wickings/Sarah Ives	
CC(d)Cs	Report detailing changes to service	June/July	Adam Wickings/Sarah Ives	
GP mental health leads Heather Lings/Chris Keers and Paul Alford	Letter/email and Briefing detailing changes to services	April-May	AW/SI	

<b>STAKEHOLDER GROUP – LOCAL AUTHORITIES</b>				
<b>Audience</b>	<b>Mechanism</b>	<b>Date</b>	<b>PCT Lead</b>	<b>Update/comment</b>
Sutton LD Partnership Board	Meeting	July	Sarah Ives/Jatinder Bhuhi	
Merton LD Partnership Board	Meeting	July		
Sutton & Merton Council health portfolio leads	Letter from MD informing of change	June - July(Sutton) June - July(Merton)	Adam Wickings	
Sutton & Merton Council OSC chairs	Letter from MD informing of change and report detailing reasons for change and engagement plans	May (Sutton) May (Merton)	AW	Requirement for presentation and attendance at meeting to be confirmed by OSC in response

Sutton and Merton Council leaders	Letter from MD informing of change	May-June (Sutton) May-June (Merton)	AW	
MHLD Care Pathway Working Group	Meeting	9 May 2012	SI/MR	Meeting including clinical and professional representation from MHLD Team & LA Community LD Team

<b>STAKEHOLDER GROUP – NHS INTERNAL</b>				
<b>Audience</b>	<b>Mechanism</b>	<b>Date</b>	<b>PCT Lead</b>	<b>Update/comment</b>
CEO/borough director of SWLSTG	Letter from MD detailing engagement plans	May	Adam Wickings	
NHS SWL SMT	Report on service changes and engagement plans	tbc	AW	
MHLD Care Pathway Working Group	Meeting	9 May 2012	SI/MR	Meeting including clinical and professional representation from MHLD Team & LA Community LD Team

## **Healthier Communities and Older People Overview and Scrutiny Committee**

**Report from: LINK Merton**

**Meeting Date: 4<sup>th</sup> July 2012**

### **Work programme priorities**

Priorities have been set, based on the outreach work carried out by Susanne Baccini and feedback from the January public meeting.

The following are the main areas of work but it is anticipated that other priorities may arise during the remaining life of LINK. It is our intention to provide an ongoing work programme that the newly formed Healthwatch will be able to utilise as a basis for their own work programme from April 2013.

Main programme areas for 2012 are:

- Quality of residential care
- Customer experience of domiciliary care
- Support for carers, and carers' engagement and representation.
- Mapping mental health services and methods of engagement for service users.
- Strengthening links with GP surgeries and local communities (including developing Patient Participation Groups)
- Access to health and social care information
- Helping the development of new NHS structures (e.g. Health and Wellbeing Board, Clinical Commissioning Group)
- Community engagement in NHS developments, e.g. Better Services Better Value
- Supporting the transition to Local HealthWatch (e.g. meetings, publicity, and consultation).

**Progress to date:**

### **Mental Health services**

LINK has commissioned Jennie Chapman to carry out a comparison on mental health services in Merton and neighbouring boroughs. Following initial consultations Jennie is concentrating on:

- Day resource services (broad definition – not just day centres) – with some idea about who the various services can and do help – as one of the main concerns is the perceived lack of day services for the most severely mentally ill. Including support to maintain independent living – including developing life skills, housing.
- Carers' services – emergency planning, breaks, advice
- Out of hours / weekend resources

## **Dementia services**

LINK and LBM Adult services are holding a joint workshop to look at the development of future services. The workshop is being held on the 26<sup>th</sup> July at Vestry Hall

## **Self directed Support**

The LINK review of customer experience of self directed support has been published. The report is on the website. Common themes for development emerged across four areas –

- Terminology: use of
- Choice: more market development needed particular around challenging behaviour and understanding information sufficiently to make a meaningful choice
- Communication: Whilst most felt positive about the communication a significant number felt improvements could be made.
- Carer Awareness: Carers found the process more stressful and were less satisfied with the systems

We are working with LBM to look at taking forward the recommendations.

## **Ageing Well**

We have worked closely with LBM in consulting with older people on the development of activities and services. The outcomes from this will help develop a new Adult Services commissioning strategy and voluntary sector grants programme. This work is being taken forward as a follow on to the recent Ageing Well programme. It will consist of more detailed targeted work in Eastfields and High Path, including focus group work on the new adult services social care portal.

## **Strengthening links between GP surgeries and local Communities**

We are working with the PCT and CCG to deliver workshops for GP practices – due to take place in the Autumn with the aim to expand patient participations groups within the borough.

## **Access to Health and Social Care information**

We have been supporting the development of an online information portal by LBM adult services. Various groups and individuals will be piloting this shortly.

## **Reablement/ hospital discharge**

Following on from previous LINK reports we are participating in a working group with Health and Social Care colleagues to improve services. The One Merton Group has agreed to establish a work programme and three task groups to look at reablement services. One meeting has been held to agree the task group areas. We will now be looking for task group members

## **Domiciliary Care and residential care**

We will be establishing a working group to take forward both these subjects, including where to make best use of enter and view

## **Helping the development of new NHS structures**

The Chair currently represents the LINK on the Health and Wellbeing Board (alongside CEN reps) and the One Merton Group. We will be discussing representation with the Clinical Commissioning group although this might be more relevant to Healthwatch representation in the future. We are also Supporting LBM to engage on developing HealthWatch in Merton

LINK held a public meeting on the 2<sup>nd</sup> July. Speakers gave feedback on developments with the Clinical Commissioning Group, Public Health and Healthwatch and the consultation process for that. Feedback at the meeting from Merton residents was positive.

## **Engagement with and representation of carers**

We are working with Carers Support Merton on this area.

## **Better services better value**

We will support the community to engage in the consultation process, planned for the Autumn, on proposed changes to local hospital services.

Barbara Price  
Chair