Inpatient mental health services in south west London

Summary of proposals for public consultation
29 September – 21 December 2014

The consultation is being run by:

- NHS clinical commissioning groups for Kingston, Merton, Richmond, Sutton and Wandsworth (which commission the local services)
- NHS England (which commission the specialist services)
- and supported by South West London and St George’s Mental Health NHS Trust (which provides these services)
About this consultation

This consultation is about the future location of mental health inpatient facilities for people in Kingston, Merton, Richmond, Sutton and Wandsworth, and for a range of specialist mental health services serving a wider catchment area.

The public consultation runs from 29 September 2014 to 21 December 2014.

The case for change

Mental health is important. One in four of us will experience some kind of mental health need. All the evidence suggests that the demand for mental health care is rising, and will continue to rise. NHS mental health services in south west London, and across the country, have been changing the way they deliver care so that more care is provided at home or closer to home and unnecessary hospital stays are reduced.

The Trust and the five NHS CCGs that commission mental health services are committed to the principle of providing as much treatment as possible in the community. They have already put further investment into Home Treatment Teams which has resulted in a reduction in the use of acute beds in 2014.

It is imperative that there is parity of esteem between patients using mental health services and those using acute hospitals. This needs to be recognised by developing modern mental health inpatient facilities fit for the 21st century and beyond.

We need modern mental health inpatient facilities that are fit for purpose, give people the best chance to recover in the best environment, support staff to deliver high quality care, and are sustainable for the NHS in the long term.

Most of the existing mental health inpatient facilities in south west London are very old, not suitable for modernisation, not designed for today's mental health care and expensive to maintain. They do not provide a good, supportive environment for patients and carers. They make it harder for frontline staff to deliver high quality care.

The preferred option is to create two purpose built centres of excellence for inpatient care at Springfield University Hospital and Tolworth Hospital, able to provide the highest quality surroundings, to attract the best healthcare staff and to provide a first-class environment for care in ways that are sustainable for the NHS. This would improve the quality of clinical care, improve the experience for service users and carers, bring the Trust into line with current guidance and best practice, and support implementation of the Francis Report (2013) on safety, avoiding harm, adult and child safeguarding and transparency. Another option is to provide services at three sites, Springfield University Hospital, Tolworth Hospital and Queen Mary's Hospital. This is closer to the current pattern of services. We do not believe this option provides as many benefits for service users, carers and staff. It is also more expensive for the NHS in the long term.

What we have now

Mental health inpatient services are provided at:

Springfield University Hospital, Tooting
- Adult working age: three wards, including the modern Storey Building (formally known as the Wandsworth Recovery Centre, opened in 2009) and Jupiter Ward
- Older adults: one ward (Crocus)
- Psychiatric Intensive Care Unit, Section 136 Suite
- Secure unit: four wards (Shaftesbury Clinic)
- Eating disorder service: one ward (Avalon)
- Obsessive compulsive disorder and Body dysmorpia Service: one ward (Seacole)
- Adult deaf service: one ward (Bluebell)
- Rehabilitation: one ward (Phoenix)

Child and Adult Mental Health inpatient services:
- three wards (Aquarius, Corner House, Wisteria)
- Step down care (Burntwood Villas)

Springfield University Hospital provides services to the northern and eastern part of the catchment area and a range of specialist services.

The site includes modern facilities at the Storey Building (formally Wandsworth Recovery Centre) commissioned in 2009 and the Phoenix Unit commissioned in 2007. Apart from these, none of the other wards are fully compliant with modern standards for inpatient services. They are designed for 23 beds rather than the recommended maximum of 18 and do not meet standards for privacy and dignity. 82% of the buildings at Springfield are functionally unsuitable.
Tolworth Hospital, Kingston
- Adult working age 1 ward (Lilacs)
- Older adults 1 ward (Azaleas)
- Continuing Care ward (Fuschias)
- ‘Your Health’ services (community health services not provided by the Trust)

Tolworth Hospital provides services to people in the south western part of the catchment area. It is a relatively small hospital which has not been developed in a coherent pattern. The buildings are located piecemeal on the site which presents challenges to safety and security for patients, carers, staff and the local community. None of the mental health inpatient wards are fully compliant with modern standards.

Queen Mary’s Hospital, Roehampton
- Adult services: three wards (one of which is female only)

Queen Mary’s Hospital, Roehampton, provides local services to people in the north western part of the catchment area (older people with mental health needs are cared for either at Tolworth Hospital or at Springfield University Hospital).

It is a modern hospital opened in 2008. The Trust does not own the site and rents the ward space from NHS Property Services. Mental health services were included late in the hospital’s development and allocated to the upper floor. The wards were designed to have 23 beds each, compared to the current recommended maximum of 18. The unit has long corridors, without clear lines of sight from the nurses’ station to all parts of the ward. Access to outside space is limited to a single courtyard on each ward.

Queen Mary’s Hospital is also isolated from the Trust’s other main inpatient sites. This means it is more challenging to provide a ‘critical mass’ of staff at the site. At the Trust’s larger sites it is possible to have a number of staff available should someone require specialist or dedicated attention, especially out of hours.

What we want to provide

New inpatient facilities which will:
- Provide the best possible experience for patients, carers and staff
- Meet national and local standards for mental health services
- Are purpose-designed for modern mental health care
- Enable staff to provide high quality care
- Are sustainable for the NHS in future with lower maintenance and running costs than existing inpatient services

This consultation is about determining the best way to deliver these principles so that patients and carers get the best possible experience and staff can concentrate on providing excellent care without compromise. It is about the right location for mental health inpatient services in south west London. It is not about precise bed numbers. This is because any new accommodation will be designed to be flexible and able to adapt to changing clinical needs. Wards will typically have a range of 12 to 18 beds, which could be brought into use as appropriate to meet the needs of each service.

The costs of building new facilities would come from selling land which the NHS no longer needs and using the proceeds to build the new inpatient units. This would be an investment programme of up to £160 million at 2014 prices depending on the option selected.

It will take until about 2024 to design the new buildings, get all the funding in place and then build them ready for patients.

What we are consulting on

We are consulting on:
- A two-site option with local and specialist services in new accommodation at both Springfield University Hospital and Tolworth Hospital. Local services would no longer be provided at Queen Mary’s Hospital. This is our preferred option because it means everyone would be cared for in the best possible surroundings.
- A three-site option with local services in new accommodation at Springfield University Hospital and in the existing wards at Queen Mary’s Hospital. Specialist services would be in new accommodation at Springfield University Hospital and Tolworth Hospital.

Tolworth Hospital would no longer provide adult acute inpatient mental health care.

Under both options we are also consulting on:
- Relocating some specialist services from Springfield University Hospital to the new development at Tolworth Hospital. This will help us provide the best possible accommodation for these services using the available space at both hospitals.
- The best location for a ward for older people with age-related mental health conditions. This could be in new accommodation at either Tolworth Hospital or Springfield University Hospital.
The options – proposed configuration

**Option 1: Two inpatient centres at Springfield University Hospital and Tolworth Hospital**

This is the preferred option: to establish two centres of excellence for inpatient mental health services. Each site would provide a range of services for people living in Kingston, Merton, Richmond, Sutton and Wandsworth, and specialist services which treat people from across the country.

Under this option all patients and their carers will be supported in accommodation that meets modern standards for safe, effective care and in surroundings that meet people’s needs for privacy and dignity.

<table>
<thead>
<tr>
<th>Springfield University Hospital</th>
<th>Tolworth Hospital</th>
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</thead>
<tbody>
<tr>
<td>Adult services (three wards)</td>
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<td>Psychiatric Intensive Care Unit</td>
<td>Adult deaf services (one ward)</td>
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<tr>
<td>Eating disorder service (one ward)</td>
<td>Obsessive compulsive disorder and Body dysmorphia service (one ward)</td>
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<tr>
<td>Low and Medium secure services (four wards)</td>
<td>Child and adolescent services (three wards)</td>
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<tr>
<td>Rehabilitation and stepdown services (two wards)</td>
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<tr>
<td>Older adult acute ward (or at Tolworth)</td>
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<td>Base for community teams who will go out to local clinics and people’s homes</td>
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**Option 2: Three inpatient sites at Springfield University Hospital, Tolworth Hospital, Queen Mary’s Hospital**

This option maintains inpatient services at three sites. It is closer to the existing pattern of inpatient services except that local mental health services would no longer be provided from Tolworth Hospital.

The existing wards will continue in use at Queen Mary’s Hospital. They will not meet all modern standards for mental health inpatient services.

This option does not resolve the challenges of providing high quality care at Queen Mary’s Hospital, because we do not believe it is possible to improve the design and layout of the wards there.

Patients and carers who currently use Tolworth Hospital in Kingston will need to travel to Springfield University Hospital or Queen Mary’s Hospital for their inpatient care.

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Proposals for public consultation:

Summary

Specialist services and services for older people

We are consulting on the location of specialist inpatient mental health services, and on the location of a ward for older people with age related mental health conditions.

This part of the consultation only involves Springfield University Hospital and Tolworth Hospital.

We are consulting on the location for these services because the future site at Springfield University Hospital is not large enough to accommodate all these services without some wards being on upper floors. This is not ideal, and would reduce the quality of the experience for patients and carers using these services. There is room at Tolworth Hospital. By using both hospital sites to their full potential everyone will be able to benefit from the best possible accommodation.

Specialist services: remaining at Springfield University Hospital

- The Psychiatric Intensive Care Unit (PICU) must remain at Springfield University Hospital to support other inpatient and crisis care services
- The 136 Suite will also be based at Springfield University Hospital
- The adult eating disorders service (currently Avalon ward) must remain at Springfield University Hospital because of the physical support provided by St George’s NHS Trust, known as the Marzipan Pathway
- Forensic services are also planned to remain at Springfield University Hospital. There is no advantage to relocating these services and planning consent for a move would be unlikely

Specialist services: proposals for Tolworth Hospital

- Create a new campus for inpatient child and adolescent services at Tolworth Hospital including the children’s Tier 4 eating disorder service and deaf service. Relocating this service would provide young people with valuable extra outside space and access to better leisure facilities – something they and their families say is important to their care. Basing these services at Tolworth also ends the current situation where these services are on the same site as secure and forensic adult services
- Relocate the adult deaf inpatient services. Providing these services at Tolworth Hospital would offer more space for development and better quality accommodation. The community services for deaf people are not affected by this proposed move
- Relocate the Obsessive Compulsive Disorder and Body Dysmorphia service. Providing this service at Tolworth Hospital would offer more space for development and better quality accommodation

Services for older adults

We are consulting on the best location for a ward for older people. As alternatives to hospital admission continue to be introduced, it is intended to provide one ward for older adults with age-related mental health conditions. This ward could be located either at Springfield University Hospital or at Tolworth Hospital.
How to respond
This public consultation sets out the different options that we have developed as a result of listening to and working with patients, carers, community groups, NHS and relevant local authority partners. Now we are seeking your views on these proposals.

You can tell us what you think in a variety of ways:

• Returning the form included with this document (no stamp needed)
• Online at: www.kingstonccg.nhs.uk

Writing to us at: FREEPOST SWL MENTAL HEALTH CONSULTATION
or by email to swlmh.consultation@nhs.net
Attending an event
If you are a local group or organisation, you can request a speaker to attend your meeting by contacting 020 3513 6006 or swlmh.consultation@nhs.net

The consultation runs from 29 September 2014 to 21 December 2014. Responses are welcome during this time, but they must be in writing or email and must be submitted before the closing date to be considered.

Events
We are holding a series of public events where people can discuss the proposals and make comments. The details are:

28 October 2014 - Kingston
7:00pm, Kingston United Reformed Church, Richard Mayo Centre, Eden Street, KT1 1HZ

06 November 2014 - Richmond
7:00pm, Riverside Room, Old Town Hall, Whittaker Avenue, TW9 1TP

10 November 2014 - Merton
7:00pm, Wimbledon Guild, Drake House, 44 St. George's Road, Wimbledon, SW19 4ED

13 November 2014 - Sutton
7:00pm, Large Hall, Sutton Salvation Army, 45 Benhill Avenue, SM1 4DD

19 November 2014 - Wandsworth
7:00pm, Conference Room A, Building 14, Springfield University Hospital, 61 Glenburnie Road, SW17 7DJ

If you have any questions or comments about the consultation process, please contact 020 3513 6006 or email swlmh.consultation@nhs.net
Inpatient mental health services in south west London

Response form

Kingston Clinical Commissioning Group
Merton Clinical Commissioning Group
Richmond Clinical Commissioning Group
Sutton Clinical Commissioning Group
Wandsworth Clinical Commissioning Group
NHS England
South West London and St George's Mental Health NHS Trust

September 2014
1. We believe that with a few exceptions, mental health inpatient services in south west London are in unsuitable buildings which were not designed for modern mental health care, and which do not offer the right levels of privacy and dignity. Our proposals are to develop new inpatient accommodation which will meet national standards.

To what extent do you agree or disagree with our proposal to redevelop inpatient services in south west London?

[ ] Strongly Agree  [ ] Agree  [ ] Neither Agree nor Disagree  [ ] Disagree  [ ] Strongly Disagree

Please state your reasons for why you agree or disagree with our proposals:

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2. As you will see from the consultation document option 1 proposes that mental health inpatient services should be delivered from two sites - Springfield University Hospital and Tolworth Hospital.

To what extent do you agree or disagree with delivering inpatient services at Springfield University Hospital and Tolworth Hospital?

[ ] Strongly Agree  [ ] Agree  [ ] Neither Agree nor Disagree  [ ] Disagree  [ ] Strongly Disagree

Please state your reasons for why you agree or disagree with our proposals:

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3. Option 2 proposes that mental health inpatient services will be delivered from three sites – Springfield University Hospital, Queen Mary’s Hospital and Tolworth Hospital.

To what extent do you agree or disagree with delivering inpatient services at Springfield University Hospital, Tolworth Hospital and Queen Mary’s Hospital.

[ ] Strongly Agree  [ ] Agree  [ ] Neither Agree nor Disagree  [ ] Disagree  [ ] Strongly Disagree

Please state your reasons for why you agree or disagree with our proposals:

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The deadline for receipt of your reply is 21 December 2014.

Response form:
We Need Your Views Now

Once completed the form should be returned to the following freepost address:
FREEPOST SWL MENTAL HEALTH CONSULTATION

Additionally, this form can be completed online at www.kingstonccg.nhs.uk

Please answer the following questions. If you use additional sheets then please indicate which question you are answering by referencing the question’s number.

Before each question we have added a summary of the proposal that the question refers to as a useful reminder.

Data Protection
This survey is being undertaken by Kingston CCG, Merton CCG, Richmond CCG, Sutton CCG, Wandsworth CCG, NHS England and South West London and St George’s Mental Health NHS Trust, with Participate, as part of the consultation into inpatient mental health services in south west London. Participate is an independent organisation and is acting as the independent evaluator for the consultation. All of your comments will remain anonymous within any reports. At the end of this survey you have the option to supply your contact details so that you can stay informed. If you give those details your comments will not be attributed to them and your details will not be passed on to any third parties. All information that you give will be processed by Participate to help improve the commissioning, delivery and experience of NHS mental health services. The data will be used for that purpose only. All data will be held securely and the information you provide will be treated as confidential.
4. Children's inpatient services are currently provided at Springfield University Hospital. As part of our proposals we would provide these services at Tolworth Hospital. We believe this will ensure that young people have access to valuable extra outside space and better leisure facilities – something they and their families say is important to their care. Basing these services at Tolworth also ends the current situation where these services are on the same site as secure and forensic adult services, which is not best practice.

To what extent do you agree or disagree with children's inpatient services moving to Tolworth Hospital?

- [ ] Strongly Agree
- [ ] Agree
- [ ] Neither Agree nor Disagree
- [ ] Disagree
- [ ] Strongly Disagree

Please state your reasons for why you agree or disagree with our proposals:

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5. Adult deaf inpatient services are currently provided at Springfield University Hospital. We believe that providing these services at Tolworth Hospital would offer more space for development and better quality accommodation. (The community services for deaf people are not affected by this proposed move).

To what extent do you agree with adult deaf inpatient services moving to Tolworth Hospital?

- [ ] Strongly Agree
- [ ] Agree
- [ ] Neither Agree nor Disagree
- [ ] Disagree
- [ ] Strongly Disagree

Please state your reasons for why you agree or disagree with our proposals:

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6. The Obsessive Compulsive Disorder and Body Dysmorphia Service is currently based at Springfield University Hospital. We believe that providing this service at Tolworth Hospital would offer more space for development and better quality accommodation.

To what extent do you agree or disagree with Obsessive Compulsive Disorder and Body Dysmorphia Services moving to Tolworth Hospital?

- [ ] Strongly Agree
- [ ] Agree
- [ ] Neither Agree nor Disagree
- [ ] Disagree
- [ ] Strongly Disagree

Please state your reasons for why you agree or disagree with our proposals:

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7. As alternatives to hospital admission continue to be introduced our plans involve providing one ward for older adults. This could be located either at Springfield University Hospital or at Tolworth Hospital.

Where do you think that the ward for older adults should be located?

- [ ] Springfield University Hospital
- [ ] Tolworth Hospital

Please state your reasons for your preference:

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8. Please tell us about any other options for inpatient services you feel we should consider and why:

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Monitoring Information
The following questions help us to ensure that we have heard from a broad mix of people. Your comments will not be personally attributed to this information.

Is this a personal response or on behalf of an organisation?

[ ] Personal  [ ] Organisation

If you are responding on behalf of an ORGANISATION, which organisation do you represent?

……………………………………………………………………………………………………

If you are providing your own PERSONAL RESPONSE, please answer the questions below.
The NHS has a duty to promote equality in relation to age, gender, sexual orientation, disability, race, and religion and belief. We want to make sure that we include all parts of the community in our consultation, but these questions are optional. We will take all consultation responses fully into account when making decisions, regardless of whether you provide your personal details.

Are you responding as a:

[ ] Service user  [ ] Carer
[ ] Local resident  [ ] NHS professional
[ ] Politician  [ ] Councillor
[ ] Other

What was your age on your last birthday?

[ ] Under 25  [ ] 25-34  [ ] 35-44
[ ] 45-54  [ ] 55-64  [ ] 65-74
[ ] 75-84  [ ] 85 or over  [ ] Prefer Not To Say

Do you consider yourself to be disabled?

[ ] Yes  [ ] No  [ ] Prefer not to say

What is your gender?

[ ] Male  [ ] Female
[ ] Transgender  [ ] Prefer not to say

Do you look after, or give any help or support to family members, friends, neighbours or others because of long-term physical or mental ill-health/ disability or problems relating to old age?

[ ] Yes  [ ] No  [ ] Prefer not to say

Which of the following options best describes how you think of yourself?

[ ] Heterosexual / Straight  [ ] Gay / Lesbian
[ ] Bisexual  [ ] Other
[ ] Prefer not to say

What is your ethnic group?

[ ] White British  [ ] White Irish
[ ] White Other  [ ] Black British
[ ] Black African  [ ] Black Caribbean
[ ] Black Other  [ ] Asian British
[ ] Asian Indian  [ ] Asian Pakistani
[ ] Asian Other  [ ] Chinese
[ ] Other  [ ] Prefer not to say

Do you have any dependent children aged under 18?

[ ] Yes  [ ] No  [ ] Prefer not to say

What is your religion?

[ ] No religion  [ ] Jewish
[ ] Christian (all denominations)  [ ] Muslim
[ ] Buddhist  [ ] Sikh
[ ] Hindu  [ ] Any other religion  [ ] Prefer not to say

Are you currently pregnant or providing maternity care for a new-born baby?

[ ] Yes  [ ] No  [ ] Prefer not to say

Where do you live?

[ ] Kingston  [ ] Merton  [ ] Richmond
[ ] Sutton  [ ] Wandsworth
[ ] Other, please state: …………………………………………………

Stay in touch - would you like to receive further information about the consultation?

[ ] Yes  [ ] No  [ ] Prefer not to say

Would you like to receive the information via:

[ ] Post  [ ] Email

If yes, please provide the following details:

First name: …………………………………………………………………

Last name: …………………………………………………………………

Address (if you would like information via post):

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Postcode: ………………………………………………………………………

Email (if you would like information via email):

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Once completed the form should be returned to the following freepost address:

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