



# Item No: 31

Meeting Date: Wednesday 20<sup>th</sup> September 2017

## Glasgow City Integration Joint Board

**Report By:** Alex MacKenzie, Chief Officer, Operations

**Contact:** Anne Mitchell, Head of Older People & Primary Care Services, South Locality

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### RODGERPARK SERVICE USER ENGAGEMENT

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| <b>Purpose of Report:</b> | To advise the Integration Joint Board on the engagement, involvement and satisfaction of relatives and carers regarding the closure of Stonelaw Unit, Rodgerpark Care Home. |
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| <b>Recommendations:</b> | The Integration Joint Board is asked to:<br><br>a) note the communication and engagement that has taken place with relatives of patients in stonelaw unit. |
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#### Relevance to Integration Joint Board Strategic Plan:

The Carers strategy map within the HSCP Strategic plan gives a commitment to the voice of carers influencing service provision.

#### Implications for Health and Social Care Partnership:

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| <b>Reference to National Health &amp; Wellbeing Outcome:</b> | <b>Outcome 3.</b> People who use health and social care services have positive experiences of those services, and have their dignity respected.<br><br><b>Outcome 9.</b> Resources are used effectively and efficiently in the provision of health and social care services |
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| <b>Personnel:</b> | N/A |
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| <b>Carers:</b> | Carers and relatives have been informed about the changes. They have been offered the opportunity to contribute to some aspects of the design and also the naming of the new unit. |
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| <b>Provider Organisations:</b>                             | Glasgow HSCP has worked in partnership with BUPA on the management of the changes.  |   |
| <b>Equalities:</b>   | As this was a move of residents from one unit within Rodgerpark to another unit within the same home there were no significant equalities related impacts identified. |   |
| <b>Financial:</b>  | The reduction in purchased beds has resulted in a financial saving.   |   |
| <b>Legal:</b>  | None  |   |
| <b>Economic Impact:</b>                                    | None  |   |
| <b>Sustainability:</b>                                     | N/A   |   |
| <b>Sustainable Procurement and Article 19:</b>             | N/A   |   |
| <b>Risk Implications:</b>                                  | None  |   |
| <b>Implications for Glasgow City Council:</b>              | None  |   |
| <b>Implications for NHS Greater Glasgow &amp; Clyde:</b>   | None  |   |
| <b>Direction Required to Council, Health Board or Both</b> | Direction to:   |   |
|  | 1. No Direction Required  | ✓ |
|  | 2. Glasgow City Council   |   |
|  | 3. NHS Greater Glasgow & Clyde  |   |
|  | 4. Glasgow City Council and NHS Greater Glasgow & Clyde   |   |

## 1. Background

- 1.1 A paper was presented to the IJB in March 2017 describing changes to the bed configuration of the Older People's Mental Health Hospital Based Complex Care beds.
- 1.2 This outlined the decision to retract from 28 bedded Stonelaw Unit on the Rodgerpark site and to use both sides of Woodburn Unit (20 beds) on the same site.
- 1.3 This brief paper describes the communication with relatives and carers leading up to the changes.

## **2. Actions**

### 2.1 Actions taken:

- A relative's letter was agreed jointly with BUPA and HSCP management regarding the closure.
- All relatives / carers were written to by Anne Mitchell, Head of Older People and Primary Care and Aileen Waton, Managing Director BUPA UK Scotland, North East.

2.2 A Relatives / carers meeting was held at Rodgerpark Care Home, Woodburn unit on 12th May 2017 at 2.00pm. The NHS and BUPA management and clinical teams from both organisations were present.

2.3 Christine Murphy, Service Manager, outlined the circumstances leading up to the decision to close the unit. These included the revised Hospital Based Complex Care criteria as well as the reduction in demand for this type of bed.

2.4 Relatives were advised that each patient would be assessed by Dr Neilson, Consultant Psychiatrist, and a recommendation would be made regarding moving to Woodburn unit or an alternative placement within a mainstream care home. Relatives were advised that they would be consulted and involved throughout the process of closure of the unit.

2.5 Billy Thomson, the Home Manager, advised relatives that the staff would move from Stonelaw unit to Woodburn to provide consistency of care. Relatives were offered the opportunity to be involved in designing the quiet areas within the new unit and also to have input into specifications for new gardens, patient rooms and day areas should their relative be moving to Woodburn unit. The relatives were also asked to consider and offer suggestions about what they would like the new unit to be called. Relatives were then given the opportunity to ask any questions.

2.6 Service Manager details were given both from NHS and BUPA if anyone wished to meet on a one to one basis.

2.7 Two families took the opportunity to speak with Christine Murphy (Service Manager, Older People & Primary Care) on the day.

2.8 Relatives were advised that Dr Neilson would meet with them all on a one to one basis to discuss each individual resident's future care.

## **3. Current Position**

3.1 One to one meetings have taken place. Two residents moved to mainstream homes. All other patients transferred to Woodburn during August 2017.

3.2 Dr Neilson remains available on a weekly basis within Rodgerpark and is available for relatives to speak to at any point.

#### **4. Recommendations**

4.1 The Integration Joint Board is asked to:

- a) note the communication and engagement that has taken place with relatives of patients in Stonelaw unit.