Fan Gorau and Older Adult Mental Health Services in North Powys
Overview

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What is Fan Gorau?

- Fan Gorau is an 8 bed mental health (organic) inpatient unit for older adults in Newtown.
- It has been temporarily closed to admissions since 13th June 2016.
- Prior to temporary closure, Fan Gorau typically cared for between 3 and 6 patients at a time. This varied depending on service demand.
- Experience from Fan Gorau indicated that many of these patients were admitted to Fan Gorau because alternative services were not available to support them and their carers in the community.
Why is Fan Gorau temporarily closed?

- The temporary closure resulted from significant patient safety concerns due to the number of vacancies for Registered Mental Health Nursing posts.
- In addition, there were staffing challenges due to sickness absence.
- The full nursing establishment is 7.53 Registered Mental Health Nurses (RMHN).
- But, there were 2 RMHN vacancies within the team (26.6% of the workforce). This level of deficit made it impossible to cover all operational shifts with one MH Nurse on duty.
- Prior to temporary closure, the unit had drawn extensively on agency RMHN staff to cover shifts (especially nights, in the absence of bank staff).
- Using Agency staff as the only registered member of staff is not a safe way to sustain a 24 hour service.
How did we seek to address these issues?

Overall, these posts have been advertised on 11 separate occasions and attracted no suitable applicants.

After the temporary closure we made further renewed efforts including a recruitment campaign featuring newspaper adverts (Wrexham Leader, Shropshire Star), social media advertising across mid Wales and the English Midlands, recruitment posters, NHS Jobs coverage and local Universities.
What are we providing in its place?
The Dementia Home Treatment Team

- Following the temporary closure of Fan Gorau, the staffing team were redeployed into the community to deliver a Dementia Home Treatment Team (DHTT).
- The Dementia Home Treatment Team provides intensive support to patients in their own homes, in nursing & residential homes and in community hospitals.
- The team also provides support to North Powys Residential and Nursing care homes in order to support their residents with complex needs.
- The service operates between 07:30 – 20:30 seven days a week with the aim of reducing the need for hospital admissions and supporting people in their own homes, with intensive support.
- Where patients have required treatment (or detention under the Mental Health Act), new admissions have been accommodated as close to home as possible, based on individual needs (Redwoods in Shrewsbury, Llandrindod, Brecon or Ystradgynlais).
At the time of the temporary closure in June, there were three inpatients on Fan Gorau

In collaboration with clients and their families they were transferred to Clywedog ward in Llandrindod and Tawe Ward in Ystradgynlais.

We recognise that this was an unsettling experience for some clients and/or their families, particularly due to the additional travel.
Our Learning So Far

- A crisis bed is available at Crosfield House Nursing Home in Rhayader for people who require an alternative to hospital admission.
- We continue to keep this under review – based on availability of Mental Health Nursing Home beds and the skill mix of staff to care for patients requiring crisis care.
- Referrals to the team are accepted from GP, Community Mental Health Team, Residential & Nursing Care Home, General Wards in Powys and directly from patients & carers.
- Out of Hours urgent assessments are made through the Emergency Duty Team and a Psychiatrist on call continues to provide cover in the out of hours period.
- As of February, over 150 people have been supported, assessed or treated via the Dementia Home Treatment Team.
- Less than 5% of people initially assessed and supported by the DHTT have required an inpatient admission.
Feedback and experience

- On discharge from the DHTT, patients (or their Carers or Family) are normally offered a Patient Satisfaction questionnaire.
- In general, patient and carer feedback is positive about the care received.
- The main concerns have related to the need for travel to inpatient wards outside North Powys, particularly at the time of the initial temporary closure.
- Several compliments and two complaints have been receive concerning patients admitted to wards outside of North Powys both of which relate to travelling distance to visiting.

  "May I also take this opportunity to apologise for making a fuss when ***** was moved so far away. At the time I was stressed and angry wondering how would I be able to visit and how would he cope with strangers, but once he had arrived and settled I was relieved that he was in an exceptional hospital. Thank you all and especially the staff."

- Feedback from staff has been positive about the more empowering approach available through the DHTT, enabling patients to maintain their independence and reducing the anxiety, confusion and decompensation associated with inpatient stay.
Local Engagement

- Local engagement took place in North Powys during January and February 2017
- We gathered valuable insights about people’s experiences of the Dementia Home Treatment Team and Fan Gorau:

  - We heard very positive experiences of the Dementia Home Treatment Team.
  - We heard that even more people were being supported to remain at home or close to home, avoiding a potentially distressing and disorientating admission to hospital.
  - We heard about occasions when people who had needed inpatient care were admitted to Ystradgynlais because closer options (including Llandrindod Wells) were not available to PTHB at that time. These options are available now.
  - We heard some anxieties about the inpatient assessment unit no longer being available in Montgomeryshire, and positive experiences of being supported to remain at home or closer to home.
  - We heard that a Dementia Home Treatment Team can recruit from a much wider pool of staff including therapists, social workers and psychologists, so it would be more sustainable.
  - We heard people’s hopes and anxieties about the wider network of support for people living with dementia, and for their family and carers.
  - We did not hear new ideas or options that would help us recruit safe nurse staffing for Fan Gorau.
On the basis of local engagement we are recommending the following:

- The Dementia Home Treatment Team in North Powys should be permanently established, enabling us to provide more personalised care for more people at home or close to home.

- The availability of a Dementia Home Treatment Team significantly reduces the need for inpatient assessment services, as more assessment and support can take place at home or in local nursing & residential care. As a result, there is not sufficient demand or capacity to maintain a dedicated unit in North Powys. Patients needing inpatient assessment will be admitted to the most appropriate facility available to meet their needs and circumstances. This may include other PTHB facilities including Llandrindod Wells Hospital (which transferred back to the direct management of Powys Teaching Health Board from 1 June 2017), neighbouring providers (e.g. Redwoods in Shrewsbury) as well as local nursing & residential care.

- We should also continue to review partnerships with the nursing & residential care sector, including the right model for a “crisis bed” in future. Alongside this we should work with social care and other partners to strengthen our integrated approach to respite for family and carers of people with dementia.
As part of this consultation we are keen to hear your views, particularly in relation to the following questions:

- Do we have the right model for the crisis bed?
- Do we have the right model for out of hours support?
- Is the inpatient admission pathway adequate – in hours, out of hours?
- Do we have the right availability of respite?
- Do we have the right “step down” pathway for people in district general hospital?
- What is the model of learning and evaluation to review scope for roll-out to other parts of Powys, and for developing the future model and strategy?
- How will we continue to work together across public sector and the third sector to support carers and community resilience?

We are also keen to hear about any equalities impact that may not already have been identified – for example, positive or negative impacts based on age, gender, sexual orientation, marriage and civil partnership, pregnancy & maternity, ethnicity, religion, gender reassignment, disability, Welsh language or carer responsibilities.
Next Steps

A period of consultation us taking place from 12 June 2017 to 10 July 2017:

The purpose of this consultation is to:

• Continue to raise awareness of the issues and challenges facing the sustainability of Fan Gorau in Newtown, and the interim Dementia Home Treatment Team model that has been put in place.
• Share the feedback we have heard so far and the conclusions we have drawn.
• Gather further insights from patients, potential patients and their family/carers, the public and wider stakeholders.
• Support us to make recommendations on the way forward, for discussion with Powys Community Health Council which is the independent statutory body to represent the interests of patients and the public in the National Health Service.
How To Get Involved

Find out more from our website at http://bit.ly/dementiapowys

Share your views via email to powys.engagement@wales.nhs.uk

Write to us at Engagement and Communications Team,
Powys Teaching Health Board,
Bronllys Hospital,
Bronllys, Brecon, Powys LD3 0LU