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Bae Abertawe
Swansea Bay University
Health Board



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| Meeting Date | 27 January 2022 | Agenda Item | 3.5 |
| Report Title | Update on Outcome of the Engagement for Older People's Mental Health Services | | |
| Report Author | Dermot Nolan, Interim Associate Group Director for MH and LD Service Group Nicola O'Sullivan, Head of Partnerships and Engagement | | |
| Report Sponsor | Siân Harrop-Griffiths, Director of Strategy David Roberts Service Director, MH and LD Service Group | | |
| Presented by | Siân Harrop-Griffiths, Director of Strategy | | |
| Freedom of Information | Open | | |
| Purpose of the Report | <p>The Health Board undertook a public engagement exercise on changes to Older People's Mental Health Services between 5 July 2021 and the 12 September 2021.</p> <p>The report outlines the updates from the actions taken by the Health Board following the responses received to the engagement in order to progress to the next stage.</p> | | |
| Key Issues | <p>The first phase of engagement focused on ensuring we engaged with, and provided opportunities for, the public, stakeholders, our staff, and families of patients to ask questions and share their views. The proposals were also discussed with our established engagement mechanisms, as outlined in the Strategic Framework between the Health Board and Swansea Bay Community Health Council.</p> <p>The engagement resulted in a relatively small number of responses which were largely opposed to the proposed service changes. At the Board meeting in October, where the outcomes was considered, further clarification was requested into the following aspects relating to the proposed changes;</p> <ul style="list-style-type: none"> • Relook at proposed single assessment service for Swansea Bay, identifying benefits / disadvantages of one vs two assessment facilities. • Identify alternative transport options to ensure that relatives of those patients admitted to the proposed single point of assessment service at | | |

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|--|--|--------------------------|--------------------------|-------------------------------------|
| | <p>Cefn Coed Hospital, who only have access to public transport, can visit their loved ones without incurring additional cost.</p> <ul style="list-style-type: none"> • Relook at options for increasing the number of beds at Tonna whilst still achieving significant environmental improvements. • Discuss with LAs concerns about pressures on other sectors as a result of these proposed changes and development of multiagency Strategic Framework for OPMHS. • Relook at proposal to provide Day Hospital at Tonna Hospital. • Agree criteria for consistent reopening of Day Hospital facilities across the Health Board. • Clarify what support is available to care home and domiciliary care sectors bearing in mind their fragility and how this could be enhanced. • Keep CHC appraised of action plan and progress with it. | | | |
| Specific Action Required <i>(please choose one only)</i> | Information | Discussion | Assurance | Approval |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Recommendations | <p>Members are asked to:</p> <ul style="list-style-type: none"> • NOTE the service change proposals outlined in the OPMHS engagement (Appendix A) • NOTE the engagement process undertaken and the responses and issues raised through the engagement process. • NOTE the actions that have been taken following the Board meeting. • NOTE that the Community Health Council had agreed to the actions outlined by the Health Board and had further agreed that the temporary closures of Older Peoples' Mental Health beds can continue until the outcomes of the further work identified in the report presented on the 28th Oct and updated reported back to the Health Board on 27th January 2022. • CONSIDER AND AGREE for the Health Board to approve the permanent outcome of the engagement and present these updates outcomes to the Community Health Council. | | | |

OUTCOME OF THE PUBLIC ENGAGEMENT PROCESS FOR OLDER PEOPLE'S MENTAL HEALTH SERVICES

1. INTRODUCTION

The Health Board completed a public engagement exercise on changes it proposed to Older People's Mental Health Services (OPMHS). The engagement took place between 5 July 2021 and 12 September 2021.

The engagement focused on asking for people's experiences of older people's mental health support and services and proposals for:

- The creation of a single integrated service for Swansea Bay.
- changes to the permanent location of some beds from Neath Port Talbot Hospital to Tonna.
- the reduction of 37 beds for older people with the highest level of mental health needs reflecting the actual demand experienced and the increased levels of care provided in communities to support people in their own homes
- repurposing of the vacated facilities at Neath Port Talbot Hospital to meet the increased needs of our orthopaedic patients

At the Health Board meeting in October it was proposed that the changes proposed in the engagement document should not be implemented until the further actions identified above have been completed and considered at the Board in January 2022.

This report outlines the actions taken to respond to these points.

Detailed below are the main issues raised by respondents to the engagement and the proposed further actions that have been taken to address these.

| Issues | Proposed Actions | Action Completed |
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| <p>Concern over the creation of a single assessment service for Swansea Bay and the impact for Neath Port Talbot residents</p> | <p>The Health Board understands the concerns regarding a single assessment facility but remains convinced that having a single assessment service will improve the range of clinicians involved in the assessment and therefore the quality of the assessment and resulting care plan for the individual, rather than continuing to run two smaller assessment services on two sites.</p> <p>The Health Board will therefore relook at these proposals to clearly identify the benefits / disadvantages relating to having one vs two assessment facilities alongside the further work on transport identified below.</p> | <p>A further analysis of the benefits/disadvantages as part of its OPMHS modernisation task and finish group has been completed.</p> <p>The findings highlighted the benefits of the single admission option outweighed the two admission site option. The advantages and disadvantages were categorised in to Access, Quality, Workforce and Finance.</p> <ul style="list-style-type: none"> • Access to single unit will be short term during the patients' acute phase and they will then return to the local unit. The pilot transport scheme is providing transport as required for this short period. • Allows individual wards to become more specialist in extended assessment and develop management of behaviour specialism which is usually the main reason for extended assessment periods. • A single unit allows better enhancement of the staffing specialist resource into one ward during the patient's acute phase providing more comprehensive assessment and treatment. • More efficient use of staffing, coupled with a purpose built unit will provide an environment which is more conducive to safer patient management and thereby provide financial benefits.. The model will aid recruitment and retention of staff thus improving further quality and financial benefits. |
| <p>Transport issues from Neath Port Talbot to Cefn Coed Hospital</p> | <p>Alongside the work above, it is proposed that the Health Board will work with Local Authorities, third sector and transport providers to identify alternative transport options to ensure that relatives of those</p> | <p>A pilot transport referral scheme was implemented for a 3-month period which commenced on the 6th December 2021 within Older Peoples Mental Health Services.</p> |

| Issues | Proposed Actions | Action Completed |
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| | <p>patients admitted to the proposed single point of assessment service at Cefn Coed Hospital, who only have access to public transport, can visit their loved ones without incurring additional cost.</p> | <p>All community and inpatient staff within OPMHS are aware of this pilot and can assist any relative/carer on how to access this if and when required.</p> <p>The Service Group will review the outcome of the pilot and then decide on what longer term action that may need to be taken, along with working with the Local Authorities, CHC and transport provider if the proposals within the engagement were they to be approved as permanent changes. To date, there have been no requests from carers or families to use the services offered. Further work has been undertaken with staff to ensure families and carers are aware of the pilot.</p> |
| <p>Concern that the remaining beds proposed will be insufficient, placing additional pressures on Local Authorities, GPs, domiciliary care, care homes and out of area placements.</p> | <p>The Health Board believes, based on its modelling of usage, that this will not be the case, but recognises the concerns expressed by a range of respondents on this issue.</p> <p>a) As the number of beds available in Tonna Hospital is dependent on the number of ensuite bedrooms / other facilities proposed to be provided there, the Health Board will relook at these options to see whether there are other viable options for increasing the number of beds there whilst still achieving significant environmental improvements. at other options could be pursued, particularly to ensure an improved</p> | <p>a) The current proposed option on the Tonna Hospital regarding the potential to increase the 15 bedded proposal for that site has been reviewed with a specialist design team.</p> <p>The outcome of the meeting was that it was not possible to increase from the proposal of a 15 bedded en-suite ward for the following reasons;</p> <ul style="list-style-type: none"> • All en-suite bedrooms must achieve the minimum required Welsh Health Building Note (WHBN) 03-01 total bedroom area of 15m², along with space required for the use of hoists, which was the most the design team could fit into the current ward space along with the other requirements for non-bedroom areas to allow the overall ward to function. • To achieve the overall space requirements for the ward two small extensions had to be added to the ward |

| Issues | Proposed Actions | Action Completed |
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| | <p>balance of beds between Neath Port Talbot and Swansea areas.</p> <p>b) Discussions will also be held with Local Authorities to fully understand the concerns about these changes and how these could be mitigated.</p> | <p>encompassing a main external hospital corridor space to achieve the requirements.</p> <ul style="list-style-type: none"> • It was not feasible to extend the ward space any further or this would mean losing the internal courtyard space for the ward which has proved hugely beneficial to the patient group. It would also diminish the available daylight into the building with any further extension. • The current design of the hospital wouldn't allow joining wards due to challenges with roof, drainage, courtyards and any change like this would have a significant risk issue in relation to appropriate observations of the patients. <p>b) Health Board representatives have met both Directors of Social Services to discuss the proposals and the concerns raised.</p> <p>The concerns for residents of NPT regarding access and transport for an “out of county” service were acknowledged and the implementation of a pilot transport scheme which to address this issue has been established.</p> <p>Further work has been completed to demonstrate the current service demand, capacity and investment across OPMHS. This demonstrates the vacant capacity within the inpatient services and the impact the community investment has had on the inpatient services. For example, occupancy in older people's services beds was 78% in 2019/20 and 75% in 2020/21. Recently the service has been running at 75% occupancy in January 2022 against the reduced bed base (after Ward G has closed).</p> |

| Issues | Proposed Actions | Action Completed |
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| | | <p>The Health Board is attending the NPT Social Care, Health and Wellbeing Scrutiny Committee on 20th January to address any additional concerns that may be outstanding.</p> |
| <p>Concern about the accessibility of Day Hospital services at Tonna Hospital for the wider Neath Port Talbot population, concerns that the service has not restarted, and the detriment to patients as a result.</p> | <p>In the engagement document the Health Board proposed that the day service from Neath Port Talbot Hospital would be re-provided in totality at Tonna Hospital. The Health Board will relook at this proposal and work with other partners and sectors to see what other alternatives could be considered to ensure that access to the day hospital is for the whole Neath Port Talbot population.</p> | <p>Whilst understanding that this issue was raised as part of the public engagement process it does not specifically relate to the proposals within the OPMHS modernisation engagement document.</p> <p>It is acknowledged that the services are linked, however, this is a separate piece of work that needs to be completed. This will take longer than the current timeframe within the Engagement Process. It will also need to link with the wider work being planned under the Transforming Mental Health Program regarding the development of the Older Peoples Framework for the West Glamorgan Region. We envisage this will be concluded by the end of 2022.</p> <p>In order to provide a level of assurance that the patients' needs are being met currently in relation to the temporary closure of the Day Hospital due to COVID, work has been completed with the psychology department to analysis those patients that were attending day hospital and their alternative support provided during the Pandemic.</p> <p>The findings established that patients were being supported and their needs were being met appropriately during this temporary closure.</p> |

| Issues | Proposed Actions | Action Completed |
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| | | <p>The model of Day Hospital provision post Pandemic and how those needs would be best met will be completed by the end of financial year.</p> |
| <p>Need to identify and fill gaps in provision around community and associated services</p> | <p>The Health Board reaffirms its commitment to work with partner organisations through the West Glamorgan Regional Partnership Board to ensure that all aspects of services provided to support older people with mental health needs are mapped, gaps identified and plans put in place to address these through the development of a multiagency Strategic Framework for OPMHS.</p> | <p>The Health Board continues to actively participate in the West Glamorgan Transformation Programme for Mental Health Services.</p> <p>The sub groups specifically relating to the development of an Older Peoples Mental Health Framework has been temporarily suspended by the Transformation Board due to the current pandemic and winter pressure.</p> <p>Once this work stream is reinstated then the Health Board along with the other agencies involved in the sector will resume the work and key objectives to enable the development of the framework for OPMHS.</p> |
| <p>Fragility of care home and domiciliary care sectors</p> | <p>The Health Board fully recognises the fragility of these sectors and their vital role in supporting people's needs. We have been working with partner organisations throughout the pandemic to support homes and services which are vulnerable and would restate our full commitment to continuing this work with partners through the West Glamorgan Regional Partnership Board. The Health Board has invested in designated Older Peoples Mental Health Care Home In-Reach teams which</p> | <p>As part of the community investment into OPMHS two designated Care Home In-reach teams to support this sector have been developed. The teams are well resourced, with a range of professionals able to provide a full multidisciplinary review within the community settings.</p> <p>This service provision has continued throughout the pandemic and will continue to be provided post Pandemic to ensure that this sector is supported in caring for this patient group within the community settings.</p> <p>A detailed review of the team and activity level has been shared with NPT to demonstrate the support provided to the sector.</p> |

| Issues | Proposed Actions | Action Completed |
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| | continued to support and work with the sector throughout the pandemic. | The Care Home In-Reach team was created in 2019 and on average deals with 350 referrals a year from approximately 24 care homes across the NPT area. The reasons for referrals in the main relate to behavioural distress, depression and anxiety and cognitive issues, these account for over 80% of referrals. |
| Difficulties around funding for complex care placements | Again, the Health Board fully recognises these difficulties and the delays which can arise as a result. The Health Board is fully committed to the Complex Care Programme under the West Glamorgan Regional Partnership Board and would wish to restate our commitment to this work, aimed at addressing these issues. | <p>The Health Board continues to engage in the work stream associated with the funding of complex care under the West Glamorgan Regional review of the Complex Care Programme.</p> <p>The purpose of this is to establish an agreed process and outcomes across the West Glamorgan Region that is appropriate to the patients' needs and appropriate to all statutory service involved in the funding and commissioning of those services. This working is ongoing and progress report are presented the West Glamorgan Transforming Complex Care Board.</p> |
| Concerns over Neurological Day Hospital provision and concerns that the service has not recommenced | The Health Board understands the concern which this engagement may have caused for these patients and their relatives. The Health Board wishes to make clear that it fully intends to restart this service at Neath Port Talbot Hospital, albeit potentially in a different area of the hospital once it is safe to do so. In the meantime, the Health Board will work at pace, once the outcome of the associated engagement on Changing for the Future is completed at the end of October, to identify how these services can be restarted, taking into account the safety of these patients | <p>Neurological services and neurological physiotherapy were provided in Ward H before the Covid pandemic. As part of the Covid response these services relocated to Ward G and neurological physiotherapy was provided in the day hospital area. Neurological services have since reverted back to its original location.</p> <p>There has not been a dedicated neurological day hospital provision provided at NPTH. The older people's mental health day hospital provision has been provided for older people with mental health issues who may also have neurological presentations.</p> |

| Issues | Proposed Actions | Action Completed |
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| | bearing in mind the current high level of Covid-19 cases. | |
| Concerns over the poorer environment at Tonna Hospital compared to Ward G at Neath Port Talbot and the need for therapy space as part of this provision. | The Health Board fully accepts that the facilities at Tonna Hospital where Ward G patients and staff were moved to, do not provide suitable dementia friendly facilities, with ensuite rooms and associated therapy and activity space. The engagement document outlined the Health Board's intention, should the proposals be accepted, to seek funding from Welsh Government for the refurbishment of the remaining Suites at Tonna Hospital so that these standards could be achieved. Bearing in mind the concerns expressed by respondents about the reduction in beds within Neath Port Talbot, the Health Board will relook at the options for improving the facilities at Tonna Hospital to improve environmental conditions whilst increasing the number of beds, as outline above. | <p>Work has commenced on the development of an initial draft design to for the proposed development of a Suite in Tonna Hospital as part of the proposals identified within the Engagement Document.</p> <p>The first draft design has been completed and shared with the clinical teams for their input and views. The design allows for the provision of 15 en-suite bedrooms, internal communal space within the ward, internal courtyard space within the ward area and further enhanced by the external sensory garden onsite and the re-development of the main communal hall within the hospital to provide additional activity space for patient activities.</p> <p>This will form part of the Health Board submission to Welsh Government for capital funding for this to progress this work.</p> |

The Community Health Council has been kept updated on progress on the actions following the public engagement

2. GOVERNANCE AND RISK ISSUES

The engagement document outlined that there were significant numbers of nursing vacancies across the Health Board and specifically in our Mental Health and Learning Disabilities services. At the time there were approximately 60 full-time registered nurse posts and 27 non-registered nurse posts vacant in Mental Health. This position deteriorated during the engagement period, exacerbated by staff movements to other parts of the MH and LD Service Group and developments and opportunities arose.

As a result, the Health Board had to make the difficult decision to urgently temporarily close Suite 4 at Tonna Hospital from 8th September because the vacancy factor and the number of staff who have secured posts elsewhere meant that the registered nurse staffing levels of Suite 4 were becoming untenable and placed at risk the ward's ability to maintain safe levels of care. All alternative options to improve staffing levels had been explored and therefore this urgent change was discussed with the Community Health Council, in line with our Strategic Framework with them.

These current temporary arrangements remain in place and the inpatient service is continuing to meet the demands for inpatient admission within the remaining wards across Tonna and Cefn Coed Hospitals. As of the 5th Jan 2022 the service group had a vacant capacity of 19 beds within the remaining inpatient wards on both sites.

Engagement on service change was carried out in partnership with Swansea Bay Community Health Council and the relevant information was circulated widely as agreed at that time.

Formal staff consultation for those directly affected by these proposed changes will be carried out once the outcome of the engagement has been confirmed, in line with the All-Wales Organisational Change Policy as appropriate.

3. FINANCIAL IMPLICATIONS

Implementation of the proposed changes will contribute to the Health Board utilising its resources, both money and staff, to best effect, and reducing its dependence, and the financial cost of using agency and locum staff. Implementing these changes will save an estimated £1.1million to offset our overspending, partly on costly agency staff and partly because we have in effect been double running our new community services and beds to ensure that the anticipated increase in care nearer peoples' homes is delivered and demand on beds reduced as a result.

As part of our proposed mitigations, there are likely to be some revenue costs incurred due to transport costs to ensure that patients and their families are not impacted by the costs of accessing services in Cefn Coed Hospital while initial assessment is carried out, and that access to the Day Hospital Service at Tonna Hospital is supported. If the proposals are approved, these will be quantified, and offset against the financial savings.

The proposed refurbishment of Tonna Hospital would incur capital costs to enable the facility to deliver the standard of care which we would expect for our patients. A proposal has been made to Welsh Government for this funding, and if the proposals in this paper are accepted, then they will not be implemented until the capital funding is secured.

The Health Board also intends to use some of the annual Mental Health Development monies allocated by Welsh Government each year to further develop community-based services to support these changes. In 2021-22 this allocation is £3m, with a proportion of this being required to be spent on improving access to memory services for people developing or living with dementia.

4. RECOMMENDATIONS

Members are asked to:

- **NOTE** the service change proposals outlined in the OPMHS engagement
- **NOTE** the engagement process undertaken
- **NOTE** the responses and issues that were raised through the engagement process and the actions taken by the Health Board to progress the engagement.
- **NOTE** the ongoing financial implications
- **CONSIDER AND AGREE** for the Health Board to approve the permanent outcome of the engagement and present these updates outcomes to the Community Health Council.

| Governance and Assurance | | |
|---|--|-------------------------------------|
| Link to Enabling Objectives (please choose) | Supporting better health and wellbeing by actively promoting and empowering people to live well in resilient communities | |
| | Partnerships for Improving Health and Wellbeing | <input checked="" type="checkbox"/> |
| | Co-Production and Health Literacy | <input checked="" type="checkbox"/> |
| | Digitally Enabled Health and Wellbeing | <input checked="" type="checkbox"/> |
| | Deliver better care through excellent health and care services achieving the outcomes that matter most to people | |
| | Best Value Outcomes and High Quality Care | <input checked="" type="checkbox"/> |
| | Partnerships for Care | <input checked="" type="checkbox"/> |
| | Excellent Staff | <input checked="" type="checkbox"/> |
| | Digitally Enabled Care | <input type="checkbox"/> |
| | Outstanding Research, Innovation, Education and Learning | <input type="checkbox"/> |
| Health and Care Standards | | |
| (please choose) | Staying Healthy | <input checked="" type="checkbox"/> |
| | Safe Care | <input checked="" type="checkbox"/> |
| | Effective Care | <input checked="" type="checkbox"/> |
| | Dignified Care | <input checked="" type="checkbox"/> |
| | Timely Care | <input checked="" type="checkbox"/> |
| | Individual Care | <input checked="" type="checkbox"/> |
| | Staff and Resources | <input checked="" type="checkbox"/> |
| Quality, Safety and Patient Experience | | |
| <p>The report highlights how the Health Board has been raising awareness and seeking feedback from staff, patients, families, and our stakeholders to inform our approach and deliver more sustainable older peoples' mental health services.</p> <p>It accepted the feedback from the engagement and taken further actions to further clarify the concerns raised.</p> | | |
| Financial Implications | | |
| <p>The engagement process is supporting the development of more sustainable older peoples' mental health services for the future and making best use of Health Board resources.</p> | | |
| Legal Implications (including equality and diversity assessment) | | |
| <p>The Health Board has a requirement to ensure that it complies with Welsh Government guidance on public engagement and consultation and that it considers the impacts of these proposed changes on the protected characteristic groups outlined in the Equality Act 2010, including the newly introduced Socioeconomic duty.</p> <p>There is a risk of legal challenge regarding the predetermination outlined in a number of the engagement responses.</p> | | |
| Staffing Implications | | |
| <p>The engagement process provided staff with the opportunity to share their views regarding the proposals for developing more sustainable older people's mental health services. For some staff the changes proposed in the engagement document will result in changes in working arrangements which will be subject to the Organisational Change Policy. There is no risk to the employment of any member of staff.</p> | | |

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| Long Term Implications (including the impact of the Well-being of Future Generations (Wales) Act 2015) | |
| The actions outlined in the report support the five ways of working outlined in the Act. Swansea Bay UHB is working collaboratively with partner organisations to improve services provided for older people with mental health needs. | |
| Report History | |
| Appendices | Appendix A Engagement Document |



Public Engagement – From 5th July to 12th September 2021

Tell us what you think about:

- ☐ **Your experiences of support and services for older people with mental health needs in Swansea Bay**
- ☐ **Our proposals to create a single integrated service across Swansea Bay for older people with mental health needs and**
- ☐ **Our proposals to reduce & change use of beds**

Who are we, and what do we do?

Swansea Bay University Health Board runs your local NHS services in Neath Port Talbot and Swansea areas, specialist services for South West Wales and some very specialist services for people from further away. We plan and provide services provided by family doctors (GPs), dentists, chemists and opticians as well as providing community services such as district nurses, therapists, school nursing and health visiting.

About 390,000 people live in Swansea Bay and we employ approximately 12,500 staff and spend around £1billion every year on providing health services for our population.

In all of this we work closely with patients, their families and carers, the ambulance service, local authorities, universities and the voluntary sector.

We provide a wide range of community and inpatient Mental Health services, in partnership with the Social Services Departments of Neath Port Talbot County Borough Council, Swansea Council and the voluntary sector.

The vast majority of care for Older People with Mental Health needs is provided in the community, supporting people to live in their own homes or in care homes with additional support where required from the NHS, family doctor services, social services, the voluntary sector, communities, carers and families. Our general hospitals (Morriston, Neath Port Talbot, Singleton) and our community hospital at Gorseinon also provide care for older people with mental health problems who have physical health problems as do our community services and family doctor services.

Older People's Mental Health specialist inpatient beds are provided in Ysbryd Y Coed on the Cefn Coed Hospital site for the Swansea area and both Neath Port Talbot and Tonna Hospitals for the Neath Port Talbot area. These beds provide specialist inpatient care for patients with the very highest level of need who cannot be cared for safely anywhere else.

What is this engagement about and who should read it?

Firstly, we want to hear about your experiences of how we support older people with Mental Health problems across the Swansea Bay area; how well we enable people to stay in their own home or care home for as long as possible, living their best life possible; and how well we support you to reduce your risk of developing poor mental health as you get older. The Health Board, Local Authorities and voluntary sector are developing a longer term plan to improve how we do all of this and we want to take into account your experiences and views in developing this plan.

Secondly, we want to hear your views about the changes we are proposing to our specialist inpatient beds which provide assessment and longer-term care for the small number of older people with the highest levels of need who cannot be cared for safely anywhere else. These proposals will also allow us to increase the number of orthopaedic (joint) operations where we have seen a continued rise in our waiting lists with high numbers of patients waiting over one year for major orthopaedic operations.

Over recent years we have invested significant additional resources into our community mental health services, which has contributed to less of

our specialist inpatient beds being used. We had been reviewing the number of mental health beds for older people we need due to the low number of beds being used, and staffing challenges associated with supporting the number of beds we had prior to COVID. Therefore, late in 2019 we temporarily closed 14 beds (Suite 4) at Tonna Hospital because of acute staffing problems and started a public engagement on closing these beds permanently in March 2020. Because of the pandemic we paused this engagement. We have now reviewed these proposals in the light of changes made to services so that the health service could cope with Covid-19 demands and the need to increase the number of orthopaedic operations we can carry out. As a result, we have withdrawn our original proposals (March 2020 engagement) and developed an alternative set of proposals which are outlined in this document.

How we changed services to cope with the Covid-19 pandemic

When the Covid-19 pandemic started early in 2020, the NHS in Wales worked hard to identify how its available beds could be increased to cope with the expected rise in the number of patients we would need to treat. As a result, a number of changes were made to Older People's Mental Health services:

- Specific wards were designated across the Health Board for new admissions so patients could be assessed and the risk of Covid-19 spreading to our other patients was minimised

- Patients on Ward G at Neath Port Talbot Hospital (which has 20 beds for older people with mental health needs) were transferred, with the staff, to the temporarily empty Suite 4 at Tonna Hospital so that Ward G could be used for Covid patients.
- We temporarily reduced the bed capacity at Ysbryd y Coed by two beds on each ward (6 beds in all which were shared rooms) on the advice of the Health Board's infection control department to minimise the risk of Covid-19 being spread.

Conclusions from our review of the usage of our older people's mental health beds & Covid-19 impacts

Our Older Peoples' Mental Health Services have been changing and developing for a number of years to provide more community based services and support for people to stay at home for as long as possible, as well as establishing services which support care homes to be able to care for people more appropriately and for longer. Our focus has been, and continues to be, ensuring people are cared for at home or as close to their home as possible with the right people supporting them to do this.

Evidence shows that if you can be treated at home your outcomes are better than if you have to be admitted to hospital because, particularly for older, frail patients, people's physical strength and abilities decline. For older people with mental health conditions, particularly dementia, the sudden loss of routine and familiar surroundings increase the risk of their condition worsening and can also increase their risk of falling, resulting

in longer stays in hospital and then needing more care when they are discharged than might otherwise be required.

We have therefore been working hard to develop new ways of providing care for people, aimed at preventing problems before they occur, intervening sooner when things do go wrong, and ensuring people don't have to be admitted to hospital unless there is no other way to provide appropriate care for their needs. We have changed how our Older Peoples' Community Mental Health Teams work across Swansea Bay, with different roles and functions for the specialist staff within these teams. This has allowed us to triage and manage our referrals differently for those requiring brief interventions under Part 1 of the Mental Health Measure and those referrals who would require more intensive and ongoing support under Part 2 of the Mental Health Measure, so making our services more responsive and improving how quickly people are seen.

Our Older People's Mental Health beds are used to admit the most vulnerable, high risk and acutely unwell patients, usually for relatively short periods to overcome an acute episode or adjust the level of support required at home. There are occasions where the needs of a person are so complex that they cannot be met through community based support (including in care homes) and in these cases extended assessment may be required. Our community teams for older people with mental health needs try all options to support a patient and their carers at home in their familiar environment before admission into a bed is considered.

Covid-19 has not only meant we've had to make temporary service changes quickly so that we have enough beds for all our patients with

both physical and mental health needs, but has also resulted in our waiting times for routine operations increasing and the number of patients waiting for operations going up – we currently have over 2,000 people waiting, most of whom are elderly. As a result, we need to use every one of our beds to best provide the right level of inpatient care for all our patients, be it for physical or mental health needs, and for unplanned as well as planned care.

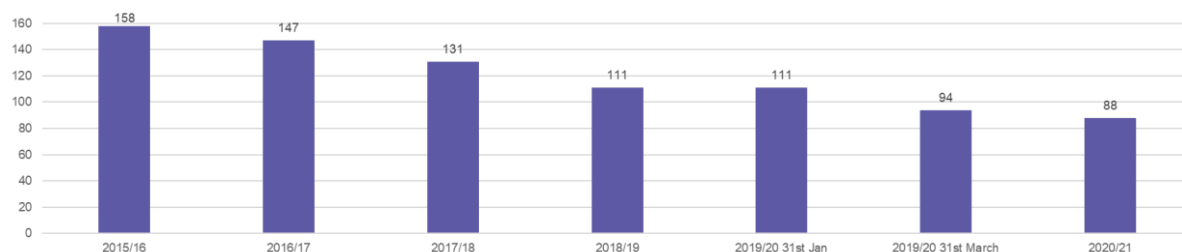
Relocating the Older People's Mental Health beds from Neath Port Talbot Hospital to Tonna Hospital as part of the pandemic response demonstrated the benefits of having these services provided from two sites instead of three, both in terms of staffing and also consistency of care for our patients due to lower use of agency staff. However, we also recognised that the ward environment at Tonna Hospital is not as dementia friendly and did not provide the same level of bathroom facilities and privacy (because of the lack of single rooms) as Ward G at Neath Port Talbot Hospital.

We had already identified prior to the pandemic that our specialist older people's mental health beds (for people with the highest level of needs who couldn't be cared for anywhere else) were not fully used and that there were problems staffing the 112 beds we had prior to the temporary changes due to the pandemic, across three sites and 6 wards across Swansea Bay.

Demographic changes and improvements in life expectancy mean that there is an expected increase in the overall number of people with dementia. In 2015, approximately 6,979 people in the ABMU area had a diagnosis of dementia. By 2030 this is predicted to rise by 48% to 10,295 (Figures not available for Swansea Bay as it only came into

existence in April 2019). However, in spite of these increases in demand, the services we have developed to support people at home, in care homes and in the community mean that demand for admissions to our older people's mental health beds is still decreasing. On the evidence available to us from benchmarking against other similar services and our own information on the usage of beds over a significant period of time we believe the bed numbers proposed for Swansea Bay will be enough to meet the needs of those older people who require the highest level of care.

Below is a table showing how the number of beds for older people who require the highest level of care have reduced over the past 6 years. Throughout this time we have not had a waiting list for our beds.



With ongoing monitoring of our bed occupancy both before and after the Covid pandemic, and the impact of the enhanced community services we have developed, we believe that the proposed number of beds will meet the future demand for these specialist services.

Our Community services supporting older people with mental health needs

Investment of £1.5million into community based services over the past 3 years has already enabled us to establish a better balance between inpatient and community services. We have developed more services in

local communities, so more people can receive care in their own home and stay at home longer.

We have developed services specifically aimed at:

- ☐ Quicker access to memory assessment services so that people can receive an earlier diagnosis of dementia, which can help them adapt earlier to living with dementia
- ☐ Providing support including short-term outcome-focused interventions and/or signposting to available services for people with physical and mental health problems closer to home so that hospital admissions are avoided
- ☐ Providing designated care home in reach teams for people with complex mental health needs to anticipate problems and so avoid hospital admissions. Over 50% of care home residents have some form of dementia symptoms which increase the risk of hospital admission. Providing support and specialist input into care homes helps improve staff's understanding of their residents' needs and in turn improves the service provided to them and reduces hospital admissions where earlier intervention could prevent this
- ☐ Providing Community Mental Health Teams for older people with complex ongoing issues living in the community
- ☐ Providing more psychology, physiotherapy and occupational therapy services to support people in the community to better manage behaviour problems, promote physical exercise, improve balance and mobility and develop activities of daily living which can reduce reliance on medicines

As well as these new services which have been developed over the past 3 years as part of the national move towards more care being provided in or closer to people's homes, there are other community services for older people with mental health needs which we also provide within Swansea Bay, including:

- ☐ Enhanced community mental health teams specifically to meet older peoples' mental health needs, seven days a week, 365 days a year. These are multi professional teams which have psychiatrists, community mental health nurses, psychologists, occupational therapists, a physiotherapist and social workers.
- ☐ Support and Stay workers - community support workers attached to the community mental health teams that work seven days a week, 365 days a year from 7am -9pm
- ☐ Day hospitals and day hospital-type services in Neath Port Talbot and Swansea for older people with mental health needs
- ☐ Pathways into psychological therapies for older patients with mental health needs other than dementia that may be appropriate for that type of service
- ☐ Specific memory assessment clinics with links to family doctor services to enhance early diagnosis of dementia
- ☐ Dementia care coordinators that work with families both before and after diagnosis
- ☐ Close links with relevant voluntary sector organisations
- ☐ Enhanced links with groups of family doctor services (Primary Care Clusters) to improve seamless care for patients

The Welsh Government for this financial year are targeting £3 million specifically for the development of Memory Assessment Services across Wales. We will ensure our Health Board's allocation of that funding is targeted towards early detection through enhanced memory assessment services, thus allowing patients to remain in the community setting and their homes for longer and reducing the over reliance on specialist Older Peoples Mental Health beds.

Therefore, even prior to the pandemic we had a lot of older peoples' mental health beds empty at Tonna, Neath Port Talbot and Cefn Coed Hospitals, and significantly more services supporting older people with the highest levels of mental health needs at or closer to home. As a result, we believe we can continue to provide the better balance of care that our population needs with less beds.

What did our review of usage of our beds show?

Comparison across the UK demonstrates that there is currently a significantly higher than average number of older people's mental health beds in Swansea Bay than other areas. This is outlined in the table below:

| Area | Equivalent beds per 100,000 of over 65 year olds |
|----------------|---|
| United Kingdom | 48 |
| Wales | 84 |

| Area | Equivalent beds per 100,000 of over 65 year olds |
|---|--|
| Swansea Bay prior to temporary changes due to Covid (112 actual beds) | 144 |

(Over 65 populations at end September 2018 – NPT 29,530 and Swansea 48,049 – from Welsh Government Statistics for Wales).

The Welsh Government's Delivery Unit's report into older people's mental health services in Abertawe Bro Morgannwg University Health Board (Swansea Bay's predecessor organisation covering Neath Port Talbot, Swansea and Bridgend areas) also showed that the balance between hospital and community based care needed to change in favour of more community based care.

Overall we believe this shows us that we have too much money and staff resources tied up in hospital beds and we need to move more staff to support patients in community settings and in their own homes, including providing more support to their families and carers.

The number of patients being admitted into our mental health beds has, and is, continuing to reduce across all our sites. The average occupancy of older peoples' mental health beds in Tonna Hospital has been 60%. The average occupancy across all older people's mental health beds in Swansea Bay has been 75%. This means that on average there have been 23-25 empty older peoples' mental health beds across Swansea Bay since April 2018 with 13-14 in Tonna Hospital.

However, as outlined previously, we also know that the use of beds is still reducing.

With the transfer of beds from Ward G at Neath Port Talbot Hospital during the pandemic the number of Older Peoples' Mental Health beds further reduced by 6 (as there were only the 14 free beds at Tonna Hospital available to replace the 20 at Neath Port Talbot Hospital). On average even after these changes we still had around 23-25 beds empty at any one time across our Older Peoples' Mental Health wards across Swansea Bay, meaning that of the 92 beds we had available during the pandemic, only 67-69 beds were actually being used. We have considered the occupancy levels for all the older peoples' mental beds and for 2019/20 this was 78% and for 2020/21 75%, and admissions to these specialist beds have continued unchanged throughout the pandemic.

As part of this review of beds we also looked at usage of our respite beds at Tonna Hospital, which are included in the bed numbers outlined above. There are 4 beds available for complex respite at Tonna Hospital for Neath Port Talbot residents but no provision for Swansea residents. To access these beds, patients have to meet criteria in line with the Welsh Government's guidance on Continuing Healthcare, as this is respite for those patients with the most challenging needs which can't be provided in any other facilities. When we reviewed these beds at Tonna Hospital they were not fully utilised with only the equivalent of 1.2 beds being used for Neath Port Talbot residents. However, we recognise that access to this specialist respite should be provided for the whole of the Swansea Bay population, not just Neath Port Talbot's and so our proposals address this. We also took the opportunity to

benchmark this provision against other Health Boards in Wales and this level of provision is at least as high as that provided in other areas.

What are our proposals for changing beds for older people with complex mental health needs?

We believe that we can provide better and more sustainable services in the future by delivering our specialist beds for older people with complex mental health needs as one integrated service for Swansea Bay rather than two separate services for Neath Port Talbot and Swansea. This will mean we will be able to provide access to the same services for everyone in Swansea Bay, rather than have some services which are only available to some of our population.

Following the review of the use of specialist beds for older people with complex Mental Health needs who cannot be cared for anywhere else and ensuring that all our beds are utilised as fully as possible, we believe we can accommodate the needs of these patients within a reduced number of beds, and within our facilities at Tonna Hospital and Cefn Coed Hospital (i.e. no longer providing these beds at Neath Port Talbot Hospital as well).

Specifically, our proposal is that we will provide 15 beds in refurbished accommodation at Tonna Hospital plus the existing 60 beds in Ysbryd y Coed at Cefn Coed Hospital (6 of these beds remain temporarily out of use due to the infection control advice regarding COVID). This would result in a total of 75 beds being available as an integrated service for the population of Swansea Bay (69 at present due to the temporary reduction in Cefn Coed due to Covid risks). This allows us to have on

average about 90% of our beds occupied at any one time, which should give capacity for any variations in demand.

Our proposal is that we will consolidate short-term assessment beds in Ysbryd y Coed for the whole of the Swansea Bay population. This will allow us to centralise the associated staff in one location rather than two (this is currently provided both in Ysbryd y Coed and Tonna Hospital) and improve the consistency of assessment, staffing and sustainability of this service.

For those patients needing extended assessment / care we will transfer them to the remaining beds at Ysbryd y Coed (for Swansea area) and those at Tonna Hospital (for Neath Port Talbot area) to receive this care.

The current and proposed bed configurations which would result are outlined in the table below:

| | Number of beds pre-pandemic | Proposed Number of Beds |
|--|---|--|
| Ysbryd y Coed, Cefn Coed Hospital | 60 for Swansea patients (54 due to temporary reduction due to Covid) | 20 for NPT and Swansea patients requiring short-term assessment 40 for Swansea patients requiring longer term care / assessment |
| Neath Port Talbot Hospital | 20 | 0 |

| | Number of beds pre-pandemic | Proposed Number of Beds |
|-----------------------|--|--|
| Tonna Hospital | 32 (including 14 temporarily closed in 2019) for short-term assessment of NPT patients and longer term care / assessment of NPT patients | 15 for longer term care / assessment of NPT patients |
| Total | 112 | 75 |

However, we recognise that the facilities at Tonna Hospital currently do not provide the best environment for care of our patients. Therefore, as part of these proposals we would plan to refurbish facilities at Tonna Hospital to provide more appropriate facilities and all single room accommodation for our patients there. A complete refurbishment of the remaining suites is likely to cost in the region of £4.5million, subject to agreement by Welsh Government on a business case for these works. Indicative plans show that this will provide us with 15 single rooms at Tonna Hospital with most having ensuite facilities and we would want to co-design these improved facilities with our patients and their families. These will be longer term assessment / care beds for the Neath Port Talbot population.

Ysbryd y Coed is a relatively new purpose-built unit consisting of three wards of 20 beds each which have all single rooms with ensuite

facilities, apart from one joint room on each ward to meet the needs of couples or patients that prefer not to be on their own. It was designed specifically for older people and incorporates a dementia friendly environment. Therefore, Ysbryd y Coed will retain 60 beds (54 at present due to the temporary reduction in Cefn Coed), with 20 of these providing short term assessment for the Swansea Bay population and the remaining 40 longer term assessment / care for the Swansea population.

In summary, we are proposing that we should reduce the 112 beds we had prior to the pandemic to 75 beds for our older people with the highest level of mental health needs who cannot receive safe care anywhere else. This proposed closure of 37 beds at Tonna and Neath Port Talbot Hospitals would result in Swansea Bay having the equivalent of **97 beds per 100,000 over 65 year olds, which would still be higher than the Welsh or UK averages (84 and 48 respectively).**

Within these 75 beds would be provision of specialist respite care in 4 beds at Tonna Hospital, which we are proposing will now be available for the first time to the whole population of Swansea Bay who meet the Welsh Government's Continuing Healthcare criteria. Based on the usage outlined above we believe this level of provision will be sufficient to meet the needs of the whole area.

What do these proposals mean for Neath Port Talbot Hospital?

These proposals would mean that Older People's Mental Health beds would no longer be provided on the Neath Port Talbot Hospital site. As a result we will also relocate our day services for older people needing

mental health support from Neath Port Talbot to Tonna Hospital, to be incorporated in the proposed newly refurbished accommodation there.

However, as part of the Health Board's plans to increase beds and capacity so that we can reduce our backlog of patients waiting for orthopaedic (joint) surgery we are proposing developing Neath Port Talbot Hospital as a Centre of Excellence for planned orthopaedic (joint) surgery with associated rehabilitation and ambulatory services.

We are therefore proposing using Ward G at Neath Port Talbot Hospital, which would be empty as a result of these proposed changes, for joint surgery patients. This will help us reduce the length of waiting lists and increase the number of patients we can operate on and will be subject to a separate engagement process.

What do these proposals mean for Tonna Hospital?

Swansea Bay University Health Board remains committed to Tonna Hospital and continuing to provide a range of services and facilities there for our patients. Tonna Hospital provides services in addition to older peoples' mental health inpatient beds which will remain at the Hospital. These services and facilities are outlined below:

- ☐ Tonna Day Services which provides brief interventions for patients
- ☐ Access to medical staff, physiotherapy, specialist nursing staff, speech and language therapists, occupational therapists
- ☐ Patient facilities – including an Activity Room, Day Room, Sensory Room and Sensory Garden

- ☐ Base for and clinic facilities for Adult and Older Peoples Community Mental Health Teams
- ☐ Base for the Older Peoples Care Home in reach team
- ☐ Swansea Bay Integrated Autism Service
- ☐ All Wales Mother and Bay Mental Health Inpatient Unit (opened April 2021)
- ☐ Base for Community Perinatal Mental Health Community Team
- ☐ Base for Local Primary Mental Health Services
- ☐ Base for Community Drug and Alcohol Services

In addition, as part of the refurbishment of Tonna Hospital we would be looking to:

- ☐ Provide an overnight family room
- ☐ Develop the existing communal hall area to continue to provide a café visiting area and a new patient activity area.

What do these proposals mean for Ysbryd y Coed at Cefn Coed Hospital?

Prior to the pandemic Ysbryd y Coed provided an assessment service for the Swansea area with Tonna Hospital providing this for the Neath Port Talbot area. During the pandemic Celyn Ward in Ysbryd y Coed

has been used as a single point of admission for all older people with the highest level of mental health needs from the whole of Swansea Bay. We are proposing to continue using Celyn Ward as the single point of admission across Swansea Bay as part of our proposal to establish a single integrated inpatient service for the region.

Ysbryd y Coed will continue to provide all other services as it did prior to the pandemic and day support provision at Westfa, Gorseinon and Garngoch will not be affected by these proposals.

What about the money?

These changes are about making sure we provide the highest quality services possible in the most appropriate place and with the best staff in appropriate environments. We need to make sure we are living within our means and using all our resources – money, staff and buildings, as efficiently and effectively as possible. Swansea Bay University Health Board has a budget of about £1billion every year. However, we are currently overspending this budget and so we have to make sure we're using all of this public money wisely and to best effect.

We have significant numbers of nursing vacancies across the Health Board and specifically in our Mental Health and Learning Disabilities services. Currently there are about 60 full time registered nurse posts and 27 non-registered nurse posts vacant in Mental Health. Our workforce has a lot of staff aged over 50 and because many of them can retire at 55 this also affects the number of vacancies we have. In addition, in mental health services there are higher sickness rates, compared to other services, partly due to the intense nature of the work, which contributes to absences with stress, anxiety or depression. We

have staff wellbeing services to look after our staff in the long run but we still rely heavily on the use of bank and agency staff to fill gaps in staffing. We know that using temporary staff, however well qualified or experienced they are, can sometimes reduce the quality of care and patient experience. This is because temporary staff may be unfamiliar with the environments and may not have the personalised knowledge of patients' individual needs that comes with consistency of staffing. The delivery of our future services from less sites / wards will allow us to better utilise the available specialist workforce and ensure the services are more sustainable for the future.

Covid-19 impacts mean that it is even more important that we need to use our facilities and beds as efficiently as possible to address the backlog of patients waiting for operations.

The proposals in this document will allow us to:

- ☐ Increase the number of orthopaedic (joint) operations we carry out so that we can reduce waiting times for patients
- ☐ Save £1.1million to offset our overspending: partly on costly agency staff and partly because we have in effect been double running our new community services and beds to ensure that the anticipated increase in care nearer peoples' homes is delivered and demand on beds reduced as a result.
- ☐ Refurbish Tonna Hospital to provide more dementia friendly environments with single rooms and ensuite / increased bathroom facilities
- ☐ Reduce our reliance on agency staff to provide a higher quality, more consistent and sustainable staffing of our inpatient facilities

Our intention is to use some of the annual Mental Health Development monies allocated by Welsh Government each year to further develop community based services to support these changes. In 2021-22 this allocation is £3m, with a proportion of this being required to be spent on improving access to memory services for people developing or living with dementia.

What about plans for supporting older people with mental health needs and their families going forward?

We are working with our Local Authority partners, voluntary sector services, service users, carers and their families to develop a Strategic Framework for Older People's Mental Health services which will describe the pattern of support and services in the Swansea Bay area which we all agree need to be in place in the future.

We want to hear your experiences of our current services and support available to you, good and bad, as well as your ideas for how these can be improved. Details about how you can do this are included below.

This Strategic Framework is likely to cover areas such as, but not only,

- ☐ Improving the range of information and support available to help older people maintain good mental and physical health
- ☐ Improving support to communities to help older people maintain good mental and physical health
- ☐ Providing enhanced community services for Older Peoples Mental Health Services

- Improving access to respite care to meet the range of different needs across the Swansea Bay region;
- Providing consistent access to day support services across the Swansea Bay area.

This Strategic Framework will be available by the end of 2021 but will then also be widely engaged upon on its own right.

Summary of our proposals

This document outlines our proposals to establish a single integrated inpatient service to support older people with the highest level of mental health needs for the Region (i.e. Swansea Bay area). The single point of access to these services for the population of Swansea Bay would be Celyn Ward in Ysbryd y Coed at Cefn Coed Hospital with extended assessment / care provided in the other 2 wards within Ysbryd y Coed for the Swansea area and in the 15 refurbished beds at Tonna Hospital for the Neath Port Talbot area.

We believe these proposed changes will enable us to concentrate our nursing and therapy staff more effectively into a smaller number of wards / sites and provide more appropriate designed environments and facilities for our patients. We also believe this will make better use of scarce resources and allow us to use public money to best effect.

Because of the investment in community services we have already made and the planned new investment in memory assessment services and the continued reduction in demand for admissions, we believe we can reduce these beds without negatively affecting our ability to provide services for our patients when they need it.

What are the benefits and drawbacks of these proposed changes?

Detailed below are some of the benefits which should be delivered by these proposed changes:

- ☐ Consistent nursing and medical staffing improves patient care.
- ☐ Increased availability of home based support to further reduce the need for inpatient care and to increase access to memory assessment services.
- ☐ Less wards across the Health Board increases our ability to staff the remaining ones and to ensure a safe service.
- ☐ Less wards also increases consistent levels of nursing in preparation for the introduction of the All Wales Nurse Staffing Act
- ☐ Increases medical care and increases the availability of therapists to our patients to the remaining inpatient wards and the community services.
- ☐ Reduces use of bank and agency staff improves consistency and quality of care and reduces its cost.
- ☐ Enables us to invest in refurbishing our facilities at Tonna Hospital to provide more appropriate bedrooms for our patients and improved facilities to support their care.
- ☐ Increased capacity to treat orthopaedic (joint care) patients at Neath Port Talbot Hospital.

When we temporarily closed the 14 beds at Tonna Hospital we discussed this with the Swansea Bay Community Health Council and relatives of older people with mental health problems receiving care in Tonna Hospital's beds previously. At that time, a number of concerns were raised about these proposed changes, which have been taken into account when these revised proposals were prepared, and as a number related to the environment at Tonna Hospital our intention would be to involve the families and CHC in the design of the refurbished facilities there should these proposals be accepted.

Detailed below are some of the disadvantages we could arise from these proposed changes:

- Changes to inpatient care requires redeployment of some staff which could negatively affect their wellbeing
- Changes could be interpreted as a reduction in services rather than rebalancing care between inpatient and community services

To ensure that the impacts of these proposed reductions in beds are carefully monitored, this will be overseen by the Older People's Mental Health and Dementia Strategy Group – a partnership group between the Health Board, Local Authorities and other partners to review data about the impacts and ensure there weren't any unintended consequences.

What will happen to staff affected by these proposed changes?

We have had some initial discussions with the consultants and the ward managers within the Older Peoples Mental Health Services in relation to the proposed changes, while recognising the importance of not prejudging the outcome of this engagement process. They are content to engage further in the proposed changes and understand the rationale for the changes to the services.

Engagement with the staff and Trade Unions involved took place in order to implement the temporary closure of Suite 4. In the main staff have been redeployed within the Mental Health Service Delivery Group of the Health Board, many into Tonna Hospital. The proposed changes outlined in this document will be managed in accordance with the agreed Organisational Change Policy and there is no risk to the employment of any member of staff affected. For some of our staff this will mean a permanent change of base for their work. Any staff affected by these proposed changes will be provided with the available options for redeployment into existing vacancies or utilised across other areas with their individual needs addressed as far as possible.

What about the impacts on equality groups?

We need to make sure that any decisions we make following engagement ensures we understand and take account of any impacts on people with protected characteristics under the Equality Act 2010. In addition, the new socio-economic duty, introduced on 31st March 2021, means we need to also actively consider the effects of these changes on increasing inequalities both nationally and locally. Therefore, we have produced an Equality Impact Assessment on these proposed changes which we will also engage on alongside this document.

Your experiences of support and services for older people with mental health needs in Swansea and Neath Port Talbot

Whilst this document outlines proposed changes to our services by closing 37 beds, we also want to know about your experiences of the support and services available for older people with mental health problems in the Swansea Bay area so that we can make sure we take account of these when developing our Strategic Framework for Older People's Mental Health Services.

We want to know what your experiences have been – good and bad, and what you think we should do differently in providing support and services for older people with mental health problems in the future and their carers and families, particularly how we can support you to stay in your own home.

Below you will find details of the variety of ways you can contact us and get involved in this engagement. We have produced a response form so that it is easier for you to respond to this engagement. We would appreciate you filling this in and sending / emailing it to the contact points listed below.

What do you think of these proposed changes?

In partnership with the Swansea Bay Community Health Council, the NHS Watchdog for our area, we will be discussing these proposals with our patients, their carers, the public, politicians and partner organisations. It is important that we get as many views as possible on these proposals for change and also on how we can improve our services and the support we provide going forward.

Between **5th July to 12th September 2021** we are engaging on these proposed changes.

We have agreed the range and scope of engagement with the Swansea Bay Community Health Council and will also be using events being run by partner organisations to talk to people (albeit virtually) about the proposed reduction in beds and associated changes and to get as many people as possible to tell us about their experiences of our older peoples' mental health services and their ideas for how we can improve these.

The outcome of the engagement and all the responses received will be considered by the CHC and Health Board in October 2021. Based on this, decisions will be made about whether the proposed closure of beds can be implemented or whether further public consultation is required. Any other ideas put forward by the public and our partners will be incorporated into the Strategic Framework for Older People's Mental Health Services which we are developing with our partners.

You can let us know what you think by:

Writing to us: Chief Executive
Swansea Bay UHB
One Talbot Gateway
Baglan, SA12 7BR

Emailing us: SBU.engagement@wales.nhs.uk

Phoning us and leaving us a message: (01639) 683355

Contacting us on Facebook: Swansea Bay NHS

Twitter: @SwanseabayNHS

We have produced a response form so that it is easier for you to respond to this engagement. We would appreciate you filling this in and sending / emailing it to the contact points listed above.

Alternative versions of this document, in Welsh, large print (English and Welsh), audiobook (English and Welsh), British Sign Language video, Easy Read and Braille are available at <https://sbuhb.nhs.wales/about-us/public-engagement-consultation/> and you can request these by ringing 01639 683355 or by emailing us at SBU.engagement@wales.nhs.uk.

Because of the pandemic we are not planning to hold face to face community events to talk to people about these changes and get their views as we normally do. However instead we will be hosting a series of sessions where we will explain these changes and be able to answer your questions and hear your views on these issues. A list of these events will be found on our website and we will also be publicising these on social media.

Alternatively, you can let the Community Health Council know your views by:

Writing to them:

Swansea Bay Community Health Council

Cimla Hospital

Cimla

Neath

SA11 3SU

Or emailing them:

swanseabay@waleschc.org.uk