Stockton-on-Tees Borough Council
Review of Adult Mental Health Services
Phase 2 Consultation
18 March to 7 June 2013
Your chance to influence change...
Introduction
As part of a review of all services Stockton-on-Tees Borough Council is reviewing Adult Mental Health Social Care Services to ensure we deliver the best services we can with the resources available to us.

Government Policy on mental health is set out in the strategy “No Health without Mental Health”. This strategy influences all the services delivered by Stockton-on-Tees Borough Council which are aimed at:-

- Improving the mental health and well-being of the population
- Keeping people well
- Ensuring people with mental health problems regain a full quality of life as soon as possible.

About this Document
This consultation document:-

- Summarises the Government’s policy for Adult Mental Health Services which sets out the overall context for this Review
- Provides the background to the Adult Mental Health Services Review
- Outlines the key messages from the Phase 1 of the consultation which helped inform this second phase of the review
- Gives you the opportunity to tell us what you think about our proposals for change and to help us shape what new services will look like.

The Context for this Review

**Government Policy:** The Government’s Policy on mental health is contained in the strategy ”No Health without Mental Health” which challenges councils and health providers to deliver community based services that involve people with mental health needs in a positive way that helps and supports their recovery.

**Personalisation:** This describes the Council’s aim to offer more choice and variety in services and activities; moving away from a “one size fits all” approach. The essence of personalisation is individual choice and preference to aid recovery. **Personal Budgets** are an allocation of money as a result of an assessment of your eligible needs at that time. To start with you are given an ‘indicative budget’ (an estimated budget) so that you can develop a support plan, with help from others if necessary, based around what matters to you and what works for you.
This gives you choice to have more control over how your support is provided. A personal budget is not in addition to mental health services and support, but a different way of making the social care part of the funding available.

**Background to the Adult Mental Health Services Review**

**Stockton Council’s Mental Health Services**

Stockton-on-Tees Borough Council and Tees, Esk & Wear Valley NHS Foundation Trust provide integrated mental health services for all ages but this review is focused on adult social care services (excluding services provided for older people). The services provided by Stockton Council and included within this review are:-

- Day Services provided at 70 Norton Road, Stockton-on-Tees
- Ware Street Resource Centre, Stockton-on-Tees, this includes day services, respite care and rehabilitation
- Community Support Services. These are currently provided by Link Workers and Community Support Workers – who work in the community to support service users and carers with severe and enduring mental health problems
- Service User and Carer Involvement workers
- We have also reviewed residential placements to make sure they are value for money but are not proposing any changes to current provision.
- We are talking to all our partner organisations to make sure their views are taken into account. However, the review is not specifically looking at health services, such as those provided at the Lustrum Vale unit in Stockton, or Roseberry Park in Middlesbrough.

**Key messages from Phase 1 of the Review**

This is the second phase of consultation on Adult Mental Health Services in Stockton.

Phase 1 of the consultation was conducted during October and November 2012. Feedback and information was gathered from service users and carers and from gathering information about current services and what kind of services were provided in other Local Authority areas.
Feedback from questionnaires and discussions with service users told us what was important:

- The quality of staff available to help service users
- Variety and flexibility in services including flexible opening hours
- Improved provision of respite/short breaks
- Continuity of care
- Access to advice when it is needed
- The location of services
- Networking/friendship opportunities

In response to questions about non Council provided mental health and support services /options, the vast majority of you told us that you had not used most of them because you had never heard of them or you didn’t want to attend such services on your own.

When asked about Personal Budgets most of those who did receive a Personal Budget were satisfied with them. Those who didn’t know about Personal Budgets told us that most of all they wanted to know about the following things in relation to Personal Budgets:

- Information on how to apply
- How it would affect any benefits that a person was eligible for
- Knowing how much would be received as part of a personal budget

Discussions with service users also revealed:

- A desire to see a greater variety and choice in day time activities
- Better advice and guidance concerning accessing services that can support people with mental health problems
- Greater support towards independence and assistance with recovery
- Support for additional community-based activities
- The current charging policy is seen as a disincentive for those who contribute towards the cost of services.
Feedback from questionnaires and discussions with carers:

We had 8 responses in total from Carers in Phase I of this Review. Those who did respond told us:

- There needs to be better awareness of the needs of carers and more support to them when they need it (24 hours, 7 days)

The summary results from the Adult Mental Health Review Phase 1 consultation have been shared with the Team that is currently developing the new Adult and Young Carers’ Strategy for the Borough.

Other findings from this Review

- 70 Norton Road and Ware Street are underused, for example at the Links Unit less than half the available places were taken up during the spring and summer months of 2012.
- 70 Norton Road and Ware Street are significantly higher cost to run than comparator services.
- Nationally there has been a significant change in the provision of mental health services, which has seen a move away from building based approaches towards social inclusion focussing on individual needs. We think we can help people to better access a range of community-based services which could increase social inclusion and help people recover in more appropriate settings. There are opportunities to increase the amount of choice and flexibility available for service users, for example, in other areas of the country many alternatives to traditional respite care are now being offered, including short break options.
Tell Us What You Think

Getting Involved in Phase 2 of the Review

Phase 2 of the Adult Mental Health Services review will begin on Monday 18th March 2013 and continue for 12 weeks until Friday 7th June 2013. During this time we are keen to hear the views of people who are interested in and / or affected by our proposals for change. You can let us know what you think about these proposals by:-

Filling in the questionnaire at the back of this document and returning it in the Freepost envelope OR completing it on line at:
www.stockton.gov.uk/mentalhealthreview

Your questionnaire needs to be completed and returned to us by Friday 7th June 2013. If you require help with completing the questionnaire please call (01642) 524705 or email glynis.reeve@nhs.net

You can arrange a specific appointment with your care co-ordinator to discuss issues you may have concerning any of the proposals contained in this document. To arrange an individual session please call (01642) 524705 or email glynis.reeve@nhs.net This offer is also available to carers or family and friends who support service users living in the Borough of Stockton-On-Tees who currently receive Adult Mental Health Services.

Attending a Planned Consultation Session

At these sessions there will be a chance to ask further questions, express your views on the proposals and put forward any alternative suggestions you may have.

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<tr>
<th>Date</th>
<th>Time</th>
<th>Venue</th>
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<tr>
<td>Thursday 18 April</td>
<td>2.00pm till 3.30pm</td>
<td>Stockton Central Library</td>
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<tr>
<td>Tuesday 23 April</td>
<td>5.30pm till 7.00pm</td>
<td>Stockton Central Library</td>
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<td>Wednesday 1 May</td>
<td>2.00pm till 3.30pm</td>
<td>Billingham Forum</td>
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<td>Friday 10 May</td>
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<td>Thornaby Pavilion</td>
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<td>Tuesday 14 May</td>
<td>5.30pm till 7.00pm</td>
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<td>Tuesday 21 May</td>
<td>2.00pm till 3.30pm</td>
<td>Yarm Library</td>
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As a part of phase 2 consultation we will also make specific arrangements to consult special interest groups.

**Next Steps**

We will collect the views of everyone who responds to the phase 2 consultation for this review. The Council’s Adult Services and Health Select Committee will then consider the consultation results and make final recommendations on how services should change. Then, in late summer 2013 the Council’s Cabinet will make a final decision on which proposals are to be taken forward. We will then let people know what we are changing by:

- Arranging events for service users
- Sending letters to carers/supporters
- Providing information in Stockton News, on the Council’s website and to the local press; and,
- Making sure staff working within the Council’s Adult Mental Health Services are fully aware of the changes that are agreed by Cabinet so they can help answer questions from service users and carers/supporters.

The Council has not made any final decisions on any of our proposals. We want to reassure services users that changes to an individual’s care package would only take place following discussion and involvement with the service user and their carer.
The Proposals for Consultation

The following section describes the proposals for changing services and asks for your views.

For our information can you please tell us if you are answering this questionnaire as:-

☐ A Service User
or a
☐ Carer/Supporter
or
☐ Other interested person/organisation, if so please state below:

1) We would like to better meet service users assessed needs. To do so, we think we need to give service users a better choice of services. If this proposal was taken forward, we would continue our work with service users to involve them in decisions about what was done and when.

1a) To what extent do you agree that we should ensure a better choice of flexible community based services are available:—

☐ strongly agree
☐ agree
☐ neither agree nor disagree
☐ disagree
☐ strongly disagree
☐ don’t know

Any comments you wish to make about this proposal?
2) Personalisation is increasingly important for mental health social care services and the government has demanding targets for the take up of personal budgets. It involves us all thinking about care and support services in an entirely different way starting with the person as an individual and giving people choice and control over their lives to make decisions about which services they would prefer to use and which they feel would best help them to recover, live independently and feel part of society.

In line with national Government policy we would like to ensure that everyone who is eligible for a Personal Budget can use one.

2a) We want to ensure that all service users have the information they need to decide if they want to take up a Personal Budget.

How do we ensure people can maximise the take up of personal budgets? Please give us your ideas

2b) From whom and how would you like to receive information about Personal Budgets? Please tick all that apply

- From your care manager/social worker
- From your GP
- From other health professionals
- By a face to face conversation
- By a telephone call
- From Stockton News
- By picking up leaflets
- From posters
- From the Stockton Borough Council website
3) In Phase 1 of this review most service users told us they didn’t know about the mental health support services which are available but not provided by the Council. We want to ensure that all service users have the information they need to make choices about which services they use.

3a) Bearing this in mind from whom and how would you like to receive information about mental health support services that are not provided by the Council? Please tick all that apply

- From your care manager/social worker
- From your GP
- From other health professionals
- By a face to face conversation
- By a telephone call
- From Stockton News
- By picking up leaflets
- From posters
- From the Stockton Borough Council website
- From other websites
- Social media (e.g. Facebook)

Other (please specify)
4) Phase 1 of this Review identified that services at 70 Norton Road and Ware Street (The Links Unit) are underused by those who are eligible to use them and the cost of running these services is not value for money. With this in mind we propose that these services will cease. If this proposal was taken forward, we would continue to work with service users to involve them in decisions about what was done and when, and to give users access to alternative services.

4a) Do you agree we should work with you to develop new alternative community based day services to replace the existing services?

- [ ] strongly agree
- [ ] agree
- [ ] neither agree nor disagree
- [ ] disagree
- [ ] strongly disagree
- [ ] don’t know

4b) Please tell us why you have answered question 4a) as you have.

5) Consultation from Phase 1 of this Review highlighted that service users would like more choice and variety with respite and short breaks. We would propose to encourage a more flexible approach to the take up of these services. For example respite could be provided not just in a residential setting but could mean a short holiday style break or be available in the home where the carer is relieved of duties and is able to spend some time away. Offering more flexibility would mean no longer providing respite at Ware Street.

5a) To what extent would you support the idea of a more flexible approach to providing respite and short breaks?

- [ ] Fully
- [ ] Partly
- [ ] Not at All
- [ ] Don’t Know
5b) Do you have any ideas about how respite or short breaks could be provided?

6) As highlighted at the start of the document, the rehabilitation service currently provided at Ware Street is underused and costly to provide. We propose to stop providing this service at Ware Street and to provide rehabilitation services elsewhere. No decisions have been made about where this service could be provided. But, if this proposal was taken forward, we would continue to work with service users to involve them in decisions about alternative rehabilitation services.

6a) To what extent do you support the proposal of providing alternative community based rehabilitation services?

- [ ] Fully
- [ ] Partly
- [ ] Not at All
- [ ] Don’t Know

6b) If you would like to, please briefly tell us why you have answered question 6a as you have.
7) Community Support and Link Workers (often known as ‘support workers’) support eligible service users, sometimes on an ongoing basis. In future we want support services to be more focussed on helping service users to recover rather than become dependent.

There is a strong link between the recovery process and social inclusion and a key part of the recovery process supports people to regain their place in the communities where they live and take part in activities and opportunities along with everyone else. Creating stronger links between recovery and social inclusion aims to:

- Increase people’s sense of control over their mental health problems
- Increase personal empowerment
- Improve people’s quality of life
- Help people achieve their own life goals and dreams

We propose that in future Community Support would be provided for a maximum of 12 weeks to focus on recovery. Any assessed needs that continue beyond 12 weeks wherever possible would be met by using personal budgets. Support will be available to assist people to manage their personal budget.

7a) Bearing in mind the above information, to what extent do you agree with our proposal to in future provide community support based on an individual’s recovery for a period up to 12 weeks, ensuring a move on to using other services after the initial 12 weeks if required.

- [ ] strongly agree
- [ ] agree
- [ ] neither agree nor disagree
- [ ] disagree
- [ ] strongly disagree
- [ ] don’t know
8) We currently consult and engage with service users and carers in Adult Mental Health via dedicated posts. We propose to stop this model of involvement in the future.

For carers we intend to develop new services providing advice and support on a more flexible basis. The Council has recently consulted separately on a new strategy to support Carers and Young Carers. This consultation has now closed and a new strategy outlining how the Council will support carers in future will be published soon.

8a) To what extent do you agree with providing alternative more flexible support for carers?

- [ ] strongly agree
- [ ] agree
- [ ] neither agree nor disagree
- [ ] disagree
- [ ] strongly disagree
- [ ] don’t know

8b) Any comments you wish to make about this proposal?

For service users we will continue to encourage full involvement in service provision and envisage that groups such as SURGE could continue but we propose to no longer have a dedicated post for this work.

8c) As a service user if we no longer have a dedicated service user involvement post how would you like to be involved in the future in making a difference to services/developing new services?
Finally are there any other comments you would like to make about any of the proposals in this review? If so please write your comments in the box below.

Please put a tick in this box to confirm that this is your one and only response to this consultation, and that the answers you have provided are your own. The Council’s consultation data quality management rights can be found at: http://www.stockton.gov.uk/yourcouncil/consult/howweconsult/ 

Please tick this box if you would like to receive a copy of the summary results from this consultation

If you have ticked the box above, please provide your name and contact details below. This information will be used only for the purpose above and will not be shared with a third party.

Name ..................................................................................................................................
Postal address ..................................................................................................................
Postcode ............................................................................................................................
Telephone Number ............................................................................................................
Email ..................................................................................................................................
About you

To help us analyse your views more effectively, please answer the following questions ‘about you’. If you would prefer not to answer any of the questions, please tick ‘prefer not to say’ or leave the question blank. Please note all information shared with us in any part of this questionnaire will be stored and used in line with the requirements of the Data Protection Act 1998 and the Council’s Information Security Policy.

Your age

Please state which one of the following age groups you fall into:

- [ ] 0 – 19 years
- [ ] 20 – 29 years
- [ ] 30 – 39 years
- [ ] 40 – 49 years
- [ ] 50 – 59 years
- [ ] 60 – 69 years
- [ ] 70 – 79 years
- [ ] 80 – 84 years
- [ ] 85+ years
- [ ] Prefer not to say

Your ethnic origin

*Please tick the most appropriate box below:*

White

- English/Welsh/Scottish/Northern Irish/British
- Irish
- Gypsy or Irish Traveller

Any other White background, please specify:

[Blank space for text input]
Black/Black British:   Caribbean
                        African
Any other Black background, please specify:

Asian/Asian British:  Indian
                        Pakistani
                        Bangladeshi
                        Chinese
Any other Asian background, please specify:

Other ethnic groups:  Arab
Any other ethnic background, please specify:

Mixed/multiple ethnic groups:
                        White and Black Caribbean
                        White and Black African
                        White and Asian
Any other mixed/multiple ethnic background, please specify:

Prefer not to say

Your country of birth
Please state
Your nationality
Please state

Your gender

Please tick the most appropriate box below:

- Male
- Female
- Prefer not to say

Your Marital Status

Single
- Married
- Civil Partnership
- Living with partner
- Separated
- Divorced
- Widow
- Widower
- Civil widow
- Civil widower
- Prefer not to say

Disability

Do you consider yourself to be a person with a disability as described by the Equality Act 2010?

Please tick the most appropriate box below:

- Yes
- No
- Prefer not to say
UK Armed Forces (including Territorial Army (TA))

Do you currently serve in the UK Armed Forces (including Territorial Army) or have you done so previously? Please tick the most appropriate box below:

I am currently serving in the UK Armed Forces (including Territorial Army)  
I previously served in the UK Armed Forces (including Territorial Army)  
Prefer not to say  

By completing this survey you are giving Stockton-on-Tees Borough Council the authority to retain the enclosed information for research purposes and the information you give will be used to inform the development of Adult Mental Health Social Care Services for Stockton-on-Tees. Stockton-on-Tees Borough Council is the Data Controller for the purposes of the Data Protection Act. If you want to know more about the way the Authority will use this information, please contact the Director of Law and Democracy, c/o David Bond, Stockton Council, Church Road, Stockton-on-Tees, TS18 1LD.

Thank you for taking the time to let us know your views.

Please return your completed questionnaire by 7 June 2013.
If you would like this information in any other language or format for example large print or audio please contact 'Consultation Helpline' on 01642 527027.

ARABIC

إذا كنت ترغب الحصول على هذه المعلومات بلغات أخرى أُخرى على سبيل المثال Consultation Helpline بالطريقة الكبيرة أو بالشريط المسجل فارجاء الإتصال بالقائمة تبديل نموذج تبديل على هاتف رقم 01642 527027.

MANDARIN

欲要這份資訊的其它語言版或其它板式例如大字體印刷/錄音帶，請致電 01642 527027 接洽‘多元化隊’（Consultation Helpline）

FARSI

اگر شما این اطلاعات را به زبان یا شکل دیگری مثلا چاپ یا بصورت صدا میخواهید لطفاً با تیم دادرسینتی (گوناگونی) به نام شوید 01642 527027

FRENCH

Si vous souhaitez obtenir ces informations dans d'autres langues ou sous un autre format, par exemple, en gros caractères / version audio, veuillez contacter l'équipe "Consultation Helpline" au n° 01642 5270 27

KURDISH

سە ژەربی منهێن نازەکەیەکی چەکەوەکەیەوە وەنەست بکەوێنێ بە ڕێمانەکانی نە بان بە شێوەیەکی نێ دەوێتی Consultation Helpline لە سەرە ژەربی منهێن 201642 527027

PUNJABI

آپ اگر ترجمان یا طبیعتی کوئی گوگوی نیا را میخواهید یا ویدیویی کوئی - تلفن 'Consultation Helpline' 01642 527027 کوئی چیک چیک کوئی کریں 01642 527027

URDU