

## **Progress on the closure of Broadway North Residential Unit.**

**Ward(s)** All

**Portfolios:** Cllr B McCracken – Cabinet Member – Adult Social Care and Inclusion

### **1. Summary**

This report gives members of Scrutiny Panel an update on the progress towards a managed closure of the residential beds at Broadway North and on the operating of the alternative provision that has been arranged.

### **2. Background**

2.1 Following the consultation on the closure of the residential unit at Broadway North a report was presented to Walsall Social Care and Inclusion Scrutiny and Performance Panel on the 7<sup>th</sup> October 2013. Scrutiny Panel had requested reassurances that the alternative model and provision that had been put into place was robust and effective. Specifically Scrutiny Panel requested assurances in the following three areas:

- Availability of crisis and respite services
- Clarity of process to access
- Care Quality Pathways

2.2 At its meeting on October 23<sup>rd</sup> Cabinet agreed to progress to a managed closure of the residential care beds at Broadway North. This report seeks to provide reassurances, a clear closure plan for the residential unit and clarity on the structure for future day service delivery for clients with severe and enduring mental illness. The timeline for termination of the three key functions currently provided at Broadway North Residential unit are also set out.

### **3. Recommendation**

That Scrutiny Panel note the progress and developments related to the managed closure of Broadway North Residential Unit.

### **4. Response to concerns raised by Scrutiny.**

#### **4.1 Availability of crisis and respite services**

In December only two clients had booked in to use the respite provision at Broadway North and no further bookings had been made for a crisis bed. The residential unit is planned to be closed over the Christmas /New Year period with a final closure on January 31<sup>st</sup> 2014.

Those who have required a crisis bed have been referred to Caldmore Accord. 21 people have used this service since July. Commissioners have been reassured by

Lonsdale management that they are able to step up provision of crisis bed in line with demand. They provide two identified crisis beds with two further voids being held consistently that can be used for crisis or respite provision in line with demand. The provider is also able to meet increased demand beyond these four beds by the use of their other accommodation based facilities with enhanced service provision. However it is important to note that to date though 21 patients have accessed crisis beds since 31<sup>st</sup> July the maximum number of beds occupied at any one time has been for three people.

Caldmore Housing, Woodcross and Fernwood residential homes will offer choice of respite services for those customers who have a personal budget which they may choose to spend on these services. There has been no take up of these services since the announced closure of Broadway North and limited use of Broadway North. Services managers will continue to monitor this to ensure that people's needs are being appropriately met.

## **4.2 Access**

In the initial stages there were some teething problems regarding clarity of access to Lonsdale (crisis bed). Since August a clear process has been finalised, agreed and implemented with the provider and referring agency. The Crisis and Respite bed provision is accessible via a referral from mental health services alone and this has been adhered to without any confusion or significant issues since.

## **4.3. Care quality pathways**

It is important to note that not everyone being presented will be suitable for management within a crisis bed and therefore on occasions such referrals will be rejected as being inappropriate. It is anticipated that general usage could be up to a maximum of 4 at any one time. If the "Recovery college" model that is proposed in 7 (below) is successfully developed we would anticipate a further fall in demand for these beds as people's crisis and risks of crisis would be better managed.

Reports from Caldmore indicate that 20 of the 21 service users have all given positive feedback and shown good outcomes since their use of the beds at Lonsdale. There has been one person whose needs could not be met in the crisis bed and required more intensive interventions and was transferred to Dorothy Pattison. This is an event which will always happen in some circumstances. Staff at Lonsdale House managed this person's situation with clarity and care.

## **5. Day service re-design**

The day service model proposed is along the lines of a Recovery College very similar to that of the Nottingham Recovery College model that seeks to empower and enable clients to re-engage with their lives and the local community. The aim being to provide a range of courses to help people to develop their skills and understanding, identify their goals and ambitions and give them the confidence and support to access opportunities externally within their local communities. The Recovery College will:

- Provide a base for recovery resources
- Promote an educational and coaching model in supporting people to

- become experts in self care on their recovery journey
- Break down barriers between ‘us’ and ‘them’ by offering training sessions run for and by people with experience of mental health or physical health challenges and people with professional experience.

The service will bring together professional and experience – in a non-stigmatising environment with the same systems as other educational establishments. Going forward the college will look to bring in people who share experiences of mental health to teach on the courses with the intention of inspiring hope and embodying principles of recovery.

The courses are designed to put people back in control of their life, helping each person to identify goals and ambitions whilst giving the confidence, skills and support to access opportunities.

Actions are now in place to fully implement this model of a Recovery College.

## **6. Closure of Broadway North (residential)**

The plans now indicate that a safe closure of the residential unit at Broadway North will take place on January 31<sup>st</sup>. The final booked placement will have taken place before Christmas and all subsequent referrals will be passed on to the resources identified above. Staff are now completing their final work in relation to records and the management of the building. Some staff have already left the service and others are awaiting redeployment. Posts at the Day Care Centre (Recovery College) may be available to some of the staff.

Every customer who has used the service has had a meeting with both the manager of the residential unit and with their care co-ordinator to ensure they have appropriate plans for the future.

Discussions have taken place with property services over how the rooms that will not be in use can be “mothballed”. The Directorate will consider the best longer term use of these available rooms. The Service Manager for mental health services has had an office on this site for some time.

## **7. Resource and legal considerations:**

The Council and the NHS are committed to ensuring the delivery of care and support with due regard to equality legislation. Failure to do so could result in legal challenge.

- i) Under section 49A of the Disability Discrimination Act 1995, public authorities must have regard to a range of needs in carrying out their functions, for example the need to promote equality of opportunity for disabled people.
- ii) Under the DH guidance Putting People First the council has a duty to
  - a. Have a transparent, open and fair system for allocation of resources with a stronger focus on achieving outcomes for people;
  - b. Consult with the individual being assessed and take all reasonable

- steps to reach agreement with the individual about the provision of support within the eligible level of resources;
- c. Have a review process that should allow for flexibility, by consulting the service users and carers/representatives as appropriate.

The guidance places a duty on the council to ensure each service user who accesses social care provision has the right to an assessment of needs and if they are eligible under the FACs criteria to have access to a resource allocation in the form of a Personal Budget.

#### **8. Citizen impact:**

The impact of the closure of the residential unit has been addressed within the previous Cabinet report which went before the elected members on the 23<sup>rd</sup> October 2013. Service users will be able to use their Personal Budgets to access respite and crisis bed provision from within the private and voluntary sector.

#### **9. Environmental impact:**

The impact of the closure of the residential unit has been addressed within the previous Cabinet report which went before the elected members on the 23<sup>rd</sup> October 2013.

#### **10. Performance management:**

The closure and the ensuing actions are all managed within the performance Management framework within the Directorate.

#### **11. Equality Implications:**

Yes as part of the initial Cabinet Report on the closure of the residential unit and was presented to Cabinet on the 23<sup>rd</sup> October 2013.

#### **12. Consultation:**

For the purpose of formulating the closure plan the following service areas were consulted:

Building Services  
Asset Management  
Audit Office  
ACCM – Nicky Devey  
Dudley Walsall Mental Health Trust  
Broadway North Management staff

#### **13. Background papers:**

Cabinet Paper on Closure of Broadway North – October 23<sup>rd</sup> 2014.

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