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NHS
Croydon
Clinical Commissioning Group

Foxley Lane Engagement: Mid-point PPI review

9 December 2016



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Introduction

On November 1 2016 NHS Croydon CCG launched a nine-week (1/11/16 to 6/1/2017) Patient and Public engagement programme around the proposal to de-commission Foxley Lane, a mental health facility currently commissioned through SLAM.

The engagement has made specific efforts to include previous and current users of Foxley Lane and their carers, friends and family. It does not include any specific discussions with Foxley Lane staff, although they are welcome to engage with the process through the survey and other means. An engagement plan was produced and shared with the provider ahead of the launch of the engagement. The focus of the engagement is to allow patients, carers, Croydon residents who may have a particular interest in mental health services, local stakeholders and community and voluntary sector organisations, especially those that provide mental health support services in the Borough.

Purpose of the report

The purpose of this report is to present a mid-point review of the engagement process. This includes:

- Who we have engaged with to date, including demographic details to ensure we are reaching populations who are likely to utilise Foxley Lane
- The types of engagement activity to date
- Key issues raised during the engagement
- Specific and general concerns expressed by participants
- Any gaps in the reach of the engagement and mitigating action to address any gaps

Engagement activity to date

Up to and including the date of this report the following activities have taken place as part of the engagement process:

Activity	Reach	Numbers attending
Engagement materials released and uploaded to CCG website	All Croydon	n/a
Notice sent to PPI Contacts via Get Involved	CGG Network – patients and CVS	300+
Request to partners to host meetings	CVS partners including MIND.	n/a
Public Meeting – Here Us – 1/11/16	Here Us Forum members	90+



Public Meeting CCG – 30/11/16	Croydon wide	45 signed up
Site visit to talk to current Foxley Lane residents – 1/12/17	Foxley Lane current residents	6
Public Meeting – MIND Hub – 8/12/16	MIND Hub users	18
On-line and paper survey	All	47
On-line Petition (38 degrees)	All	700+

Participant features: survey and public meetings

The demographic details of participants who attended the Here Us and MIND Hub meetings have been requested from them and are therefore not available in this report.

Participants at the CCG meeting were encouraged to complete an evaluation form which asked for equalities monitoring details. Approximately half of attendees completed these details at the meeting on 30 Nov 2016.

The on-line and paper survey also requests demographic details from the respondent's. The respondent can skip these questions.

Analysis from all sources suggests that in the domains of age and ethnicity the respondents share broadly similar characteristics to Foxley Lane users (2014-2015):

- Survey respondents (aged 35-54) 55% - Foxley Lane residents – 57%
- Survey respondents ethnicity: White (British and other) 79% - Foxley Lane residents – 62%
- Mixed (All) 9.5% - Foxley Lane residents – 7%
- There is, however, an under representation of Black (African and Caribbean) respondents 7% against 22% of Foxley Lane users. This may be as a result of the missing demographic details from the public meetings and survey responses.

A focus of the engagement was to ensure that previous and existing users and/or carers of Foxley Lane were encouraged to have their say. Sixty eight percent of respondents have either used the Foxley Lane facility or are a carer of someone who has.

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Response to survey questions

Below is a brief summary of the responses to the survey questions (47 responses):

Question	Strongly agree/agree	Strongly disagree/disagree
Having read the document, I understand the reasons the local NHS is proposing to close the service provided at Foxley Lane	35%	59%
How much do you agree that the range of services in the community, including the Home Treatment Team, could meet the needs of patients better than Foxley Lane?	2%	84%
How much do you agree that patients should receive care at home or as close to home as possible when it is safe to do so?	62%	34%
Treating people in their own homes is a fifth of the cost of treating them in Foxley Lane. How much do you agree that the NHS should plan for services that provide the best value for the most people given its limited resources?	27%	52%
Are there specific, valuable elements of the service at Foxley Lane you are concerned would not be provided by other mental health services?	91%	9%

Key themes/issues

The key themes that have emerged through both the survey and the face to face discussions are:

1. Concern that the Home Treatment Team will not be able to meet the needs of the women who currently use Foxley Lane. The concern is largely around the length of time available for visits, the length of time women would be treated through the Home Treatment Team and that the staff from the Home Treatment Team would not be available throughout the night.
2. The current residents of Foxley Lane were very concerned that the opportunities they currently have to recover in a group setting with peer support will not be available if they are treated at home. This is an important point and one that should be discussed further. It may be the case that the environment at Foxley Lane not only supports women's recovery but also helps to build resilience which will support them when they step back into their own communities. Some thought should be given to identifying existing peer support networks so that people are aware of them.



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3. Concerns have also been raised about how the home environment may be a major cause of distress and that time away from the home environment would assist in a quicker recovery. It is felt that Home Treatment will not address the underlying causes of the illness if that cause is the home environment.
4. There have been some concerns raised, largely historical, about acute in-patient wards. However, this is outside the scope of this engagement and where these concerns have been raised they will be addressed in the standard way by SLAM and, if appropriate the CCG's Director of Quality and Governance and the Quality team.

Gaps and mitigations for the engagement process

While the respondents seem to be a good reflection of Foxley Lane users there is some information on the demographics missing which may skew the results. The CCG will need to ensure that, where possible, these details are retrieved from Hear Us and MIND.

Off the Record is an important mental health support service which has not yet been especially engaged in this process. The organisation will be contacted to offer a meeting with their users and/or staff to ensure that this cohort of mental health service users is included in this engagement, should they choose to be.

Many of our partner organisations have very generously hosted meetings on our behalf. It would be helpful to hold a meeting with representatives and staff to talk to people who work with mental health service users to gather their views on the Foxley Lane proposal. This will help the CCG to assess whether there are any particular concerns from local mental health support service providers.

Planned Activity to 6 Jan 2017

There is one additional PPI activity planned on December 12th, which is a meeting with a previous Foxley Lane resident who was unable to attend any of the other meetings and has asked for an opportunity to express her views.

Activity not yet planned includes an offer to meet with Off the Record users and staff and an offer to meet with representatives of Croydon based community and voluntary sector organisations providing mental health support services to Croydon residents to hear their views from their organisations perspective.

Report author: Ros Spinks
Ros.Spinks@croydonccg.nhs.uk