The New Inpatient Mental Health Model
for Service Users, Carers and Families
Introduction

Lancashire Care NHS Foundation Trust is undertaking a major programme of work to replace its existing mental health wards with new mental health units across the county. The new units will provide state of the art accommodation with increased access to therapy areas. To create a more therapeutic feel to the units the term 'suites' will be used instead of wards.

Outline to the new model

The new model of care places the emphasis on community based care rather than hospital stays. For the small number of people who do require an inpatient stay, the way that care is provided to them in hospital will continue to be focused on the wellbeing and positive outcomes for service users. Some key features of the new model include:

- Person centred - respecting a person's need for privacy and dignity
- Needs led - care based on a person's individual need, not their age
- Accommodating of and responsive to physical health care needs
- Focused on recovery and promoting independence
- Therapeutic at all times. This will be achieved through the design and environment as well as formal therapeutic interventions
- Empowering by providing the facilities needed for people to continue and develop their everyday living skills.

The new model will be focused on recovery and promoting independence
Community Services

There has been a huge investment in community based teams to ensure that people are only admitted to hospital when it is absolutely necessary. Many people want to stay in their home environment, which is usually where they want to be and in most instances, is where they should be.

Examples of community services that you may see include:

- Crisis Resolution and Home Treatment Team (CRHTT) - These teams provide a safe and effective alternative to inpatient care by helping people through times of mental health crisis in their own home environment.
- Complex Care and Treatment Team (CCTT) - These teams provide assessments and interventions for service users with a range of mental health problems, but focus primarily on those with more complex and enduring mental illness. They also provide support, therapeutic interventions and social inclusion opportunities, focusing on the recovery of the individual.
- Older Adult Community Mental Health Teams (CMHT) to support older adults with severe and enduring mental health issues such as advanced dementia and severe functional mental health needs like schizophrenia or depression.
The Trust will work with commissioners to provide emerging services such as:

- IST (Intermediate Support Teams) which primarily focus on intensively working with people in their own homes in order to avoid the need for a hospital admission.
- Nursing Home Liaison Services (NHLS) which currently operate in East Lancashire and are under consideration for other parts of the county as a quarter of older adult mental health referrals come from nursing homes. The NHLS provide advice and support to local care homes in order to prevent unnecessary admission to hospital.

For those people who are under the care of community teams and require an inpatient admission then there will be a multi-disciplinary team approach to delivering their care. This will involve service users, carers as well as community and inpatient staff throughout this process. Service users will leave hospital with follow-up care arrangements in place and return to their home or a safe alternative. For people with dementia, the same approach will apply but will be carried out by the specialist older adult community mental health teams.
Inpatient Services

For the small percentage of people who do require an inpatient stay then there are some changes to the environment and the types of care you will receive. The main goals of an inpatient admission are:

- To reduce distress and achieve stability
- To identify a person's needs in terms of their physical and psychological health and social circumstances in order to deliver the right intervention
- To form therapeutic relationships to promote engagement and long-term recovery

The main difference to inpatient care is that the service will be a needs-led model rather than age led. Service users will be identified as requiring one of the following types of care:

- **Functional Care** - Most mental health problems are classed as functional. Examples include depression, schizophrenia, bi-polar disorder and anxiety.
- **Advanced Care** - The advanced care suites will provide therapeutic intervention to those patients who may be physically frailer or have physical medical conditions as well as mental ill health problems
- **Dementia Care** - For the small minority of people who have a diagnosis of dementia and require a hospital stay, specific suites will be available to cater for this particular need.

There will also be some changes to the way that care is delivered to those people who are staying in hospital, these include:

- All suites will be situated at ground floor level to give everyone access to gardens and courtyards
- All suites will be single sex
- Each room will have its own en-suite facilities
- More therapeutic interventions such as psychological therapies and occupational therapies will be provided. These will all be focused on an individual's recovery in order to support and maintain daily living skills for when service users return home
- Facilities will be provided to enable people to continue with their everyday life skills and replicate the activities that they would be doing at home such as cooking, laundry etc.
- The new units will provide opportunities for local community involvement which will help to reduce mental health stigma.
People should be admitted to suites for the shortest possible time and treated in a way which creates the least disruption to their lives with access to the most appropriate medication and treatment programmes. It is recognised that being admitted to hospital can, at times, be a frightening and daunting experience, so the Trust is aiming to create a welcoming and reassuring environment on each of its suites by having identified members of staff who will deal with the admission process.

On admission people will be assessed and regularly reviewed on a daily basis. This will allow them to be directed to other services or discharged home.

**New buildings - environment**

The aim is to make a person's stay in hospital as short as possible and their experience a positive one. This will be achieved by creating the right environment and delivering the right interventions in the right place, at the right time.

The new units will provide hotel standard accommodation with single bedrooms and en suite facilities which will all be on the ground floor. The units will be designed to create a therapeutic environment, and make maximum use of garden / external areas. All care areas will have direct access to a secure garden area.
In addition to this, the units will provide facilities to enable people to develop and maintain their everyday living skills. For example, there will be a range of dining options to enable people to self-cater or be catered for. Space for occupational therapy, recreational and social activities will also be provided.

Some of the additional facilities proposed to be included in the new developments are:

- A café and shop
- Multi-use rooms
- An advocacy and voluntary sector office
- A relaxation room
- A sports hall / fitness suite

The design of all the new developments takes into account the views of service users, carers, staff and local involvement groups.

**Any Questions?**

Please get in touch with any questions that you have. Your queries will be used to create a selection of frequently asked questions to share with others.

Please send your questions to mental.healthmatters@lancashirecare.nhs.uk
Other sources of information:

The Mental Health Helpline
This provides an information and listening service for people in Lancashire. It is available between 7:00pm and 11:00pm Mondays to Fridays and from 12:00 noon until 12:00 midnight on Saturdays and Sundays. Freephone 0500 639000.

Customer Care
If you wish to pay a compliment about the Trust’s services, make a comment, raise a concern or complaint, please contact the Customer Care Department on 01772 695315, freephone 0808 144 1010 or email customer.care@lancashirecare.nhs.uk

If you have any further queries, please write to:

Capital Programme Office
Estates and Facilities
Guild Park
Whittingham Lane
Preston
PR3 2JH

Copies of this leaflet are available from:

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