



North Somerset

Report to the: Joint Health Overview & Scrutiny Panel

Date of Meeting : 27th September 2010

Subject of Report : Orchard View Closure – Final Report

Officer presenting: Kim Forey
Associate Director - Community Commissioning
NHS North Somerset

Key Decision: None

RECOMMENDATION

That the Panel notes the Final Update Report on the implementation of the review of Orchard View, and the future of Respite and Day Care for the Service Users.

1. SUMMARY

This Report provides a final update on the review of the service at Orchard View Respite Hospital and subsequent re-provision. It reports on the remaining issues raised at the last JHSC meeting (January 2010), and represents the final Report on this project.

2. BACKGROUND

2.1 POLICY

The new Government's Policy 'Equity and Excellence, Liberating the NHS (Department of Health 2010)' has reinforced the importance of giving Service Users choice, based on good information. This is consistent with the Policy to provide a choice of services that offer Respite Care to Service Users and Carers of people with Long Term Conditions and Disabilities. This is laid out in the National Service Framework for Long Term Conditions (Department of Health, 2005). In 'Our Health, Our Care, Our Say: a new direction for community services' (Department of Health, 2006), there is a further commitment to choice of services, a reduction in care in Institutions and an increase in home-based Respite. Lord Darzi's report, High Quality Care for All (Department of

Health, 2008) emphasised choice and quality of service. The NHS constitution (Department of Health, 2009) introduces a patient's right to choose both treatment and providers of care.

'Carers at the Heart of 21st Century Families and Communities: a cross-Governmental strategy' published in June 2008, emphasises the need for integrated health and social care for Carers

2.2 PROGRESS

Following the conclusion of the targeted Public Consultation and JHSC consideration in 2008, the Project Board made three recommendations to the PCT Boards of Bristol, North Somerset and South Gloucestershire.

The Boards approved:

- The implementation of Option A - a service developed to provide individual packages of Respite and day-care, providing choice and flexibility, with or without the support of a Brokerage Service.
- The implementation of Option B2 – the sale of the Orchard View site to a private provider, with the condition that a health and/or social care service with an element of Respite Care is provided on the site alongside other services. This option will be time limited.
- The response to the JHSC statement and its recommendations.

Three updates were provided to the three PCT Boards and the JHSC, as agreed, in May and September 2009 and January 2010.

At the meeting of the JHSC on 25th January 2010, a request was made to provide a response and final report on the progress against the following areas.

- **Service Users' Satisfaction**
- **Sale of the site**
- **Transportation**
- **Day Care update – Uphill pilot**
- **Brokerage System**

3. SERVICE USER SATISFACTION

Sadly, due to several deaths, there has been a reduction in the numbers of Service Users, reducing the overall number to 64 (identified as 73 in JHSC January 2010 Report).

The review and subsequent re-provision of the Respite function of Orchard View has taken in excess of 4 years to reach its completion. The pace of the review was largely dictated by the Service Users, Carers and staff of Orchard View. Whilst the review itself is complete and alternative services are in place, the provision of Respite and day care services for this group of clients will continue to develop as the individuals expand their levels of independence and choice.

Ensuring that the Service User is receiving a high quality service is at the heart of the Brokerage Service. In order to maintain the qualitative nature of the service provided, feedback is obtained following each new Respite placement by sending an Evaluation Questionnaire. This feedback is also obtained via a range of other methods including a 'phone call or face-to-face meeting, if required. However, one aspect of their feedback is always sought; "would you wish to return to this venue again?"

When a regular Respite placement has become established, then feedback will continue be sought twice a year to ensure that Service Users remain happy with their placement. Service Users are encouraged to contact the Respite Co-ordinator should they have any concerns outside of these times.

As a continuing dynamic process, a Service User Satisfaction Survey is one of the ways in which the NHS can improve and reflect upon Service User views. A Satisfaction Survey and quality assurance methodology has been in place for all Service Users since the onset of the new placements. The outcomes from the most recently compiled Questionnaire are as follows.

- 93% of Service Users report that the environment of their respite establishment is good or very good.
- 90% report that the food is good or very good.
- 89% report that their physical needs were dealt with well and very well.
- 78% report that their social needs were dealt with well and very well.
- 83% were happy with their stay
- 93% would like to return for another visit.

This is based on 46 returns from 61 Service Users currently in receipt of Respite.

Five of the most popular establishments are then analysed:

- Netley Waterside (Part of the Vitalise Group)
- Yercombe Lodge (A charitable Respite Unit in South Gloucestershire)
- St Michael's, Axbridge (A Leonard Cheshire Disability Home)
- Norewood Lodge (A BUPA Nursing Home)
- Uphill Grange (A Four Seasons Nursing Home)

This data and feedback comments (anonymized) will be shared with all the establishments so that they have opportunity to improve.

Given the volume, nature and range of services provided there have been thus far a relatively little number of complaints. Two complaints have been received and investigated and these complaints were found to be around care levels within the residentially based services. Each case has been dealt with using the Provider's complaints procedure. Each Service user has been found alternative accommodation for their respite.

4. SALE OF ORCHARD VIEW SITE

Throughout the project of change associated with Orchard View, a considerable amount of effort has been expended by both the representatives of the original Orchard View Building Working Group (which was made up of representatives from North Bristol NHS Trust), Nan Kirsan (a local Councillor), a Strategic Health Authority representative and chaired by Chris Born, (Chief Executive, NHS North Somerset) and more latterly by representatives of North Bristol Trust.

This Working Group identified the mandatory process for the disposal of an NHS site, and agreed the conditions to be applied to the sale of the site. North Bristol Trust appointed commercial estate agents and implemented a project plan. A dual approach was agreed and the site has been offered for sale through two routes:

- Site sale with conditions, targeted marketing to possible providers.
- Site sale without conditions to the general market.

The Marketing began in September 2009, and a number of viewing sessions were held at the site. Final offers were invited to be submitted by December 2009.

Progress against this area has been reported on at each of the Joint Health Overview & Scrutiny Panel meetings held in the last year, with the last update provided at the January meeting.

In the intervening months since January, despite the best efforts of North Bristol Trust to market and sell Orchard View to someone who would provide a Care (and Respite Care) facility, and notwithstanding a very promising set of original bids, the Trust has been unsuccessful in securing a sale.

After extended discussions of the relevant partners to this service, and with the agreement of the chair of this Joint Health Overview & Scrutiny Panel, it was agreed that Orchard View site could go onto the open market without the previous conditions. Currently there have been no successful offers on the Orchard View site, and it is now to be offered for sale without any conditions attached.

5. TRANSPORTATION

Over the last 9 months, individuals have been supported to find the most appropriate transportation that meets all of their needs. Risk Assessments have been carried out to identify the needs for Transport Assistants, and these are now in place where a need has been identified.

Transportation is currently provided by:

- Bristol Community Transport
- Weston Community Transport
- Kingswood Cabs
- Woodspring Taxis

Individual Service Users are now known to these companies and they have direct contact with each other, allowing an individualised service. There have been no complaints about transport in the last 3 months.

6. DAY CARE

The day care pilot at Uphill has now been completed and a contract has been put in place for 2 day's Respite per week. This is running successfully and a regular feedback report and quality assurance process is undertaken.

A Coffee Morning was held on 9th September for all ex-Orchard View Users at Uphill Grange Nursing Home, to discuss the Respite Service as a whole and look at any improvements that could be made.

7. BROKERAGE

A Respite Co-ordinator is now in a permanent position, employed by NHS North Somerset, supported by an Administrator. The Co-ordinator is acting in a Support Broker role as described by Care Service Improvement Partnership (CSIP) of which key functions are detailed below.

- The person for whom the brokerage is provided makes the decision, with assistance if needed, about how resources are used.
 - The provision of information about the range of Respite options is a central part of enabling choice and control.
 - Information is provided in the format best suited to the individual.
- Support Brokerage has a clear value base which is to promote self determination.

The intention is to enable and support the individual to be as independent as possible so that, if a full brokerage system was to be adopted in the future, the individuals would be able to adapt to this option with ease.

At this time, assessment reviews are being carried out and, where applicable, a Continuing Health Care Checklist is applied to ensure that all health needs are met appropriately.

At this time, 75% of Service Users have bookings made until the end of 2010. For the remaining 25%, most know where they want to stay, and bookings will be made as soon as vacancies are notified.

One Care Home has closed and we are currently seeking alternative accommodation for one Service User who had chosen this Home for their Respite.

8. FINANCIAL IMPLICATIONS

The NHS has continued to re-state its commitment to arrange and fund Respite Care for the current users of Orchard View for as long as they need it.

9. EQUALITY IMPLICATIONS

Planning for the needs of people who use Orchard View takes into account the individual needs of those Users and their Carers, including ease of access to the service.

10. CORPORATE IMPLICATIONS

The initial Orchard View Implementation Programme was a partnership across three PCTs - North Bristol NHS Trust, three Adult Social Services Departments and all the interested stakeholders.

The outcome from this joint programme has now been enshrined into a Memorandum of Understanding (MoA) which sets out the agreement between NHS North Somerset (NHSNS) to provide services on behalf of NHS Bristol (NHSB) and NHS South Gloucestershire (NHSSG).

Kim Forey
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NHS North Somerset

Date: 13th September 2010