

SMART Recovery Briefing

Torbay Council, Overview and Scrutiny Committee, 16 December 2015

Background

Devon Partnership NHS Trust is making some transformational changes over the next few years to ensure that it can continue to provide high quality services to people with mental health and learning disability needs and remain financially viable. This change programme is called SMART Recovery and its overall objective is to improve people's experience and the quality of their care. It has three underpinning objectives:

- To design and deliver clear pathways of care for people
- To enable mobile/flexible working and better use of technology
- To make the best possible use of the Trust's estate (land and buildings).

What has prompted the changes?

Our services have grown and developed over the years and the time is now right to take a fresh look at how we provide care and support for people. We want our services to be modern, safe, effective and to meet people's needs.

We want to make the best possible use of mobile technology and flexible working, so that our frontline staff can support more people and spend less time in their cars or in front of their computers. We need to become more efficient and to make the best possible use of our £130m annual budget. This includes making better use of our buildings. We currently use around 60 buildings across Devon and this accounts for around 10% of our annual budget. We want to spend less money on buildings and more money on frontline staff wherever we can.

What will it mean for Torbay?

Many of our buildings are old, under-used and/or unfit for purpose, which includes two of our properties in Torbay – Waverley House (Torquay) and Culverhay (Paignton). We have made the decision to close these two buildings in February 2016 and to relocate the teams to other locations in Torbay.

We are creating a new Mental Health and Wellbeing Clinic at Torbay Hospital, downstairs at the Haytor Unit. This will be the main centre for our services in Torbay and will provide a safe, comfortable and welcoming environment. It will start to become operational in January 2016, starting with new arrangements for assessment. This is the process that takes place when people have been referred to our service, it is where we first assess their diagnosis and needs, before drawing-up their ongoing care plan with them.

As well as this main clinic, there will be a smaller 'satellite' clinic located at the Chadwell Centre in Preston, Paignton. We are also exploring the possibility of using Brixham Hospital as a satellite clinic where we can see people from the south of Torbay.

We know that some people cannot travel or may have real concerns about travelling to one of these locations. In these cases, we will arrange to see them at a location that suits them.

One of the key benefits of the Mental Health and Wellbeing Clinic approach is that full, multidisciplinary assessments can take place in an environment that brings together the full range of clinical disciplines – including doctors, nurses, psychologists, occupational therapists and many others. This does not currently happen. The new model mirrors that which exists in physical health services, where some services are available locally, but most specialist services are co-located in larger acute general hospitals where there can be a greater concentration of professional disciplines.

It is important to remember that much of people's care will still remain local, meaning that they will still be supported in their own homes or a more local satellite clinic, as they are now.

As well as the clinical benefit, co-locating core services on a smaller number of main clinic sites also brings important efficiency gains. Although the Trust currently has a balanced financial position, it has to achieve annual savings targets of around £6m.

Engagement and involvement

We have engaged with users of services of our services on some aspects of the SMART Recovery Programme, for example what a Single Point of Access for all services would look like and what people would value about the new Mental Health and Wellbeing Clinics. We are planning to engage more widely about the SMART Recovery programme as a whole – for example to seek people's views about pathways of care and the use of mobile technology.

We have written to existing users of services to explain the changes, and produced a simple leaflet. Early in the new year, we will be holding a series of drop-in sessions across Torbay to talk to people about the changes we are making and to hear their views.

We are also explaining the changes we are making at each of the GP locality meetings across Torbay and taking these opportunities to listen to the views of GPs. The first of these meetings has already taken place and they will be completed early in the new year.

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