

FREQUENTLY ASKED QUESTIONS

REVIEW OF INTERMEDIATE CARE PROVISION IN TAMESIDE AND GLOSSOP

(OPTIONS FOR THE DELIVERY OF BED BASED INTERMEDIATE CARE)

Q1 Will your decision result in a reduction in the number of Intermediate Care beds across Tameside & Glossop?

A The following table outlines the number of beds currently provided and the number of beds under each option:

| | Stamford Unit, Ashton | Shire Hill, Glossop | Private Care Home Providers |
|-------------------|-----------------------|---------------------|-----------------------------|
| Current Provision | 32 | 36 | 0 |
| Option 1 | 32 | 36 | 0 |
| Option 2 | 64 | 0 | 0 |
| Option 3 | 32 | 0 | Up to 32 |

Q2 Why is your preferred option to have all bed-based intermediate care in a single location at Stamford Unit?

A The Stamford Unit is located in a central location in Ashton on the Tameside Hospital site. The site has good public transport links, parking facilities, is well known and is easily accessible for patients and relatives. Additionally it will provide easy access and short journey times for health care professionals and support services between the Stamford Unit and main hospital increasing staff contact time with patients, reducing staff travelling time, increasing specialist support if required which ultimately could reduce the need for any patients to be readmitted into a hospital bed.

The Stamford Unit is able to provide single room accommodation, each with their own en-suite facilities along with significant communal space. This encourages social interaction and independence.

One floor of the Stamford Unit has been designed to be dementia friendly with access to outside space and wandering routes, which will enable us to provide intermediate care and 'discharge to assess' beds in a unit which is able to support patients with dementia. If we located all the intermediate Care beds along with 'discharge to assess' beds in the Stamford Unit, we would have a dedicated building of 96 beds which could be used flexibly to accommodate patient needs.

27% of patients from Shire Hill were readmitted back to the hospital as their condition required greater clinical support which cannot be provided at Shire Hill, but is more accessible from the Stamford site. One central location will reduce transfers which fragments the care pathway and creates a poor experience for the patient themselves and their families.

Q³ If 64 of the 96 beds at Stamford Unit are expected to be used for Intermediate Care, what will the other 32 beds be used for?

A The additional 32 beds at the Stamford Unit will primarily be used as discharge to assess beds. However, we have the flexibility to use some of these beds for Intermediate Care if the need arises, due to changes in demand.

Q⁴ If Intermediate Care beds are transferred to a single location in the Stamford Unit (as per Option 2 of the consultation), what will happen to patients currently based at Shire Hill?

A Intermediate Care services from bed based facilities are usually only delivered for a maximum of 6 weeks. This is not a 'long stay' option. If the location for delivery of bed based services should change as a result of this consultation, the process will be managed very carefully to minimise the number of people who have to be transferred / moved.

Q⁵ What will happen to the Shire Hill building if Option 2 of the consultation is implemented? Are there any other services provided from here in addition to intermediate care?

A If following the consultation process a decision is made to move the Intermediate Care bed service at Shire Hill, further work would be undertaken to determine future viability of the Shire Hill site. There is a group already working on the review of buildings across the whole of Tameside & Glossop who are aware of this proposal and will provide support on the future use of Shire Hill should the decision be made to relocate the bed based Intermediate Care service to the Stamford Unit.

Q⁶ Who owns the buildings where Intermediate Care beds are currently provided in Tameside & Glossop?

A The Stamford Unit (Ashton) is owned by L&M who lease the building to Tameside & Glossop Integrated Care NHS Foundation Trust. Shire Hill (Glossop) is owned by NHS Property Services.

Q⁷ Who will be providing the care for patients?

A Under Options 1 and 2 all care will be provided by staff from Tameside Hospital (Tameside & Glossop Integrated Care NHS Foundation Trust). Under Option 3, some care could be provided by the staff employed by the care home in which the beds are based, but the specialist Intermediate Care will be delivered by staff from Tameside & Glossop Integrated Care NHS Foundation Trust (ICFT), who would travel to the appropriate site (care home) to do so.



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Q⁸ If you relocate the bed based Intermediate Care service as per Option 2 of the consultation, some people may have to travel further to the Stamford Unit site. How can I get there?

A Stamford Unit is situated on the ICFT site (Tameside Hospital) and is accessible via various modes of transport including public transport. A full assessment of public transport and drive time accessibility has been undertaken as part of the Equality Impact Assessment.

Analysis shows that:

- 847 people have stayed in intermediate care beds at Shire Hill in Glossop over the last two years. 40% of them lived within 5 miles of it. 84% of them lived within 5 miles of the Stamford Unit in Ashton.
- 80% of residents in Tameside and Glossop can reach the Stamford Unit in 45 minutes by public transport compared to only 24% travelling to Shire Hill (weekdays, off-peak)

Q⁹ I believe there have previously been concerns about the quality of services provided at Darnton House (the site on which Stamford Unit now sits). Is this still the case?

A No, since July 2016 the Stamford Unit has been run by the ICFT (Tameside Hospital) which is rated 'Good' by the Care Quality Commission (CQC).

Q¹⁰ Is this just about closing services?

A No, we are looking to balance affordability of services with quality and accessibility. We believe our preferred option provides the best care in a modern and patient friendly environment in an accessible, central location.

Q¹¹ If the Intermediate Care beds are transferred to a single location in the Stamford Unit (as per Option 2 of the consultation), what will happen to the other community services currently delivered from Shire Hill?

A Dedicated services provided to Glossop residents such as Physiotherapy and Occupational Therapy will still be delivered in Glossop.

Q¹² Is this consultation just about saving money?

A No, this consultation aims to ensure that we have a high quality Intermediate Care which provides effective outcomes, accessibility and affordability so there is a sustainable service for future years. This is about doing what is right for all local people - this is a service for patients across the whole of Tameside and Glossop and has to consider and balance the needs of all. In Tameside and Glossop we have invested heavily in recent years in Home First services. We now need to look at the Intermediate Care beds (the focus of this consultation) to ensure they are fit for purpose, provide quality care, balance accessibility for all and are affordable.

Q13 Will I get the same level of service that I do now?

A Under our preferred option we believe the level of service will improve.

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One floor of the Stamford Unit has been designed to be dementia friendly with access to outside space and wandering routes, which will enable us to provide intermediate care and 'discharge to assess' beds in a unit which is able to support patients with dementia.

The Stamford Unit is located in a central location in Ashton on the Tameside Hospital site. The site has good public transport links, parking facilities, is well known and is easily accessible for patients and relatives. Additionally it will provide easy access and short journey times for health care professionals and support services between the Stamford Unit and the main hospital as required.

A full Quality Impact Assessment has been completed as part of this process.

Q14 Why can't you leave things as they are?

A Tameside and Glossop Clinical Commissioning Group (CCG) are committed to ensuring the best possible health care is provided for residents in Tameside and Glossop. However we face significant challenges in providing quality services that meet the needs of a growing older population and the increasing number of people with long-term health conditions that need care. In order to meet the health care needs of our population for the future and within the budgets available, the CCG and its partners have reviewed ways to deliver our services. We believe that there is a better way of delivering the Intermediate Care service, which is more affordable and will result in better service for patients. We feel that maintaining services as they are currently does not provide this.

Q15 How will my views to the consultation help you make a decision?

A Your views are very important to us in making a decision on how Intermediate Care services will be delivered across Tameside & Glossop in future. The consultation will run for 12 weeks from 23 August 2017 until 15 November 2017. Once the consultation closes, the CCG will analyse all the responses received by the closing date. This feedback from residents, along with a range of other factors including legal and financial considerations, will be taken into account when preparing a final proposal on which option should be implemented.



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Q16 How have you calculated how long it takes for people to travel to the locations where Intermediate Care is provided in Tameside & Glossop (i.e. Shire Hill and Stamford Unit on the site of Tameside hospital)?

A A Basemap's TRACC software was used to calculate travel times to both Shire Hill and Stamford Unit on the site of Tameside hospital (Tameside and Glossop Integrated Care NHS Foundation Trust) using public transport at both peak and off peak time periods. This covers all major public transport options across Tameside and Glossop including bus, train and tram.

TRACC was also used to calculate drive times at both peak and off peak time periods, and walk times.

Full details of this public transport, drive time and walk time analysis (including maps) is included in the Equality Impact Assessment.

Q17 Will employees be at risk of redundancy as a result of the outcome of the consultation?

A If a decision is taken to move Intermediate Care beds from Shire Hill formal consultation will commence with staff. We do not expect that there will be any compulsory redundancies for employees irrespective of which option is decided upon and implemented.

Q18 When will the final decision be made?

A It is proposed that a report will be taken to Single Commissioning Board with our recommendations in December 2017. This report will be available on the CCG's website at www.tamesideandglossopccg.org

Q19 What about infection control? I've been told that the Stamford Unit does not meet infection control requirements.

A Both the Stamford Unit and Shire Hill meet all the required infection prevention standards appropriate for the services they provide.

Q20 Is the bed-based element of the Intermediate Care service suitable for bariatric weight patients?

A Both the Stamford Unit and Shire Hill will be able to accommodate bariatric patients.

Q21 Who can be cared for in the Intermediate Care beds included in this consultation?

A The intermediate care beds commissioned by NHS Tameside & Glossop Clinical Commissioning Group at the Stamford Unit and Shire Hill are for patients registered with Tameside & Glossop GP surgeries. Patients usually start their care at the Tameside & Glossop Integrated Care NHS Foundation Trust (Tameside General Hospital). However they can also be transferred in where their acute hospital based care may have been delivered elsewhere (e.g. Manchester Royal Infirmary, Stepping Hill Hospital) and they require a period of Intermediate Care before going home. Although, this group of patients is quite small.