

COUNTY DURHAM AND DARLINGTON MENTAL HEALTH FORUM

*Promoting Positive Mental Health for Service Users
In County Durham and Darlington*



Feedback from Forum members

County Durham and Darlington Mental Health Service User and Carer Forum have raised issues about how TEWV FT Trust involve and communicate with service users, carers and the public. There has to date been no information provided to service users, carers and the public about the reasons and benefits of the proposed changes to services at Shotley Bridge and to the reduction in inpatient beds at Lanchester Road. There should have been full engagement with patients and the public before changes happened, not after changes have been made. We have evidence that service users living in the Derwentside area have become aware that Allensford ward has closed and have no idea about the reasons for closure. This has caused unnecessary and avoidable rumours and subsequent anxiety and distress

We would request that TEWV produce a clear communication plan and that they evidence how they have communicated to existing patients and how they plan to engage service users, carers and the public in communicating the changes they are proposing.

We would also request that precise information is provided about the transport to Lanchester Road Hospital which was agreed during the original consultation and has not been adhered to. We are looking for reassurances that the temporary plan Les Morgan discussed at the last meeting is clearly communicated to all patients and their families. If TEWV are going to provide taxis for those patients and families who are struggling to get to Lanchester

Road Hospital then this needs to be communicated to all patients and the forum would request evidence that this is happening.

The forum has also requested evidence from TEWV that an action plan is in place to address the issues we have raised about the quality of the Community Home treatment Teams. This has been agreed with NHS County Durham. Forum members would request that this information is shared with the Overview and Scrutiny Committee so that this issue can be monitored.