



## North Tees and Hartlepool

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4 March 2022

Ms Jennifer Metcalfe  
Healthwatch Co-ordinator  
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Catalyst House  
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Dear Ms Metcalfe

**Draft report on Mental Health in the Community – July to December 2021 from Healthwatch Stockton on Tees  
Comments requested from North Tees and Hartlepool NHS Trust by 8 March 2022**

Thank you for providing the draft report for our comments regarding the factual accuracy and on recommendations 8 and 9 in the report.

The information and narrative in the report has been helpful. We are always pleased to work with Healthwatch Stockton on Tees to continue to identify any improvements in our services, and to receive valuable feedback from our local population.

On review of the draft report, I can confirm that we have no concerns regarding factual accuracy of the report. Please find enclosed comments for you to consider with regard to the recommendations in the report in relation to our Trust (please find our comments enclosed on the recommendations template you provided).

We look forward to continuing to working closely with you in the future.

Please do not hesitate to contact me should you require any clarity on the content or further information.

Yours sincerely

**Lindsey Robertson**  
Chief Nurse Director of Patient Safety and Quality

Enc: comments on recommendation template

**Recommendations:**

Number	Recommendation	Responsible Body	Comments
1	Provide support for existing community groups and provide feedback on why group funding applications have not been successful.	<ul style="list-style-type: none"> <li>• Tees Esk &amp; Wear Valleys Foundation Trust.</li> </ul>	
2	Provide community health and wellbeing support that can be delivered as group sessions and/or individual sessions where needed to support people to manage their long-term health conditions.	<ul style="list-style-type: none"> <li>• Pioneering Care Partnership - Community Connect.</li> <li>• Stockton-on-Tees Borough Council.</li> <li>• Catalyst</li> </ul>	
3	Deliver health clinics to people with long term conditions and/or a disability within the community and to existing groups, to enable people to manage their physical and mental health conditions together.	<ul style="list-style-type: none"> <li>• NHS Tees Valleys CCG.</li> <li>• Tees Esk &amp; Wear Valleys Foundation Trust.</li> <li>• Public Health</li> <li>• Stockton-on-Tees Borough Council</li> </ul>	

4	Provide targeted mental health care and support for those with mental health and substance misuse difficulties.	<ul style="list-style-type: none"> <li>• Healthwatch Stockton-on-Tees.</li> <li>• NHS Tees Valleys CCG.</li> <li>• Tees Esk &amp; Wear Valleys Foundation Trust.</li> <li>• Stockton-on-Tees Borough Council.</li> </ul>	Healthwatch Stockton-on-Tees are collaborating with CGL, Stockton Recovery Service to support people with substance misuse difficulties to share their views and experiences of mental health.
5	Enable access to lower-level follow-on support at the end of treatment and care, as a next step option to promote rehabilitation and recovery, and the prevention of re-occurring mental health difficulties.	<ul style="list-style-type: none"> <li>• NHS Tees Valleys CCG.</li> <li>• Tees Esk &amp; Wear Valleys Foundation Trust.</li> </ul>	
6	Provide mental health drop-in services that are community based and holistic in approach, offering family support and mental health and wellbeing sessions to support people to develop coping skills.	<ul style="list-style-type: none"> <li>• Tees Esk &amp; Wear Valleys Foundation Trust.</li> <li>• Stockton on-Tees Borough Council.</li> </ul>	
7	Promote communication		



	between patients and health and social care professionals, with an emphasis on supporting patients with information to enable people to make informed decisions about their mental health care.	<ul style="list-style-type: none"> <li>• NHS Tees Valleys CCG.</li> <li>• Tees Esk &amp; Wear Valleys Foundation Trust.</li> <li>• Stockton-on-Tees Borough Council.</li> </ul>	
8	Increase access to signposting, information, advice, guidance, and advocacy, along with extra support for those with communication and learning needs.	<ul style="list-style-type: none"> <li>• Tees Esk &amp; Wear Valleys Foundation Trust</li> <li>• Stockton-on-Tees Borough Council.</li> <li>• Catalyst</li> <li>• Pioneering Care Partnership</li> </ul>	<p><b>North Tees and Hartlepool NHS Foundation Trust</b> Please find below general information regarding our current pathways and processes in place to ensure additional support for those with communication and learning needs.</p> <p>The Trust has translation and interpretation services via our contracted supplier, Everyday Language Solutions. The Heads of Nursing confirm that awareness of this Policy/Service is good within the Trust. There were 479 bookings within February 2022 which include 308 face to face interpreter bookings, 131 telephone interpretation, 31 bookings for British Sign Language and 9 requests for document translation.</p> <p>The Interpretation and Translation Policy as just been updated and includes the necessity to book services as soon a date for an appointment has been given. Additionally, it is recommended that block bookings are undertaken to ensure patients have access to interpreter services, particularly for our in patients, to assist with meal choices and clinical updates.</p> <p>Communication needs are identified on referral to the Trust or during the first intervention and identified on Trakcare,</p>

		<p>the Trust's patient information system, by icons. This ensures staff are aware to discuss and provide reasonable adjustments to ensure our patients and staff are able to communicate effectively.</p> <p>Patients' Communication Passports and All About Me documentation (booklets to provide information relevant to that patient which includes communication preference and any reasonable adjustments) are in place to improve communication with patients. These booklets can be digitally attached to Trakcare.</p> <p>John's Campaign is promoted within the Trust which allows family members to visit to support patients who are at the end of their life, have dementia, learning disabilities and to assist with everyday care.</p> <p>The Trust provides plain English and easy read patient information leaflets for patients regarding their admission to hospital and a number of procedures our patients may undergo. Other leaflets can be translated into Braille and languages other than English as required.</p> <p>Where it is felt our patients would benefit from pre-visit to the Trust site to support any reasonable adjustments, this is arranged with the support of our Safeguarding Team. For example, the Community Dental List - where flagged on Trakcare that a patient has a disability, autism or requires reasonable adjustments - contact is made with the patient/family to discuss a patient passport (gives details such as likes and dislikes for example loud noise, and any reasonable adjustments needed). The patient is able to visit the department and shown into the room in which the procedure will be carried out, when they attend for the procedure care is taken to</p>
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		<p>ensure the room is laid out in exactly the same way.</p> <p>Treat as One is also recognised and in place at the Trust to assess both patient's physical and health needs. Bridging the gap between mental and physical healthcare in general hospital.</p> <p>The Waiting Well Project in place at the Trust encourages patients to take care of their health including mental health whilst on a waiting list - the project provides patients with information and signposts to a co-ordinator for additional advice.</p> <p>Where an area in the Trust has been refurbished, signage for toilets includes a picture as well as written signage and dementia friendly colours are used.</p> <p>Awareness on the wards regarding patient advocacy is good and there are prompts in patient documentation to consider advocacy services. The Trust's Safeguarding site also provides information regarding Patient Advocacy services.</p> <p>Our Specialist Dementia and Learning Disability nurse can support with communication needs and there are at least two Dementia Champions on every ward.</p> <p>The Blue Bell suite is now in place on Ward 42 in support of patient's requiring enhanced care - this includes a projector to project images and sounds and provides stimulation for patients with dementia.</p> <p>The RITA provides an interactive television screen in support of watching old films, memories in relation to old times and managing activities that provide the patients with interaction with others. There are also hand held</p>
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			<p>devices available to provide distraction therapy.</p> <p>Community Dementia Nurses and Occupational Therapists have an awareness if reasonable adjustments are required such as an interpreter, and ensure this is arranged.</p> <p>We have 24 hour on site support from Tees, Esk and Wear Valley, the Trust arranges interpreters where required and TEWV have access to PARIS - their patient administration system to also identify where patients require reasonable adjustments.</p> <p>Within the Integrated Single Point of Access, a new post has been established in TEWV to work with health and social care teams in the Community. This will improve communication and increase collaborative working, ensuring patients receive holistic care, particularly regarding their mental health needs. This supports the Treat as One in regards to physical and mental health and well-being.</p> <p>All Care homes in Stockton and Hartlepool localities have been given a mobile number to contact with any queries around discharge of a resident if they have been able to access information they require.</p> <p>Challenges: It is noted that due to increased need there are challenges at times with regard to Advocacy support for example, best interests meetings within the Trust have exponentially increased from an average of 10 per year to 5 in the last week.</p> <p>Additionally, there are some delays experienced to discharge onwards to a mental health facility.</p>
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			<p>As part of a patient's discharge planning, where mental health support is required this would be followed in the community by mental health teams.</p> <p><b>In summary:</b> The Trust has robust processes in place to identify where our patients need additional support, pre admission, during admission and post admission in relation to individualised care, their mental health needs and reasonable adjustments. However, we are always eager to improve all services where we can.</p>
9	<p>Enable those who work in primary, secondary, and statutory health and social care services to have knowledge of existing community health and wellbeing support that can be delivered by third sector organisations, and to consider these provisions as part of patient/service user treatment care plans.</p>	<ul style="list-style-type: none"> <li>• NHS Tees Valleys CCG.</li> <li>• Tees Esk &amp; Wear Valleys Foundation Trust.</li> <li>• Primary Care Networks</li> </ul>	<p><b>North Tees and Hartlepool NHS Foundation Trust</b> The Trust actively collaborates with many third sector organisations who are able to deliver Community health and wellbeing support.</p> <p>It is essential to identify our patients that require additional support from the start of their journey, which may be from admission. On admission, all patient's care plans includes a mental health needs assessment. A 4at test (screening tool designed for routine use to detect delirium) for cognitive impairment is also undertaken when required. Additionally, the Adult Speech and Language Team are able to utilise a Delirium tool to assess in patients.</p> <p>For patients from the Stockton locality, we have in place a well embedded Team Around the Individual approach - this is for patients who may require additional support due to self neglect, domestic abuse etc. This is an integrated approach with local authorities which combines environmental health, mental health, probation and housing. There is a full care plan in place for the patient which may include admission to a certain</p>



		<p>ward area ie ground floor level and also includes an environmental risk assessment.</p> <p>For our patients from the Hartlepool locality, this is currently integrated within Safeguarding in the Community.</p> <p>Five lamps is a Community provider for the Home from Hospital scheme which provides support for up to 14 days and this is utilised regularly by the Trust.</p> <p>Catalyst deliver and manage a number of health programmes throughout Stockton and Hartlepool and (although paused during Covid) the Trust meets regularly with them to enhance collaborative working.</p> <p>There is collaborative working with Community Hubs Central and South and a number of third sector organisations who all link in, such as, Care Coordinators in primary care.</p> <p>The Trust also liaise with The Bridge at Hartlepool and the Dementia Hub at Stockton with regards to discharge planning.</p> <p>We engage with Hartlepool and Stockton Carers to ensure patients' carers also receive support.</p> <p>The Trust's Specialist Teams sign-post patients to external organisations such as the Stroke Association, Community Bariatric services, Harbour Support Services for domestic abuse, CRUISE for bereavement support.</p> <p>The Trust have recently developed the Waiting Well initiative which gives health advice ensuring patients waiting are fit for surgery. This has a focus on mental health as well as psychological health.</p>
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			As mentioned in recommendation 8, we are always eager to improve our services and following a NICE discharge audit, an action plan has been developed which includes improvements to communication on discharge.
10	Increase access to psychological therapies.	<ul style="list-style-type: none"> <li>• NHS Tees Valleys CCG</li> <li>• Tees Esk &amp; Wear Valleys Foundation Trust</li> </ul>	