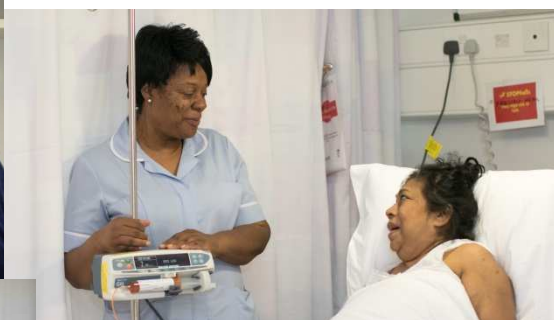




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Estates improvements for community health services in Haringey



Haringey Borough Partnership

Locality vision

We want to prevent issues arising and nip them in the bud early, through more integrated public services and more resilient local communities.

Locality working vision

- A **simpler, more joined up** local system that offers the right support at the right time that manages the growth in demand and reduces duplication in the system
- **Integrated, multi-disciplinary** teams from across the public sector working together on the same geography and tackling issues **holistically**, focused on **relationship-building and getting to the root causes**
- A workforce who feel **connected** to each other and able to work **flexibly**, better able to meet people's needs
- A new system **partnership with the voluntary sector** to co-ordinate local activity, networks and opportunities – so that we make the best use of the **strengths and assets of our communities**

Enabled by

- A **holistic , person-centred** approach to care
- A joint approach to the **shared public estate** with services delivered from fewer, better buildings, enabling estate rationalisation and new social housing.
- **Integrated data and systems**
- A **mature approach to finance**, risk and reward across the local system.
- **Joined-up governance** of strategy and spend with the Council and NHS – so that we are jointly deploying our resources to achieve the most impact

Working through the Haringey Borough Partnership we are all aligned on localities being the key organising principle:

- Services organised around 3 localities
- Coordinated and co-located with council services, primary care, voluntary sector etc.
- Community feel
- Same geographical footprint as Primary Care Networks and Council Localities (West, Central, East)

Community-based services – very local, locality, borough



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	Very local? (Home/schools/children's centres/primary care /other)	Locality	Borough
Speech and Language Therapy		✓	
Audiology		✓	✓
Bladder and Bowel - Adults	✓	✓	
Bladder and Bowel - Children			✓
Child Development Services (CDC)			✓
Community Children's Nursing	✓		✓
Community Matron		✓	
Community Paediatrics Services			✓
Community Rehabilitation		✓	
Continuing Healthcare		✓	
Dental		✓	✓
Diabetes Service	✓	✓	
District Nursing	✓		
Health Visiting	✓		
IAPT	✓		
Looked After Children			✓
Musculoskeletal Service	✓	✓	
Nutrition and Dietetics	✓	✓	✓
Occupational Therapy			✓
Podiatry (Foot Health)	✓	✓	
CAMHS	✓		✓
School Nursing	✓		
Self-Management		✓	
Tissue Viability Service	✓	✓	
Wheelchair Service			✓
Other Services?			

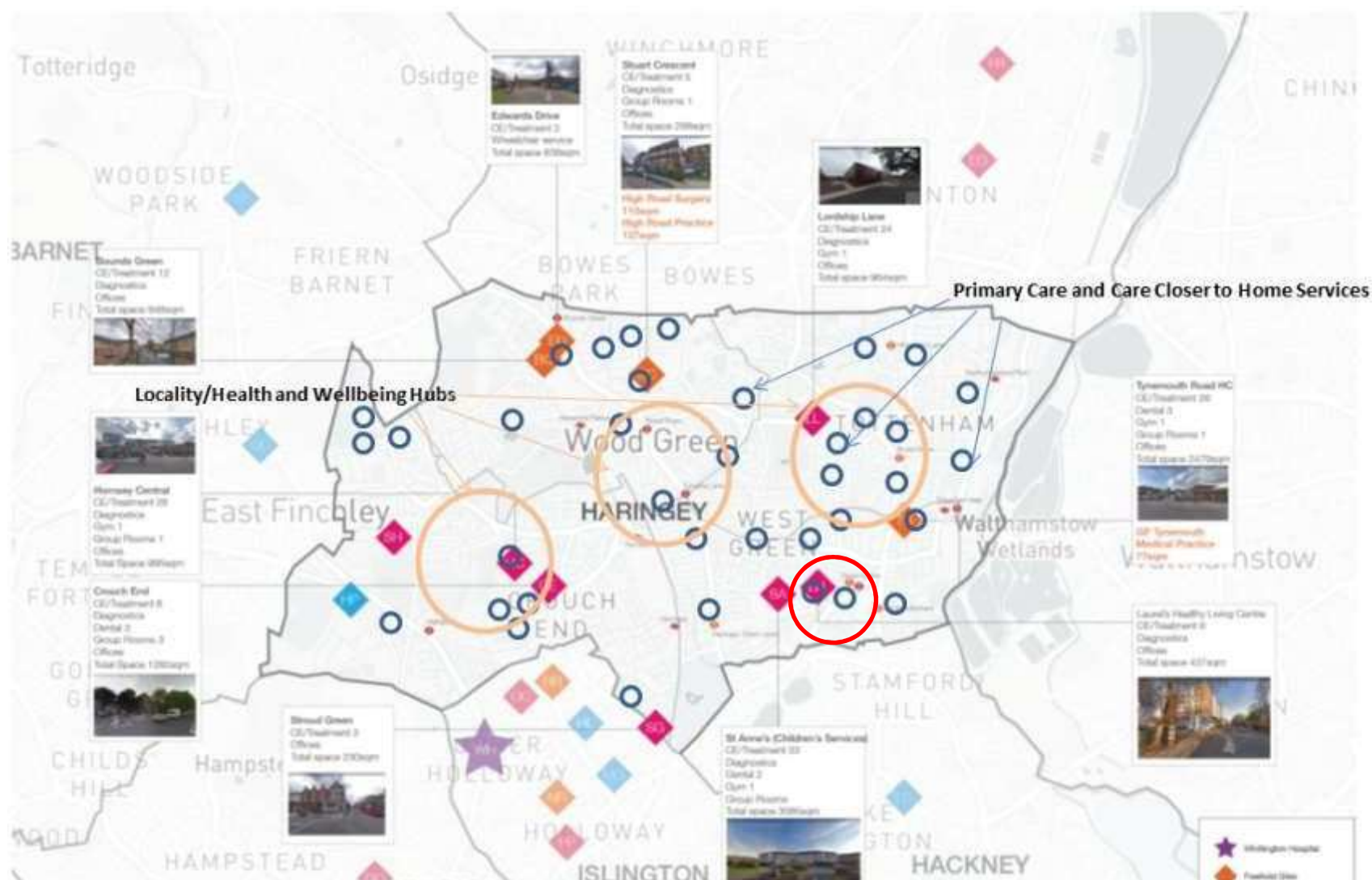
Criteria for service location?

- Volume of activity?
- Specialist equipment requirement and portability?
- Need for co-location with which other services?
- Availability of staff?

Criteria for site location?

- Access?
- Need?
- Site capacity?

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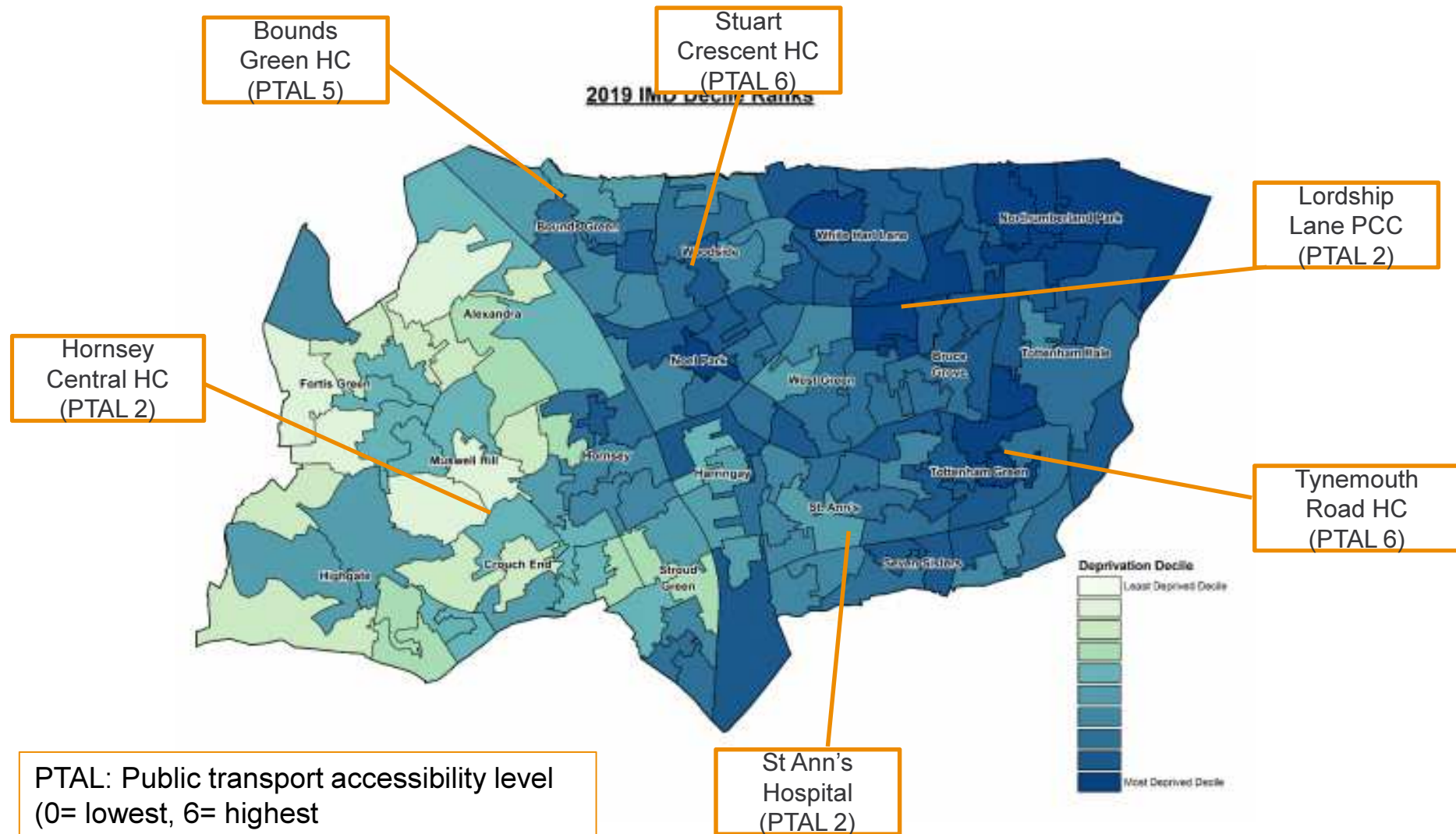
Engagement to date



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- CCG – Commissioners and Primary Care Leads
- Local Authorities – officers and councillors
- Borough partnership
- Local Estates Forums
- NCL Locality Planning
- Patient Focus Groups (facilitated by Bridge Renewal Trust)
- Healthwatch Haringey
- WH Community Forum
- Staff

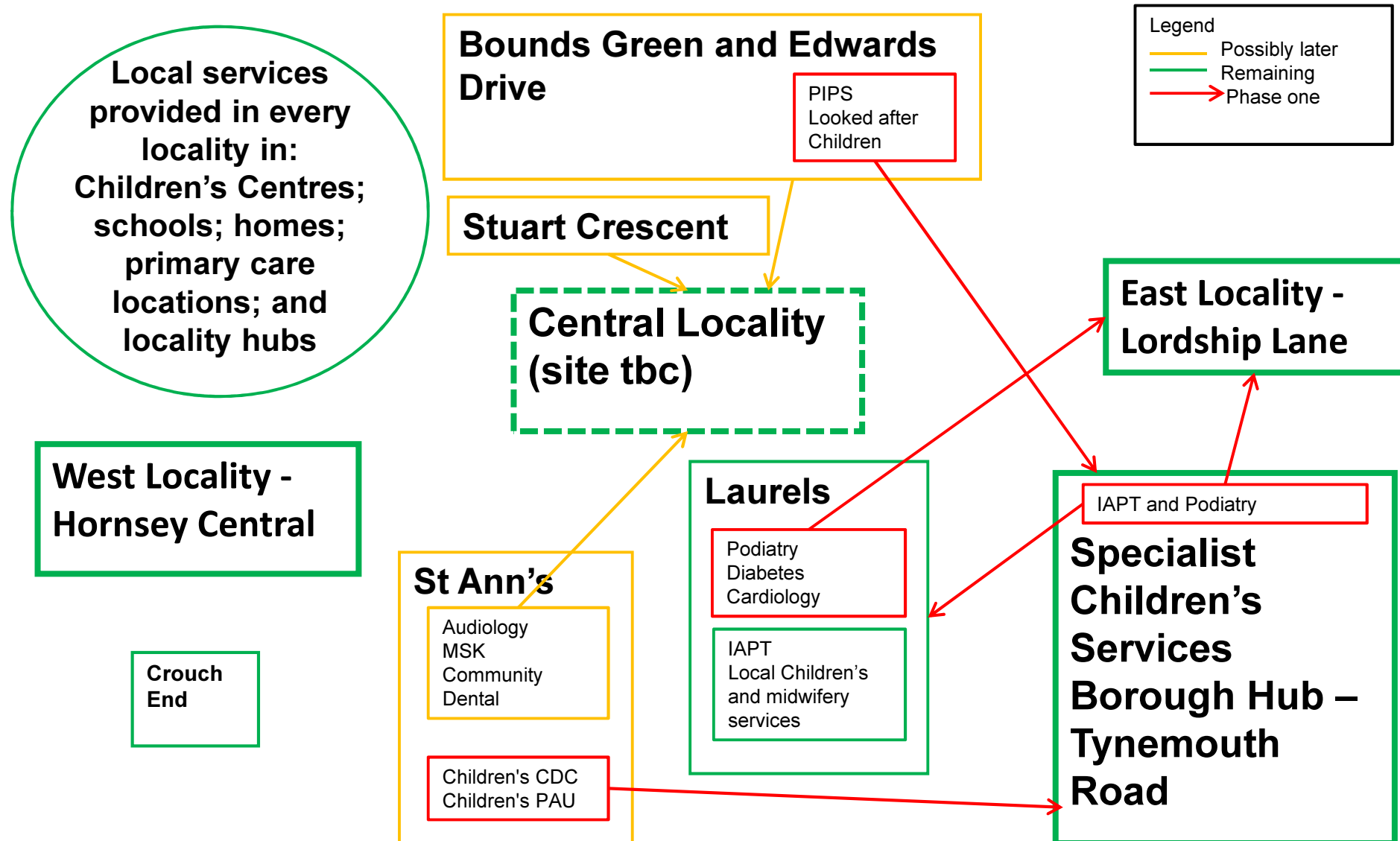
Main WH bases



Overview of all the potential moves



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Why now?



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- Covid has shown us that some of the IAPT services do not need as much space going forward and this has created an opportunity at Tynemouth Road.
- BEH Mental Health Trust are redeveloping St Ann's and there is a moment now where we can decide not to take up some of their space reducing costs and creating capacity on that site for other purposes
- We need to make a decision by end of March next year if we are to avoid duplicative planning and building costs.

CYP provision in Haringey



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Children and Young People's (CYP) services are provided in a wide range of locations across the borough including schools, children centres, health sites, homes and other community venues.

The main health centre bases for the WH teams are:

Hornsey Central

Stuart Crescent Health Centre

Lordship Lane Health Centre

Bounds Green Health Centre

Tynemouth Road Health Centre

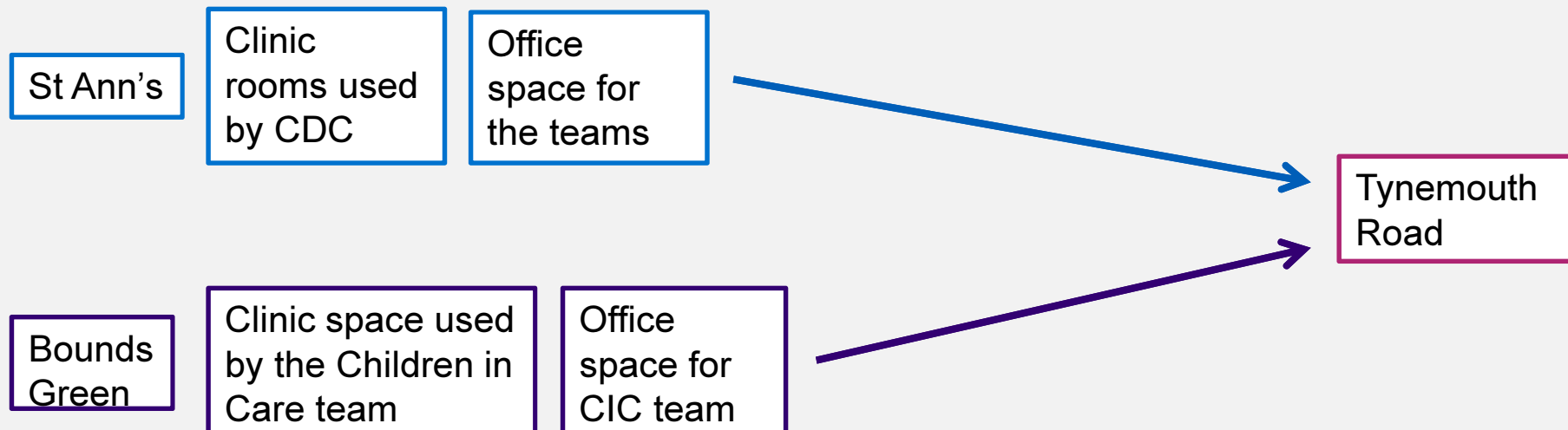
St Ann's Hospital

Local provision. A very important part of CYP service provision is local delivery. Services for children and families are - and will continue to be - provided locally, often in partnership with schools, children centres and other community providers across Haringey. The majority of CYP services are not provided from health sites, instead they are delivered in community venues.

CYP services we propose to move

Proposed Move: Children's staff team bases and clinic space from the St Ann's Hospital site and Bounds Green Health Centre to Tynemouth Road Health Centre.

The proposed move involves relocating from St Ann's the set of clinic rooms used by therapy services and community paediatrics known as the Child Development Centre and the clinic space used by the Children in Care team at Bounds Green Health Centre. In addition the office space for teams from both sites would move.



Appointments in schools, children centres, health sites, homes, other community venues will remain the same.

Details of CYP services we propose to move

The services we propose to move include:

1. Services provided at the St Ann's site:

- Multidisciplinary clinics for children with complex medical conditions
- Autism diagnostic assessment clinics
- Physiotherapy clinics for children with orthotics, orthopaedic and MSK needs
- Speech and language therapy (provided in small groups and 1-1)
- Occupational therapy including regular splinting clinics
- Dietetics assessment and treatment clinics
- Advice sessions by the Specialist Health Visitor
- Child Protection medicals

2. The Children in Care service provided from Bounds Green Health Centre:

- Initial health assessments by paediatricians for children entering care
- Review health assessments for children in care by nurses and paediatricians
- Permanency medicals for children who may be placed for adoption
- Meetings with prospective adoptive parents to discuss the child's health

Impact of the CYP changes



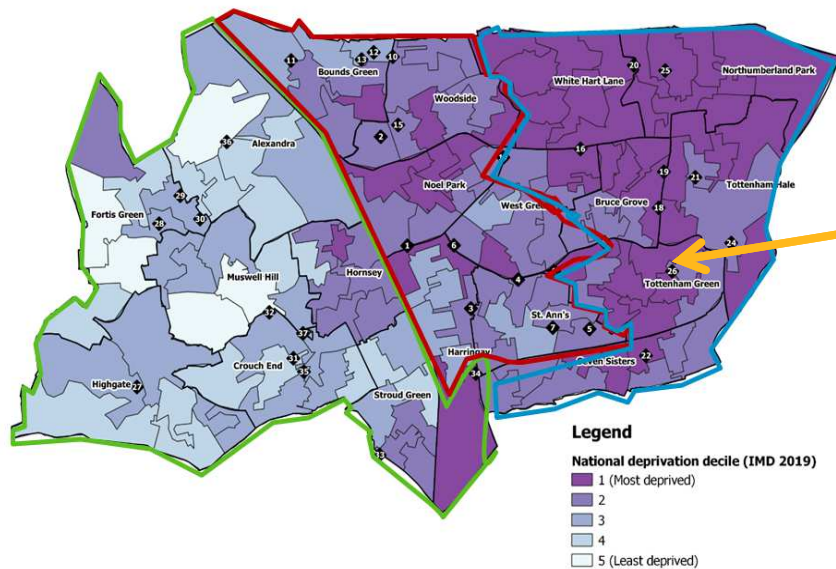
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- On average 180-200 children & young people use the existing CYP services at St Ann's Hospital each week.
- The model of service delivery for the majority of CYP services at St Ann's fits with other CYP community health services. For example over 80% of WH CYP therapy provision in Haringey takes place in mainstream and special schools across the borough.
- The range of time children and young people receive services provided at St Ann's varies. Some are seen for one or two appointments, others are seen for a long period of time— for example the orthotics service
- The Children in Care service sees approximately 5 CYP each week for initial health assessments and 8 CYP for review assessments. Many of the review assessments take place in homes and other locations.

Tynemouth Road Health Centre – a good location for children's specialist services



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East Haringey Locality, which has a number of key characteristics:

- Significant deprivation
- Population is expected to increase with significant development and regeneration planned
- Highest proportion of 0-19 years in Haringey
- Lowest life expectancy in Haringey
- Most ethnically diverse population in Haringey

Tynemouth Road Health Centre – a good location for children's specialist services



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- **Service delivery (pre-Covid):**
 - Primary care
 - Adult community services (mainly IAPT and Podiatry)
 - Universal Children's services, including: staff base for 2 health visiting teams, school nursing, PIPs & early years SLT.

- **Site ownership:** the health centre is owned by Whittington Health and is currently under-utilised

- **Transport access:**
 - The highest PTAL score of 6b
 - Close proximity to Tottenham High Road and its many bus routes
 - Within 600m of Seven Sisters station (London Overground and Underground)
 - Within 705m of Tottenham Hale and 925m of South Tottenham stations
 - A 35 place car park.

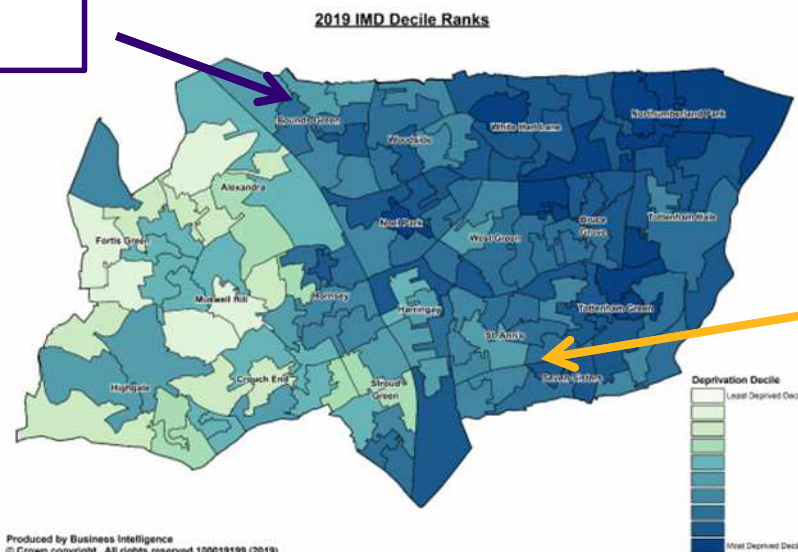
St Ann's Hospital site and Bounds Green Health Centre poor accommodation



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Bounds Green HC

- Current environment poor



St Ann's Hospital

- Predominantly a mental health site
- PTAL score 2 (poor)
- Current environment poor (CQC noted)
- Service to be relocated to existing building (G Block) at back of site in 2022 – part refurbishment only
- WH lease space from BEHMHT

St Ann's Hospital site



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Why move?

Feedback around moving CYP services to Tynemouth Road?

“CYP and family meeting spaces create sense of familiarity for CYP and families”
Whittington Health staff member

“There should be more focus on the east of the borough, where there is higher level of deprivations and health inequalities.”
Haringey residents at engagement workshop

“At St Ann’s Hospital the environment at the Child Development Centre (CDC) was poor. It was in an old building that was due to be demolished as part of the redevelopment of the hospital site. Rooms had peeling paint on the ceiling.”
CQC 2020 report

Why move CYP services?

Feedback from two Whittington Health staff workshops identified the following benefits for moving services to Tynemouth Road:

- Improving the quality of the spaces services for children and families are provided from
- Provide services in spaces designed for CYP
- Creating a central point for CYP services in the East of Haringey
- Enabling a range of services to work well together, MDT etc
- Responding to the potential opportunity to use space at Tynemouth Road
- Securing options for the future to locate other Haringey CYP services alongside WH services
- Maximising the use of WH estate and ensuring all services utilise space efficiently

Why move adult services?



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- We need to move adult services from Tynemouth Road to create space for the children's services
- Co-locating services in Lordship Lane will allow us to create more of a community services feel with Connected Communities and other services (not possible at Tynemouth Road)
- We will be able to do one-stop-shop podiatry, diabetes, and leg ulcer clinics saving trips and giving better care
- Impact will be small because many patients already have appointments at Lordship Lane
- We will create space for a children's specialist centre

Adult changes broken down

Services moving from Tynemouth Road to Lordship Lane

- Bladder and Bowel clinic (20 patients a week)
- Respiratory: (less than 7 patients a week)
- Podiatry: (80 patients a week)
- IAPT (40 patients a week) - to be relocated to the Laurels

Adult changes broken down

Services moving from The Laurels to Lordship Lane

- Diabetes: (20 patients a week)
- Heart failure: (16 patients a week)
- Nutrition and Dietetics: (60 patients a week)
- Podiatry: (48 patients a week)
- Respiratory: (7 patients a week)

Pre-engagement

During three engagement sessions organised by the Bridge Renewal Trust, Haringey residents told us:

- People have defined convenient healthcare as being easy to use.
- Physically the building needs to be accessible to everyone including those with mobility issues and parents and carers who bring children/babies in buggies.
- Most people walk to take the bus to their healthcare appointments, however people with more significant mobility issues felt that parking and drop off areas were needed and should be located close to the entrance of services – with minimal walking required.
- Many people have told us that they would be willing to try video appointments and would like this as a choice for some appointments.

We have met with LBH, CCG and other providers where we have discussed :

- Strong support for integrated health and wellbeing hubs across the borough
- The opportunity to make the most of our buildings through multi-use community services
- A hub for borough wide specialist CYP services
- The fit with the locality agenda and primary care alignment
- The benefits of one-stop-clinics

Proposed Engagement

The following key stakeholders have been identified:

- People using our services (one off and those with a long term relationship)
- People who live in Haringey
- Partner provider organisations – local authority, Tavistock, BEH, primary care, education, early years, voluntary sector
- Commissioners – public health, local authority, CCG
- WH staff

It is proposed that engagement activity will include asking relevant stakeholders:

- Tell us about the current service provision?
- What do you think about the current facilities at XX location?
- Would you be happy accessing the service at XX?
- How would the new location affect you?
- Are there any barriers or concerns with accessing the service at XX.

Stakeholder	Engagement channels
People using our services	<ul style="list-style-type: none">• Personalised letter and survey• At the end of appointments with service users• Q&A sessions with clinicians/service managers• Posters and leaflets available in current service spaces
Staff	<ul style="list-style-type: none">• Workshops• Surveys• Meetings with line managers and senior leaders• Drop in sessions
People in Haringey	<ul style="list-style-type: none">• Information available on WH website and on partner provider websites• WH stakeholder email
Partner provider organisations and commissioners	<ul style="list-style-type: none">• WH stakeholder email• Presentations to Haringey Place Partnership Board, Haringey Start Well Board• Quarterly performance meetings

How will we support regular users if the proposed move goes ahead

- Through engagement feedback we will know about people's concerns regarding the moves. We will address these eg by providing transport information from a specific address.
- Ensure we provide support for any practical difficulties linked to the move.
- Ensure information about change is included in all correspondence with service users.
- We will continue to involve Haringey residents in the development of our services and our estate through our patient experience work, friends and family tests and listening to feedback from Healthwatch Haringey and other local stakeholders.
- We will work in co-production with service users or representative groups to help design the facilities of Tynemouth Road and other locations where possible.

We will listen to any concerns that our staff raise regarding the move and work with them to find solutions.

Timeframes



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Stakeholder	Engagement timeframe
People using our services	From w/c 11 January until Friday 19 February
Staff	Started in October 2020, will continue drop in sessions in December and January
People in Haringey	From w/c 11 January until Friday 19 February
Partner provider organisations and commissioners	Ongoing
OSC	Reporting regularly if particular themes or concerns emerge Reporting back formally at the end of February with the outcome of the engagement and a recommendation for the way forward.

- **Does the OSC have any concerns or questions that they would like including in the engagement plan?**
- **Do you see any gaps in the engagement plan?**
- **Is the proposed engagement plan proportionate and sufficient?**
- **Is the timeline reasonable?**
- **How and when would the OSC like to receive a report of the outcome of the engagement?**
- **How can we involve you more in the plans?**

Thank you

