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| Service Specification No. | 05/MHLD/0028 |
| Service | Older Peoples Mental Health Services West Dorset |
| Commissioner Lead | CCP for Mental Health & Learning Disability |
| Provider Lead | <i>Dorset HealthCare University NHS Foundation Trust</i> |
| Period | 1 ST April 2013 31 March 2013 |
| Date of Review | 2013/14 |

1. Population Needs

1.1 National/local context and evidence base

Note that this is the initial service specification which describes the existing service as 1 April 2009. It has been developed in the spirit of the DoH Guidance on the Standard NHS Contract for Mental Health and Learning Disability Services guidance which states that:

“Specifications may contain different levels of detail depending on whether this is an existing service or whether a completely new service is being developed. Detailed research, manpower or training issues may therefore be appropriately part of a new service development specification, but may not always be part of the specification of an existing service.”

As further work is undertaken to commission and provide services linked with evidence based care pathways and programmes, additional detailed specifications will be agreed and incorporated into the contract.

2. Outcomes

2.1 NHS Outcomes Framework Domains & Indicators

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| Domain 1 | Preventing people from dying prematurely | |
| Domain 2 | Enhancing quality of life for people with long-term conditions | |
| Domain 3 | Helping people to recover from episodes of ill-health or following injury | |
| Domain 4 | Ensuring people have a positive experience of care | |
| Domain 5 | Treating and caring for people in safe environment and protecting them from avoidable harm | |

2.2 Local defined outcomes

3. Scope

1.1 Geographical coverage/boundaries

Services are provided to patients registered with GP Practices in West Dorset.

1.2 Location of Service Delivery

Community based services are offered from a range of venues, including the patients home, wherever is most appropriate for each individual based on choice and need.

Inpatient services are provided from Melstock House at Forston, Stewart Lodge at Sherborne, The Betty Highwood Unit at Blandford and The Chalbury Unit at Weymouth.

1.3 Days/Hours of Operation

Age specific community based services are available during the working day, 9.00 to 5.00.

There is 24/7 availability initiated through an on-call rota, for admission, assessment and treatment at home.

Out of hours and on-call consultant input is available via mental health crisis response services

1.4 Referral Criteria and Sources

Referral criteria are defined within care pathways and operational policies which confirm acceptance criteria for CMHT-OPs of people with Significant Mental Disorder.

An open referral system is in operation.

1.5 Response Times

- Response times are:
 - Emergency – visited within 4 hours
 - Urgent – within 2 working days
 - Routine – contact within 2 days and visited within 21 days or as agreed with the referrer

2. Discharge Criteria and Planning

Based on ICPA (need to confirm new policy etc)

4. Applicable quality requirements and CQUIN goals

To include:

User/carers experience - National User Survey, action planning and implementation of action plan

Unplanned admissions/readmissions

Reducing Barriers – transitions based on need not age

Access

Care Management (CPA)

Compliance with MHMDS

Performance Scorecard (monthly)

Quality Monitoring

5. Location of Provider Premises

The Provider's Premises are located at:

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6. Individual Service User Placement