

Edward Hain Community Hospital – stakeholder update

Introduction

On Wednesday 7 October NHS Kernow Clinical Commissioning Group (NHS Kernow) launched an extra 4 week period of community engagement. This engagement focused on seeking people's views on the future of Edward Hain Community Hospital in St Ives. It followed 18 months of work with Penwith residents and health and care staff in the area to determine the needs of local people.

This engagement has now concluded. You can read our [engagement and communications report](#) (PDF, 619 KB) about what we did to support and encourage engagement.

This document provides an update on the findings of the work that has taken place so far and the next steps. This includes the recommendation that will now be made to NHS Kernow's Governing Body about Edward Hain Community Hospital.

We recognise the important role played by Edward Hain Community Hospital. It has cared for people's families for almost a century. We recognise the comfort people take from hospitals near where they live. Any decision about the future of the hospital in no way detracts from its role so far.

We have a duty to supply healthcare in buildings which are suitable for 21st century care. This is what people deserve.

Where we are now

In October 2020, NHS Kernow's Governing Body reviewed the 18 months' worth of work done with the community about the future use of Edward Hain Community Hospital. It included describing how we worked with people who live and work in Penwith to develop options for the future use of the hospital, and how we agreed to evaluate those options.

The Governing Body endorsed plans to hold a further 4-week period of engagement during October and November 2020. This was so all local people could have their say. This included the people who use the clinics at the hospital.

The Governing Body were happy that the process was robust. The [National Consultation Institute](#) and our local [Citizen Advisory Panel](#) endorsed our approach.

During the 4 weeks we asked the community for their feedback on the findings of our earlier work. We asked people to tell us how it might affect them if Edward Hain Community Hospital was not available permanently. We asked what might help

address any concerns people may have. We also asked people who attend the clinics at the hospital how they would feel if the clinics moved to another location in St Ives.

The extra engagement finished at midnight on 8 November. The feedback we received through the engagement raised the same points that we'd been discussing with local people over the last 18 months. This reassures us that we have captured and taken into account all views.

A recommendation will now be made to NHS Kernow's Governing Body that Edward Hain Community Hospital is not viable for health or care provision, and that:

1. Inpatient beds should remain permanently closed.
2. Existing community clinics should be re-located to a St Ives location (Stennack Surgery being a viable option).
3. Penwith Primary Care Network (PCN) continues to develop the local model of care, using feedback as appropriate from the 4 week public engagement process, and in the light of certainty about the future role of Edward Hain Community Hospital.
4. Penwith PCN continues to involve the community with the model of care development through the existing Penwith Integrated Care Forum.
5. An offer of support is made to Penwith Integrated Care Forum to consider how the community would want to celebrate the role that Edward Hain Community Hospital and the Edward Hain family has played over the last century, co-creating an appropriate commemoration with local people and the League of Friends.

NHS Kernow's Governing Body will meet on 1 December 2020.

They will consider the ongoing transformation of out of hospital care in the area since the Edward Hain community beds temporarily closed in 2016, and how this has shaped final proposals. There have been lots of changes since the beds temporarily closed. There are more services provided in the community to support people to remain well at home. Recent services changes in west Cornwall include:

- West Cornwall Hospital becoming a centre of healthcare excellence for the west, with more ward-based rehabilitation
- more west Cornwall residents discharged from the main hospital in Truro to West Cornwall Hospital
- a new community assessment and treatment unit at West Cornwall Hospital open all day, every day, providing rapid assessment and treatment from a multi-professional team for the frail and elderly, and can help avert avoidable admissions.
- more people from the local community being admitted directly to West Cornwall Hospital rather than needing to go to the main hospital in Truro
- more discharges from West Cornwall Hospital to people's homes instead of to another hospital

- 2 more beds at St Julia's Hospice in Hayle
- a neighbourhood hub in Hayle is helping more people at the end of life to manage their symptoms at home
- more community support workers in home based reablement teams so more people are seen at home
- each GP practice has a social prescribing link worker to help people remain well and connected to local support
- more consultant geriatrician support in primary care means we see people more quickly
- advanced nurses working in the community 7 days a week delivering the type of specialist care that used to happen in hospitals
- local GPs expanding their workforce by recruiting more practice based staff such as physiotherapists and mental health practitioners

Feedback received

We have listened to and considered everyone's feedback.

We received 102 items of feedback during the extra 4 week period of engagement. People told us that they were most concerned about having to travel far from home for care. The feedback also told us that Penwith residents want to have more local services. In particular people wanted to have opportunities for reablement and rehabilitation to help them to recover their independence following illness or injury. This included people wanting access to local hospital beds. This feedback fits with the local priorities of Penwith PCN who want to deliver services close to home. Primary care networks are groups of GP practices working together to focus local patient care.

The project to look at the future of the Edward Hain Community Hospital is part of a bigger piece of work looking at how we develop sustainable health and care services, close to where people live. We have given all the feedback that we have received through this engagement to Penwith PCN. This will help shape local services in response to local priorities. The feedback identified aspects that are important to the local community such as providing care closer to people's homes. The GPs in Penwith PCN agree with this. We have also shared the feedback received from people who use the current community clinics to the organisation who runs these, Cornwall Partnership NHS Foundation Trust (CFT). This will help CFT plan the best location to relocate the clinics if NHS Kernow's Governing Body decides that Edward Hain Community Hospital will close permanently

Background

Peninsula Community Health, who used to run services at Edward Hain Community Hospital, temporarily closed the 12 inpatient beds in February 2016. They did this because there were fire safety concerns. This meant if there was a fire, people in a bed may not be able to get out of the building.

The hospital is still open 2 days a week. Podiatry (foot care) clinics run twice a week. Mental health clinics run from the hospital once a month.

NHS Property Services own the building and CFT supply healthcare. CFT has been the provider since April 2016.

How we have worked with the community

We started this piece of work in January 2019. This built on the conversations that had already happened locally since the hospital beds temporarily closed in 2016.

We have worked closely with the people of St Ives and Penwith to develop our plans. We formed a community stakeholder group. This group included people from the hospital's League of Friends, West Cornwall HealthWatch and the GP surgery's patient participation group. It also included local GPs, Cornwall and parish councillors, staff from health, care and the voluntary sector.

We agreed together the process we would follow. We would:

- explore people's health and care needs and those of the wider community
- review how people receive health and care services
- create a long list of options for Edward Hain Community Hospital
- appraise the long list with the community group to create a short list
- review this short list against key criteria (or 'tests')
- agree the criteria with the community group
- agree how we would score the criteria
- agree who would do the scoring, to include local community members

There were 2 times when we had to pause this work, which was because of the general election in 2019 and so we could respond to COVID-19. We told people each time we did this. This means it has taken us longer to reach this point than we planned.

The work of the community stakeholder group has now finished.

What options did we consider?

The group agreed we should evaluate a single short-listed option. This was to reinstate the 12 inpatient beds and continue with the community clinics in a fire safety compliant and refurbished building.

This option is not possible. The evaluation panel determined that even with investment to make the hospital fire safety compliant it would not be a safe or appropriate environment for healthcare. The hospital did not meet the minimum scores required. The community stakeholder group agreed these scores. The 2 key

areas that were not met were safety and finance. The evaluation felt the hospital would not meet the score for safety even if we invested in the building's layout.

The hospital did not achieve high scores against any of the criteria that included areas such as workforce, environment and quality.

There are no other options to consider for the hospital to be used to deliver health and care services in the future. We agreed this in a workshop with our stakeholders.

Why has there been further engagement?

In October 2020, NHS Kernow's Governing Body reviewed the work done with the community. It considered the findings of the evaluation. The Governing Body endorsed a further 4 week period of engagement during November 2020.

We contacted the people who use the podiatry and mental health clinics for their views.

In response to feedback from West Cornwall HealthWatch, we extended this period by 4 days. The extra period of engagement has finished. This reinforced the themes we had already captured.

What have people told us?

The main feedback that people have told us is:

- concerns about the lack of community hospital beds in Penwith
- how far they would have to travel, the time, cost and inconvenience
- ideas for other uses for Edward Hain Community Hospital and requests to keep the building open as a hospital
- the importance of the building as a community asset and the cultural heritage of the building
- they would value the community clinics staying in St Ives

How has this feedback shaped local proposals?

Local conversations about local services will continue. This will be led by Penwith PCN in discussion with the Penwith Integrated Care Forum. This forum is a group of individuals who live and work in Penwith, including patient representative groups.

The feedback received will be used to help shape future health and care services. We have used the feedback to develop 2 documents that bring together what local residents have told us they want from services. The documents outline what services will look like in future.

We know that Penwith residents are concerned that people can access local rehabilitation and reablement services. Some people told us that they want these services to be provided in hospital. We can also provide this support in people's homes. More of these services are available and more people are being seen for rehabilitation and reablement in their own homes. For example, when the beds temporarily closed in 2016 the occupational and physiotherapists who were working there moved to work in the community. They gave treatment to people in their own homes.

Plans are already in place at West Cornwall Hospital aimed at providing good access to hospital assessments and beds. There will be considerable investment to build a new modern outpatient and urgent treatment centre at the hospital. This will mean more people who need to attend hospital can do so locally. Progress of the plans will be monitored by Penwith Integrated Care Forum.

Penwith PCN will continue to work with Penwith Integrated Care Forum to ensure prompt and more intensive reablement and rehabilitation for more people at home. Local people will help shape this work through Penwith Integrated Care Forum.

We know that people are concerned about travel time, cost and inconvenience to access services. Penwith PCN want to ensure there are more local services to reduce travel. As the services at West Cornwall Hospital and the services in people's homes continue to improve there will be less need to travel. There is also some transport support available that will be promoted to people via Penwith Integrated Care Forum. There are volunteer transport schemes to help people with the provision of vehicles that can fit a wheelchair. There is a single telephone booking system that can help people book transport. There is also NHS funded transport for people with medical and financial requirements.

We recognise the important role played by Edward Hain Community Hospital. It has cared for people's families for almost a century. Local people also feel a connection to Edward Hain Community Hospital due to its historical and cultural significance in St Ives and Penwith and links with the Edward Hain family.

Edward Hain Community Hospital is now the property of NHS Property Services. NHS Property Services has attended community workshops and understand how the community feel about the hospital. If NHS Kernow Governing Body makes a decision that the hospital should permanently close we would like to offer support to Penwith Integrated Care Forum to think about how we recognise the role of the hospital and the Edward Hain family.

We also understand people's concerns about having sufficient beds in hospitals. People were concerned that if there were not beds at Edward Hain Community Hospital then there would be more pressure on other services. The evaluation panel determined that the hospital was not a safe or appropriate environment for health care. We also have recent analysis that concludes our care model has been too

reliant on bed based services. We are continuing to develop services in people's homes so less people will need to go to a hospital.

When people do need a hospital bed, more people are being admitted directly to West Cornwall Hospital instead of travelling out of Penwith. People are also staying in the hospital for shorter periods of time. As we continue to develop services at West Cornwall Hospital more people can access beds there.

What next?

We will [present our findings](#) to Cornwall Council's Health and Adult Social Care Overview and Scrutiny Committee today (Wednesday 25 November).

We have shared our findings with Penwith PCN. They will use this to develop the local model for care. They will involve the community in this work. They will use the Penwith Integrated Care Forum to help them do this.

NHS Kernow's Governing Body will meet on 1 December 2020 in public to decide the future of the hospital. Their decision will be informed by what people have told us and how local proposals are being shaped by this feedback. They will also reflect on the feedback from Cornwall Council's Health and Adult Social Care Overview and Scrutiny Committee.

If NHS Kernow's Governing Body decides the hospital should close the clinics will remain in St Ives. The majority of feedback told us that this would be a good thing although some people still wanted the clinics to stay at the hospital.

We will also talk to the Penwith Integrated Care Forum about how we could capture and acknowledge the role of the hospital and the Edward Hain family if the community wishes that.

More information

Information on the engagement undertaken in Penwith and St Ives is available on [NHS Kernow's website](#).

Alternatively if you have any questions about this work you can email NHS Kernow's engagement team via kccg.engagement@nhs.net.