



Northern Health  
and Social Care Trust

# Refurbishment of the Robinson Memorial Community Hospital

**Consultation Feedback Report**

**October 2021**

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## Introduction

The Robinson Memorial Hospital, situated in Ballymoney, was opened in 1933 and in 1948 it was integrated into the National Health Service, which then became responsible for running the Hospital. Adjacent to the Hospital is the Ballymoney Health Centre, which accommodates two general practices together with a range of community health and social care services. This has created a unique site for the town and the wider Causeway locality.

We publicly consulted on the refurbishment of the Robinson Memorial Hospital from 28 May 2021 until 20 August 2021. The consultation set out why we believe we need to modernise the Hospital. This Report provides a summary of the feedback we received and our response to this feedback. This report should be read in conjunction with the associated consultation document available at [www.northerntrust.hscni.net](http://www.northerntrust.hscni.net) or by contacting the Trust's Equality Unit on 028 2766 1377 or at [equality.unit@northerntrust.hscni.net](mailto:equality.unit@northerntrust.hscni.net)

## Our consultation process

To raise awareness of the consultation process over 1500 groups, organisations and individuals listed on our Consultation Database along with our Involvement Network and service user groups received an email or letter informing them of the consultation arrangements. Consultation documents were available on the Trust's website (i.e. available to the public) and intranet (i.e. available to Trust staff).

Consultees had the opportunity to respond by a variety of means including online proforma via citizen space, in writing, email or by telephoning.

We received eight responses (see appendix 1) during the formal consultation.

## Promoting equality, good relations and rural needs

We are committed to promoting equality of opportunity, good relations and human rights in all aspects of our work. We carried out a Section 75 equality screening and rural needs assessment of this proposal. A copy of the equality screening template and rural needs assessment can be found on our website [www.northerntrust.hscni.net](http://www.northerntrust.hscni.net). We consulted on the screening outcome and rural needs assessment at the same time at the same time we consulted on our proposal.

## What we heard during consultation

This section of the Report summarises the feedback we received which has been categorised into emerging themes.

### Current facilities require refurbishment

- The Hospital is fully used by the community but the accommodation and facilities have become outdated and are in need of urgent modernisation.
- Families expect more modern facilities and when the overhaul is complete the facility will be a huge asset to Ballymoney and the Northern Trust for another 90 years.
- The hospital has served this area well for many years but requires to be brought into the 21 century

*Refurbishing the Robinson Hospital will improve the quality of care offered, giving dignity to patients and staff. If the Hospital is made fully accessible, this will mean that patients can learn to manage their own needs as their rehabilitation journey continues.'*

### Trust response

The Robinson Hospital is almost 90 years old and the facilities are now outdated and the proposed refurbishment will maximise the number of en-suite facilities and improve the patient, family and staff experience.

## Community asset

- Over the years the staff at the Hospital have been dedicated in their work to provide an outstanding service to the community.
- This latest proposal will be of great benefit to the patient experience and for the staff of the Hospital.
- This a very welcome proposal and will make a difference to the lives of many in our community
- Rehabilitation is so important to so many of our service users and the fact that it will be available locally is so important to them and their families
- The Robinson Hospital is an integral part of the health care provision for Ballymoney.

## Trust response

The Robinson Hospital plays a central role in improving the health and wellbeing of people living in the local community and is highly valued. We know that feedback from people who have used the Robinson Hospital is consistently very positive and over the years, the Hospital has received enormous support from the Robinson Trustees and the local community.

## Funding

- Concern about where the funding for the refurbishment would be coming from.
- Suggestion that the putting the money into front line care and reducing waiting lists
- Another suggestion that funding should go towards other issues such as Cancer Services and Neurology.
- Query around who was carrying out the work, and how much money they would be making.
- View that money should be spent implementing Bengoa and TYC recommendations.

The refurbishment will be funded from the Robinson Memorial Trust Fund. This charitable fund is managed by the Robinson Memorial Trust Board and is made up of donations from service users, their families and the local and wider community. The Robinson Memorial Hospital Trust Board has responsibility for the management of the endowments and gifts received into the Robinson Hospital Trust Fund and ensures that the funds received are appropriately used for the benefit of the people the Hospital serves.

The full cost of the refurbishment will be covered by the Robinson Charitable Trust Fund. Donations to this fund are made on the condition that it will be used to improve the comfort of service users and others who are using the Robinson Memorial Hospital.

To provide the most effective front line care it is necessary to ensure that the facilities that staff work in are up to date and of an appropriate standard. The refurbishment of the Robinson will provide a modern fit for purpose community hospital which will improve conditions for staff and service users.

The work will go to tender and providers will be invited to submit bids for completion of the work. The successful bid will be chosen based on scoring of each application against a set of standard criteria.

### **Impact on other services/departments**

- Query if the refurbishment would have an impact on other services, especially those providing rehabilitation services.

It is acknowledged that the refurbishment will require that patients are relocated to other wards for a period of six months while the works is carried out. We will seek to maximise the use of existing beds in the neighbouring community hospitals (including Dalriada, Mid Ulster and Inver). We anticipate that some patients could be accommodated in these sites for the duration of the build and that others would need to be accommodated in the independent sector during that time.

Rehabilitation processes within the Hospital are supported by community multidisciplinary teams who in-reach into the Unit to

provide rehabilitation and manage patient discharge following assessment of their long term care needs in the community. The rehabilitation staff will continue to provide support to service users whose care is being provided in alternate facilities for the duration of the build.

## Section 75 and rural needs

- Refurbishment at the Robinson Memorial Hospital will not have an impact on any of the nine equality categories
- No evidence to suggest that the proposal would create an adverse differential impact to the rural needs.

### Trust response

We will continue to review the Section 75 screening and rural needs assessment. We are committed to ongoing engagement with patients, families and carers to discuss specific circumstances and will involve them in decision making around location of bed provision during the refurbishment period.

## Service user and carer engagement

- Query if service users/carers are on the Board of Trustees and if they were involved in the planning stage.
- Service users and staff should be engaged and involved in the refurbishment process.
- Consultees should be named on the consultation document as more transparency is needed.

### Trust response

The Robinson Memorial Trust Board is made up of members of the local community, representing the community it services.

We will involve staff, service users and carers in the refurbishment process. Some members of the Robinson Memorial Trust Board will sit on the Project Team we will hold engagement events to ensure staff, service user and carer input into the design

We have not included our extensive list of consultees in the consultation document to control the size of the document. We will however provide a direct link to the consultee list in all future consultation documents.

## Next steps

The feedback received during the consultation process has been considered by Trust Board. After careful consideration, it was agreed to proceed with the proposed changes.

All those who participated in the consultation will receive a copy of the consultation feedback report, which includes a detailed response from the Trust. The Feedback Report, including the outcome of the consultation, will be available on the Trust's website.

We want to thank everyone who took the time to be part of this consultation.

### Alternative formats

This document can be made available, upon request, in other formats including Braille, large print, audio or in another language for anyone not fluent in English. For alternative formats please contact:

Equality Unit  
Route Complex  
8e Coleraine Road  
Ballymoney, BT53 6BP  
Tel: 028 2766 1377  
Textphone: 028 2766 1377  
**E-mail: [equality.unit@northerntrust.hscni.net](mailto:equality.unit@northerntrust.hscni.net)**

## Appendix 1

The Trust received eight written responses from the following. One response was anonymous.

John Knowles	Individual
Torie Tennant	Individual
Jeanette Bramald	Individual
Thelma Dillon	Individual
Lorna McMullan	Individual
Joy Wisener	Individual
Mervyn Storey	DUP
Anon	Individual

Our Vision

**We provide compassionate care  
with our community, in our community.**