

Strategy 2021-2024

Our vision:

Healthwatch Rutland will be a strong and independent community champion. We will give local people a voice and work in partnership to influence the design and quality of health and social care provision so that all local people can get the health and care they need

Our values:

- We will be accessible and visible
- We will be independent and objective
- We will be open, honest and transparent in all that we do
- We will be inclusive and embrace diversity and equality, reflecting the needs of local people
- We will listen to and understand the experiences of everyone in Rutland, especially if they don't always have their voices heard
- We will speak up for local people and enable people to speak for themselves
- We will seek out evidence from local people and act on it to drive change and make health and care better

Introduction:

The pressures on the NHS and social care services continue to be intense, the demand for health and social care is increasing, and the COVID-19 pandemic has laid out in stark focus, the depth of the health inequalities that impact families and communities.

Against this backdrop, the NHS, Social Care and Voluntary Sector organisations are coming together as partners in an Integrated Care System to improve care for patients across Leicester, Leicestershire and Rutland.

Local Healthwatch organisations were established under the Health and Social Care Act 2012 to act as a local consumer voice for people using health and social care services. Local Healthwatch came into force from April 2013. There are 152 Healthwatch regions in England and a national body, Healthwatch England, which provides advice, guidance and a national profile for Healthwatch.

The Connected Together Community Interest Company (CTCIC) is commissioned by Rutland County Council to deliver the role and functions of Healthwatch in Rutland.

CTCIC is a social enterprise and a partnership between the University of Northampton and Voluntary Impact Northamptonshire.

The CTCIC is the responsible body with legal, financial and contractual responsibility for the organisation. The Healthwatch Rutland (HWR) Advisory Board is the public face of the organisation and ensures delivery of the agreed vision, values and strategy involving and empowering the local community.

Our strategy is regularly reviewed to respond to external developments and challenges. This strategy will be reviewed when the Healthwatch Rutland contract is retendered for 2024.

Our five strategic priorities:

1. To deliver our statutory functions
2. To champion the views of all people who live in or use health, social or wellbeing services in Rutland including people who do not put themselves forward to be heard
3. To work for improved health, social care and mental health outcomes for all, including adults, children and young people, families, vulnerable people and unpaid carers
4. To work closely with other local partners to identify opportunities for joint engagement, information sharing and representation
5. To be strong, well governed and use our staff and volunteer resources for greatest impact

Healthwatch Rutland's five strategic priorities:

1) To deliver our statutory role and functions

- Promoting and supporting the involvement of local people in the commissioning, provision and scrutiny of local health and care services
 - Obtaining the views of local people regarding their need for, and experiences of, local care services and, making those views known to commissioners and providers of services, Healthwatch England, and others such as NHS England and the Care Quality Commission
 - Providing high quality advice and information about local services to help people make choices about their health, care and wellbeing
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- Acting as a ‘critical friend’ to health and care providers and commissioners to contribute to service development by using evidence to raise concerns and, when necessary, using our statutory powers
- Providing Healthwatch England with the intelligence and insight it needs to enable it to perform effectively

Powers to help us achieve this:

- We have the powers to refer matters to the health overview and scrutiny committee
- We have the power of Enter and View to report service user experiences of publicly funded health and care services and premises
- We have a seat on the Rutland Health and Wellbeing Board that drives Rutland place-based health, care and wellbeing strategy and delivery.

2) To champion the views of all people who live in or use health, social care or wellbeing services in Rutland including people who do not put themselves forward to be heard

Healthwatch Rutland will deliver this strategic priority by:

- Ensuring we have effective and significant influence with the ICS Partnership Board, continuing to research and report on patient, service user and carer experiences to help shape the redesign of services
- Holding ICS partners to account on key principles including person centred services; equity of access; transparency of decision making; consistency of quality; best use of resources; effective joint working and best practice
- Engaging under-represented groups in Rutland to ensure that their views and experiences of services are captured
- Working with partner organisations representing users and carers, to ensure there is robust monitoring from a service user, patient and carer perspective
- Continuing to work in partnership with patients and the public, the wider voluntary and community sector, the NHS, Social Care and partners to test new ways of supporting people to manage their health more effectively and use services more efficiently

3) To work for improved health, social care and mental health outcomes for all, including adults, children and young people, families, vulnerable people and unpaid carers

- Ensuring Healthwatch Rutland is effectively influencing decision making about services through participation in partnership boards and transformation design groups.
- Improving the way we involve service users and their carers and families so that they are engaged in all areas of our work.
- Researching and reporting on people's experiences and making recommendations for improvement
- Promoting a model of service user, family and carer engagement and involvement that represents best practice and co-design principles
- Continuing to develop ways to involve and mobilise children and young people so their views and voices are heard.

4) To work closely with other local partners to identify opportunities for joint engagement, information sharing and representation

- Maintain close working relationships with other local Healthwatch to enable joint working and to highlight local and regional health inequalities.
- To engage with commissioners and service providers, alongside fellow local Healthwatch, on services used by Rutland residents outside the borders of the county.
- To build partnerships with other engagement professionals in the provider and commissioning groups involved in the Leicester, Leicestershire and Rutland ICS.
- To maintain strong links with Voluntary Sector organisations in Rutland to raise awareness of our activities and promote joint working on service user engagement

5) To be strong, well governed and use our staff and volunteer resources for greatest impact

- Continue to develop a top performing staff team which strives for excellence in all our work
 - Build on the volunteer base by recruiting, training and developing a growing Healthwatch Rutland community of volunteers reflecting the diversity of the local population
 - Continue to grow our membership numbers
 - Ensure the Healthwatch Rutland board strives to reflect the diversity and needs of Rutland communities
 - Ensure that the reports and insight we produce is valuable to professionals designing services
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This strategy sets out five priorities for Healthwatch Rutland. As well as having clear priorities to focus our work and activity, we will also be an organisation that is responsive and reactive to local issues, so the strategy is not intended to exhaustively include all areas of work.

We regard this document as a living document which will require regular review and comment. We believe that a robust, independent consumer champion which works positively and effectively will raise the quality of local health and social care. Where we find examples of great care and effective involvement we will celebrate those. We will be constructively critical when necessary - highlighting the problems but also being part of the solution. We are passionate about the right to good quality health and social care - we regard those rights as fundamental human rights.

We hope you will want to get involved to support our work. We want to know what you think of our strategy. Have we got it right for now? What is missing? Are we trying to do too much? There are lots of ways to let us know:

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Telephone: 01572 720381

Web: www.healthwatchrutland.co.uk

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