

## **Development and delivery of Healthwatch Rutland –PAPER C**

Report prepared by CEO for the Board of Healthwatch Rutland 11/01/2017

Dear Board Members

I am very pleased to give this report to the Board of Healthwatch Rutland. I continue to be struck by breadth of issues facing Healthwatch Rutland and the importance of ensuring the public are heard. This is particularly true during a period of such major planned changes to health and social care services. We continue to face challenges, but I have every confidence that we can make a positive difference to the experience of health and social services for the people of our county.

*SJ Iveson*

S J Iveson CEO, Healthwatch Rutland, 20<sup>th</sup> December 2016

### **TASK GROUPS**

#### **Young People's Mental Health**

Significant work is still ongoing trying to help implement the Leicester, Leicestershire and Rutland (LLR) Young People's Mental Health Group with particular emphasis on wellbeing and resilience. Locally, Ann Williams the Young People's Lead, has secured major contributions from the Rotary Clubs of Uppingham and Rutland and from Carlton Hayes Foundation which has enabled the provision of resilience and mindfulness training in all schools in Rutland. That training has now been launched in all Rutland schools and we are greatly indebted to these two voluntary organisations for their generosity.

#### **EMAS**

Response times in Rutland remain an issue and we are still hearing from the public about unacceptable delays. November 2016 statistics from East Midlands Ambulance Service (EMAS) are attached to this document ( Paper C1). EMAS has agreed to provide Healthwatch Rutland (HWR) with detailed statistics showing the actual response times, not just if targets are met. We await these statistics to enable us to have a better picture of how long people are waiting for an ambulance.

#### **Adult Mental Health**

HWR have been in discussion with health commissioners and providers to get an update on progress made in Dementia care against the recommendations made in the HWR Dementia report published in May 2016. Members of the team have been invited to sit on the East Leicestershire and Rutland Clinical Commissioning Group (ELRCCG) lead Dementia Delivery Group.

HWR has re-started the Rutland Mental Health Forum, which was previously run by Rutland County Council ( RCC) but stopped in November 2015. It is hoped that this will provide a vehicle to promote real change to mental health service users and their carers in Rutland. Links are also being made with the Stamford Mental Health Forum to enable working together.

### **Transfer of Care**

This project is heavily into the data gathering stage. The project is being advertised in the press, on our website, through our newsletter and by health and social care providers in Rutland. We have gathered information from front line staff, family members and patients. The wealth of information gathered so far has recently been shared with Rutland County Council, who are already trying to implement changes to improve the experience of people moving between health and social care.

### **Rutland Primary Care Survey**

Because of financial restrictions, the CCG were unable to share financial responsibility for this survey. At this time of major planned changes in health and social care provision, it was decided that it would go ahead in a different format. The survey will be run from the first week of January to 1<sup>st</sup> February 2017 both electronically and in hard copy. We have worked hard to enable as wide an electronic distribution as possible and the survey will also be available in hard copy at 20 community centres across the county including all Rutland GP practices. In addition, staff and volunteers are trying to access groups during January to take the survey to them. The survey will be available in hard copy in easy read and large print. The survey will be advertised in the local press. It is hoped the data collected from this can be used by the CCG in planning future primary and community care for our residents.

## **LISTEN AND WATCH GROUPS**

### **Dental**

We remain active with the Local Dental Network (LDN). We attend the Steering Group. The provision of NHS dentists in Rutland remains an issue.

We have recently joined the LDN sub-group working on dental issues for older people, those with Dementia and Mental Health Problems. This is very relevant to Rutland, where we have heard that the provision of dental services to care homes is lacking. Other areas are piloting schemes to get dentists into their care homes, and we will be lobbying NHS England for similar consideration in our area.

### **Care Homes**

We have been forging links with care homes in Rutland. Firstly by presenting to the RCC provider forum, but also through the Transfer of Care Task Group where care home staff have been giving us their views. In addition, we are developing a close working relationship with the RCC Care Home Contract Manager, where we share information. Healthwatch Rutland also participates in the CQC Information Sharing Group for Adult Social Care.

### **Other Listen and Watch Groups**

Healthwatch Rutland staff and volunteers are also involved in the following issues:

Pharmacy Services

Services for Older People

Services for People with Learning Disabilities

Services for People with Physical Disabilities

Maternity and Neonates

Planned and Elective Care

Urgent Care

The Military

Services for Carers

## **WORKING GROUPS**

### **Sustainability and Transformation Plans (STP)**

The draft STP for Leicester, Leicestershire and Rutland (LLR) was published on the 21<sup>st</sup> of November 2016. The draft plan detailed major changes to health and social care provision in Rutland. HWR arranged a meeting of Rutland influencers on the 8<sup>th</sup> December 2016 for the STP team to brief them and allow a question and answer session. HWR remains concerned about the planned engagement and consultation with the public, which is required of the STP team, and we will continue to monitor and advise so that people have the opportunity to have their say as the plan develops. In addition, it is not yet clear how much neighboring STPs have been considered in the drafting of the plan for LLR. ( See agenda item 8)

### **Enter and View**

Information gathered at the Enter and View visit to Rutwell and Brightways in October 2016 on the provision of specialist equipment has led to a decision to request a Task Group to look at this issue in the next financial year.

In December 2016, we visited Rutland Care Village in Oakham to look at the quality of life of care home residents; the report should be published shortly. It is planned to conduct Enter and View visits to all remaining care homes in Rutland over the next 12 months, with the next visit planned at Belton House, Belton-in-Rutland, this month.

### **IT**

The new 'Find a Service' and 'Feedback Center' functions are now live on the website. These new functions will be publicised shortly. These new functions will provide valuable signposting functions for the public and valuable intelligence gathering for HWR.

Having now signed up with Survey Monkey for the Primary Care Survey, we now have the ability to run electronic surveys relatively easily over the next 12 months.

### **Cross Border Liaison**

HWR staff and volunteers continue to forge links with neighboring local healthwatches and health and social care providers. Staff attended an engagement event at a GP practice in Stamford with Healthwatch Lincolnshire personnel, and it has been agreed that closer liaison between Rutland and Lincolnshire can be achieved in the Stamford area.

### **Engagement**

Our monthly newsletter continues to be well received. The total numbers of HWR members has increased again to 310, it is hoped we can increase this number further as interest in the STP grows.

Volunteers and staff are continuing to arrange for Healthwatch Rutland literature to be delivered to local outlets including GP surgeries, dentists, pharmacies, opticians and local libraries to publicise our work.

In the last 2 months we have attended the Carer's event at Rutland County Council and arranged the meeting of Rutland Influencers regarding the STP. Volunteers and staff will be presenting to parish councils over the next couple of months starting with Cottesmore and Ashwell Parishes this month. In addition, the CEO will be presenting to the Rutland Lions and U3A this month to publicise the work of HWR.

**DBS/Safeguarding**

The Officer Manager has completed a full audit of DBS checks and safeguarding training for all staff, board members and volunteers as required by our policy. Safeguarding training is being arranged through RCC in the next couple of months. They will present the training with an element of 'Train the Trainer' so that the CEO can provide in house refresher training, and training for new volunteers. The current Safeguarding policy is under review.

**SIGNPOSTING**

We now routinely capture direct contact with the public, and this is allowing us to start to analyse where people require help with signposting. Healthwatch England are looking at putting together a package to help Local Healthwatch with the signposting role. The Office Manager will be involved in this discussion later this month. It is hoped that the new Find a Service function on the website will help the public find what they are looking for. In particular it allows us to update the website monthly with the availability of NHS dentists in Rutland.

**POLICIES**

A review of all of HWR's policies is underway as part of a wider review of all governance arrangements. It is hoped that this work will be complete by the end of February 2017.

**Policies have already been reviewed and approved by the Board:**

Data Protection,  
Confidentiality  
Standing Financial Instructions.

**Policies currently under review :**

Safeguarding Policy  
Disciplinary Policy and Procedure  
HWR Enter and View  
Environmental Policy  
Equality and Diversity  
Expenses Policy  
Grievance Policy  
Information Governance Policy  
Home or Remote Working  
Standing Orders  
Whistleblowing Policy

**Recruitment and Support of Volunteers.**

Work is underway to produce a Volunteer Framework, using the work already done by Healthwatch Cambridgeshire as a starting point. The framework and associated handbook would allow us to provide a sound initiation for new volunteers, and useful information for current volunteers.

Aspirations to undertake the 'Investor's in Volunteer's' programme will have to now wait until after this financial year once a new HWR contract is in place.