

Development and delivery of Healthwatch Rutland. PAPER D
Report prepared by Sarah Iveson for the Board of Healthwatch Rutland
18/11/2016

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. 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.

Sarah Iveson
Chief Executive Officer

TASK GROUPS

Young People's Mental Health

Significant work is ongoing trying to help implement the Leicester, Leicestershire and Rutland (LLR) Young People's Mental Health Group with particular emphasis on wellbeing and resilience. Healthwatch Rutland (HWR) is working closely with the University of Leicester.

Locally, Ann Williams, 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 is currently underway. We are greatly indebted to these voluntary organisations for their generosity.

EMAS

Response times in Rutland remain an issue. September statistics from East Midlands Ambulance Service (EMAS) are attached to this document (Paper D1). HWR will be presenting jointly with EMAS the recommendations from our report of the EMAS Rutland Listening Event in July to the Rutland Health and Wellbeing Board this month. Report Paper (Paper D2)

Adult Mental Health

This project has started to gain traction. Members have been in discussion with Rutland County Council to get an update on progress made in Dementia care against the recommendations made in the HWR Dementia report published in May 2016. The intention is to update this with Health providers as well. Members of the team have been invited to sit on the East Leicestershire and Rutland Clinical Commissioning Group (ELRCCG) lead Dementia Delivery Group. We were also represented at the Leicestershire Partnership Trust (LPT) discussions about a planned update of the Evington Centre in Leicester.

HWR has agreed to re-start the Rutland Mental Health Forum, which was previously run by Rutland County Council (RCC) but stopped in November 2015. The initial meeting on the 31st

October scoped the objectives of the new group, and it is hoped that this will provide a vehicle to promote real change to mental health service users and their carers in Rutland.

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. There is already a wealth of information being collected which will shortly be shared with providers.

Rutland Primary Care Survey

HWR has been working with the CCG to design an academically robust survey to send out to Rutland residents to find out what they feel about primary care services in Rutland. It is hoped the data collected from this can be used by the CCG in planning future primary and community care for our residents.(See agenda item number 10)

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.

Military

Links have now been made with St George's barracks and their issues noted. In particular it is hoped that HWR can help them address the provision of community mental health services for their personnel and families.

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
- Services for Carers

WORKING GROUPS

Better Care Together/Sustainability and Transformation Plans

Better Care Together (BCT) has now changed to become Sustainability and Transformation Plans (STP). We await publication of the LLR STP in the next month.

Enter and View

In October 2016, we visited Rutwel and Brightways, day care providers for adults with learning and additional needs in Oakham. We were looking specifically at the provision of specialist equipment, an area we had heard had created difficulties for people. The report should be published in November 2016.

Enter and View visits are currently being planned to the Rutland Care Village in December 2016 and to look at Wheelchair provision in the New Year.

IT

We are in the process of pushing the development of the 'Find a Service' and 'Feedback Center' functions on the website. It is hoped these will be up and running by the end of the year and will provide valuable signposting functions for the public and valuable intelligence gathering for HWR.

Cross Border Liaison

HWR has been forging links across these eastern borders with other local Healthwatch, providers and commissioners. We have instigated a Local Healthwatch quarterly meeting with the CEO of the Peterborough and Stamford NHS Foundation Trust (PSHFT); the inaugural meeting of this group was Chaired by HWR on the 9th of November 2016. HWR staff and volunteers have been involved with the discussions surrounding the proposed merger of PSHFT with Hinchingbrooke Hospital and have had liaison meetings with management at Stamford Hospital.

Engagement

Our monthly newsletter continues to be well received and we have a number of new members who receive it. The total numbers of HWR members is currently 299, it is hoped we can increase this number.

At present volunteers and staff are arranging 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 Choices Unltd Event and the Dementia Event in Stamford. At the time of writing we are also planning to attend the St George's barracks' Health Fair on the 9th November. The Chief Executive Officer has presented to Age UK's 'Old Gits Club' and RCC's Provider Forum. Requests for us to present to all 54 Parish Councils are being sent out incrementally.

DBS/Safeguarding

The Officer Manager has been undertaking 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. They will present the training in the New Year 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. We are aware that this area needs developing and the Office Manager is hoping to access some training input through Healthwatch England.

POLICIES

A review of all of HWR's policies is underway as part of a wider review of all governance arrangements.

Policies have already been reviewed and approved by the Board:

Data Protection,
Confidentiality
Standing Financial Instructions.

Policies currently under review :

Safeguarding Policy

Policies awaiting review

It would be helpful if Board members would volunteer to review a few of the remaining policies each, perhaps in an area where they have expertise or knowledge to assist the staff. The policies still to be reviewed are:

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

ACTION - VOLUNTEERS REQUIRED FROM THE BOARD**Recruitment and Support of Volunteers.**

We have lost a couple of volunteers over the last couple of months due to health issues and changes to personal circumstances. We have however had a couple of new volunteers join us which is very welcome.

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.

SJ Iveson

S J Iveson
CEO
Healthwatch Rutland
2nd November 2016