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Mid-Year Report to Rutland County Council

April 2016 - November 2016



Contents

Introduction

Part One - Continued Development of Healthwatch Rutland

- The Board
- Staff
- Volunteers
- Training and Support
- The Healthwatch Rutland Community Interest Company
- Information Technology
- Governance
- Communication

Part Two - Our Activities Over the Last Six Months

- Task Groups
- Listen and Watch Groups
- Working Groups
- Signposting

Part Three - Meeting our Statutory Obligations

- Rutland County Council Statutory Duties
- Healthwatch Rutland Statutory Duties
- Healthwatch Rutland Representation with Providers and Commissioners

Introduction

We published our annual report in June 2016. The report can be found [here](#). A hard copy of the report can be requested from the Healthwatch Rutland office.

This report details Healthwatch Rutland's activities in the period April 2016 to November 2016.

With pressure on all health and social care systems, it is becoming ever more important that the public's views are listened to when planning necessary changes to these systems. Healthwatch Rutland is the body whose statutory responsibilities are to ensure that the public are listened to by service providers and commissioners. In addition, it remains vital that concerns raised by the public about health and social care services are addressed to avoid tragedies that have happened in the past such as in Mid Staffs NHS Trust and Winterbourne View.

Healthwatch Rutland carries out its statutory duties by:

1. Promoting and supporting the involvement of local people in the commissioning, the provision and scrutiny of local care services.
2. Enabling local people to monitor the standard of provision of local care services and whether and how local care services could and ought to be improved
3. Obtaining the views of local people regarding their needs for, and experiences of, local care services and importantly to make these views known
4. Making reports and recommendations about how local care services could or ought to be improved. These should be directed to commissioners and providers of care services, and people responsible for managing or scrutinising local care services and shared with Healthwatch England.
5. Providing advice and information about access to local care services so choices can be made about local care services
6. Formulating views on the standard of provision and whether and how the local care services could and ought to be improved; and sharing these views with Healthwatch England.
7. Making recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews or investigations (or, where the circumstances justify doing so, making such recommendations direct to the CQC); and to make recommendations to Healthwatch England to publish reports about particular issues.
8. Providing Healthwatch England with the intelligence and insight it needs to enable it to perform effectively.

Part One - Continued Development of Healthwatch Rutland

Our Board

In September 2016, we had some changes to our Board. Dr Ann Williams stood down under pressure of work, but remains an active Lead of our Young People's Team. We welcomed 4 new members to the Board (Sean Williams, Nicola Darby, Miles Williamson-Noble and Jacqui Darlington). This now brings the Board to 9 plus the Chair which is our maximum under Standing Orders.

Our new Board Members have added even more experience and expertise to help lead Healthwatch Rutland into the next phase of its development.

The board members are:

- **Jennifer Fenelon** Chair and previously senior NHS and Department of Health manager as well as lecturer at the Kings Fund and several Universities and director and managing director of an instrumentation company
- **Bart Hellyer** Former Chair of the National Spinal Injuries Association and High Sheriff of Rutland
- **Judy Worthington** Former Vice Chair of UHL and Chair/ member of several professional regulatory bodies including the GMC, NMC, Pharmaceutical and other regulators
- **Christine Stanesby** held a range of posts in education including 14 years as a university senior lecturer. As the wife of a parish priest she has had wide exposure to a range of personal and social problems
- **Bart Taylor Harris** whose professional life was in education, as a teacher and then senior manager in three large county council education departments. His particular interest is in change management in complex organisations.
- **Sarah Press** is the lay member of the Leicestershire and Rutland Safeguarding Board. As a psychotherapist and counsellor Sarah has worked extensively with people of all ages and previously had a career in marketing communications
- **Sean Williams** brings thirty years' experience in a competitive commercial environment including Shell, where the ability to identify and to solve problems as well as the ability to influence the course of events were paramount.
- **Nicola Darby** is a qualified solicitor currently working for a national law firm in Nottingham working across both the private and public sectors. She has a particular interest in the provision of mental health services
- **Miles Williamson-Noble** has been a resident of Rutland for 23 years. Most of his professional life was spent as an engineer in the Royal Air Force, where he rose to the rank of Air Commodore. He has been a County

Councillor, a Parish Meeting Representative and served for a year as the High Sheriff of Rutland.

- **Jacqui Darlington** had a career in education as well as a wealth of lived experience as a carer. She has used her skills in other voluntary positions including The Ark Association nurseries and the Rainbow Childcare Centres Ltd nurseries, a parent/carer forum, Rutland Rotaract Family Support Centre, Carers UK, her GP surgery's Patient Participation Group and Healthwatch Rutland.

Our Staff

Chief Executive Officer - Sarah Iveson joined the Healthwatch Rutland team in March 2016. Her background includes 19 years as an Air Traffic Control Officer in the RAF and 5 years in education as a primary school teacher. She also brings significant volunteering experience having managed volunteers in the Stamford Food Bank, acted as a Brownie Guide Leader and as an Independent Visitor to children in care with the National Youth Advocacy Service. She is also currently studying for a Masters in Psychology. Her role is to provide strategic support, leadership and management for the design and implementation of an effective, inclusive and high profile Local Healthwatch for Rutland.

Office Manager - Tracey Allan-Jones joined the Healthwatch Rutland team in April 2016. Previously she has worked in environments ranging from project and team management roles in large computing and telecommunications corporations, to setting up and running small internet-based businesses. She also has experience of volunteering on school PTAs and local Parish Councils. As office manager in a small Healthwatch, Tracey must have the flexibility to get involved in every activity from communication and marketing through events planning, signposting, general office support and helping people to access local health and social care services.

Our Volunteers

Healthwatch Rutland is one of the three smallest Healthwatch together with the Isles of Scilly and City of London. We have a budget of £65,000 but are required to undertake all the same statutory duties as larger healthwatch whose budgets average £250,000. This means that we must rely very heavily on the work of volunteers. They are our workforce. We gain a great deal of benefit from their high calibre and extensive range of work and life experience.

Our volunteer numbers have remained stable at approximately 28 volunteers (including board members). A few volunteers have left us due to health or personal commitments, but we have had 5 new volunteers join us in the last 6 months. They bring with them valuable experience, skills and knowledge. Our

volunteers are involved in every area of the work of Healthwatch Rutland, from representing the public at strategic level health and social care meetings, to gathering the views and experiences of the public and from organising events to running specific projects.

Training and Support

In the last six months, 3 more volunteers have been trained as Enter and View representatives. We have also received 'Train the Trainer' input from Healthwatch Peterborough so that in future Enter and View training can be provided in house.

It is the policy of Healthwatch Rutland that all volunteers are DBS checked and Safe Guarding trained. Refresher safeguarding training is being organised through Rutland County Council.

The Office Manager has undertaken training to allow her to use SAGE accounting software for her bookkeeping duties. She has also attended 'Easy Read' training which allows her to produce literature which can be understood by people with disabilities and/or difficulties.

Healthwatch Rutland Community Interest Company

The community interest company that was established to hold the contract for Healthwatch Rutland has successfully completed its second year's trading in March 2016. Accounts have been filed with Companies' House.

Information Technology

In February 2016, a malicious hack of the Healthwatch Rutland website and IT systems created significant challenges. A huge amount of work has been done to set up new, robust and safe systems utilising Microsoft Office 365. In addition, a new, updated website was procured which went live in June 2016. Development of the site is still underway with new 'Find a Service' and 'Feedback Centre' applications being designed and due to go live before the end of the year.

Governance

The board meet every two months in public, with all relevant papers being available on the website at least a week in advance. Previously, a trial was run of a 'Board on the Road' format, where every other meeting was held in a local village to help raise the profile of Healthwatch Rutland. However, these were

not well attended so the trial was ceased. Instead, there is now a programme for the Chief Exec and several Board Members and volunteers to present at Parish Council meetings instead.

All volunteers belong to the Operations Group, which meets bi-monthly. This group was re-designed in June 2016 to better utilise volunteer skills and experience and to ensure that they were fully engaged in the work of Healthwatch Rutland. The group is organised into 3 areas as follows:

- **Task Groups** - These are groups of volunteers, with a nominated lead, who work on a specific project, for example the Adult Mental Health Project. The group work to produce specific outcomes (focus groups/events/reports etc). They are working with the issues that are considered of the highest priority.
- **Listen and Watch Groups** - These are groups of one or two volunteers, plus the Chief Exec who are responsible for gathering information and for being a point of contact on issues that do not require a specific outcome at present. For example, the nominated volunteer/s may attend meetings regarding a specific subject, and sign up for relevant newsletter etc. If situations change, these groups can be ramped up into Task Groups.
- **Working Groups** - These are groups of staff/board members/volunteers with responsibility for other issues not covered in the Task Groups or Listening Watch Groups.

Operational policies are kept under regular review and all aspects of governance are currently being reviewed by the Board.

Communication

Healthwatch Rutland has continued to raise its profile using various methods.

Events

We have held or hosted the following events

- Joint LLR Young People's Mental Health Conference
- Public listening event with EMAS
- 111 consultation event.
- AGM

We have attended the following events over the last six months handing out literature and explaining the role of Local Healthwatch or networking with other organisations. These events have also given us the opportunity to gather the views of residents across a wide spectrum of health and social care issues:

- The Rutland Show, Oakham
- Peterborough City Hospital AGM, Peterborough
- Choices Unlimited, Oakham

- Dementia Event, Stamford
- Help for older people run by HomeInstead
- Two UHL Board Thinking Days
- Head Teachers Conference
- UHL & LPT AGMs
- Meetings with UHL , LPT and PH CEOs
- Leicester Primary Care Summit
- Better Care Together Events

In the near future Healthwatch Rutland are intending to attend the St George's Barracks Health Fair and the RCC Carer's Event.

Presentations

The Chief Exec and volunteers have also given presentations about the work of Healthwatch Rutland to:

- Barrowden Parish Council
- The Rutland One Team Event
- The Rutland Parish Forum
- The Old Gits Club
- The Rutland Provider Forum

In the near future Healthwatch Rutland have been invited to present to the Rutland Lion's Club. Requests have also gone out to all 54 Parish Councils for us to present to their public meetings.

Local Press

Over the last 6 months we have had 3 articles in the local press. 2 articles were about EMAS and response times in Rutland and one was about the Transfer of Care project. A good relationship has been made with the journalist on the Rutland Times and Rutland Mercury so it is hoped that Healthwatch Rutland's work will feature again in the future.

Newsletter

A monthly newsletter is sent out electronically to our membership. This highlights both local and national health and social care issues. A hard copy is available on request from the office, but over this period no-one has asked for this.

Social Media

Healthwatch Rutland maintain both Facebook and Twitter accounts. More people engage with Twitter than Facebook, and at last count we had approximately 700 Twitter followers.

Part Two - Our Activities Over the Last Six Months

Task Groups

It is a challenge to decide which areas to focus on when there are so many areas of health and social care that we hear about. Prioritising issues has meant that Healthwatch Rutland has run 5 Task Groups over the period.

EMAS

Response times in Rutland remain a concern for residents. Healthwatch Rutland has worked with EMAS throughout this period to try to encourage EMAS to address this issue. Healthwatch Rutland now receive monthly EMAS response time data to allow us to monitor the situation. In July Healthwatch Rutland hosted an EMAS Rutland Listening Event to allow EMAS to hear direct from the people of Rutland and to give EMAS the opportunity to explain what actions they are proposing to take. A publicly available report of the event can be found [here](#), and a hard copy can be supplied from the Healthwatch Rutland office. EMAS will be discussing the recommendations from this report at the Rutland Health and Wellbeing Board in November.

Young People's Mental Health

The Healthwatch Rutland Young People's Mental Health Project has continued to address the issues around the provision of support for young people and to help to raise the profile of this issue. In April local film makers worked with Healthwatch Rutland to produce a short film showing what the young people of Rutland felt about the issue of Mental Health. The film is available on Youtube and on our website [here](#). At the same link is a report on the project to date. In the Spring Healthwatch Rutland helped organise an LLR conference on Young People's mental health. The project report is also available in hard copy from the Healthwatch Rutland office.

Adult Mental Health

This project started in summer 2016 and encompasses the previous Dementia task group. A report 'Dementia Services for Rutland People - 10 key messages from the people of Rutland' was published in May 2016 and can be found on our website [here](#). A hard copy of the report is also available from the office. The task group are working with health and social care providers to address the recommendations in the report. Members of this group were recently invited to sit on the CCG Dementia Delivery Group. Members also took part in a Dementia Event held in Stamford in October 2016. In addition member of the group was invited by LPT to participate in the initial scoping for updating the Evington Centre, Dementia wards in Leicester.

As well as work on Dementia, this group is planning to scope the provision of all adult mental health services for Rutland residents. It was brought to the group's attention that the Rutland Mental Health Forum, previously run by RCC, had ceased and it was felt by residents that this was a loss to Rutland. Therefore, Healthwatch Rutland have agreed to lead on a new forum and the inaugural meeting, to scope the objectives of the group, took place on 31st October. The forum will continue to be supported by RCC.

The task group has also been engaging with the 'Keep Safe' project for LLR.

Transfer of Care

Healthwatch Rutland had been hearing from the public about issues with transfer of care. The issues highlighted included delayed transfer of care, discharge from hospital without sufficient support in place, discharge from hospital when the individual requires rehabilitation rather than in-home support and confusion over what social care support is available on returning home. Some people believed that their transfer of care experience could be improved. This issue is one that has been discussed at a national level.

Rutland County Council (RCC) and Health providers and commissioners have shown their commitment to improving the patient experience in this area and there is significant work going on across health and social care to improve the integration of the services required for successful transfer of care. In addition, RCC and health commissioners have highlighted the need to gather patient experience and to hear the voice of service users to allow them to plan and provide the best care possible. As Healthwatch Rutland is ideally situated to gather this information and inform RCC and other service providers of their findings, a project proposal was initiated and agreed by the Better Care Fund in August 2016.

The aim of this joint Healthwatch Rutland/RCC project is to have a positive impact on transfer of care approaches for Rutland patients. Healthwatch is using the project to capture key messages from service users, carers and front line staff and will feed these into an ongoing iterative process of review and improvement.

Rutland Primary Care Survey

Healthwatch Rutland has been working with the CCG to produce an academically robust survey to find out what Rutland residents require from Primary Care services. The survey is now developed and will be undertaken in January 2017 across the whole county.

While the primary purpose of the study is to supply East Leicestershire and Rutland CCG with a wide range of public opinion about services, we are also planning to share the analysis with the Oakham Neighbourhood Plan and any other local groups that need to study local opinion on health matters.

Listen and Watch Groups

The Military

The two military barracks, Kendrew and St George's, make up a large proportion of Rutland residents. Although some health and social care services are provided by the MOD for service personnel, some are not and all services for military families are provided by the NHS and the Local Authority. Military personnel and families have particular needs and it was felt that links between the military and Rutland service providers needed strengthening. Therefore, Healthwatch Rutland has made links with both bases to scope the problems they may face. Issues that have been addressed so far include access to NHS dentists, transport issues, community mental health support and pharmacy issues.

Dental

Healthwatch Rutland has forged strong links with the Local Dental Network (LDN) and ensures that Rutland residents' concerns are raised at this level. Recently we have been able to influence the extension of NHS contracts in Uppingham which was causing concern to residents.

Recently we have taken up a place on the LDN working group looking at the issues around dental provision for older people, those with dementia and those in residential care. In particular, we will be working with commissioners to understand what they intend to provide in care homes; an area that care home managers have told us is an issue in Rutland.

GP Services

We work closely with all the Rutland GP practice Patient Participation Groups (PPGs), where we are lucky that members on each PPG are also Healthwatch Rutland volunteers. We have forged strong links with the practice manager at Oakham Medical Practice, and are able to take concerns raised by the public direct to him.

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 have 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 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
- Personal Health Budgets

Working Groups

Better Care Together/Sustainability and Transformation Plans

After several false starts, formal consultation on a major health and social care reorganisation in each region across the country (originally called Better Care Together, but now called Sustainability and Transformation Plans) is scheduled to start next year. Our legal responsibility is to ensure that our residents are engaged with developing proposals and given an opportunity to give their views on them.

Patient flows are complex with the combined demands of ageing population growing faster than most but also expanding as the county population, and Oakham in particular, grow. Much of the care is on offer outside the county boundaries and transport plays a major role.

It is especially important that we listen to members of the public and their representatives while Leicester, Leicestershire and Rutland and also the various surrounding health 'footprints' are developing their proposals.

Enter and View

In April 2016 we published our report on an Enter and View visit to the Younger People's Disabled Unit (YDU) (also now called Specialist Neurological Rehabilitation Unit (SNRU)). We were pleased with the response from service providers to our recommendations. A copy of our report can be found on our website [here](#).

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 is currently with service providers for their comments and should be published in mid-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.

Cross Border Liaison

Historically links between Rutland and Leicester and Leicestershire have been solid. However, over recent times more Rutland residents are accessing health services across other Rutland borders, in particular in South Lincolnshire and Peterborough. Healthwatch Rutland 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 is being Chaired by Healthwatch Rutland in early November 2016. Healthwatch Rutland staff and volunteers have been involved with the discussions surrounding the proposed merger of PSHFT with Hinchingsbrooke hospital and have had liaison meetings with management at Stamford hospital.

Engagement

Volunteers and staff on this group help to arrange events that we attend. They also organise presentations to groups within Rutland. 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.

Other Working Groups

Volunteers and staff also work on the following groups as required:

- IT and Website
- Investors in Volunteers
- Funding
- DBS Checks/Safeguarding

Signposting

In this six month period Healthwatch Rutland has had 31 direct requests from members of the public with regard to signposting. Many have been requesting help finding an NHS dentist, but others have ranged from issues with the Minor Injuries Unit at Rutland Memorial Hospital to confusion over social care funding. We have also referred a few of these people to the NHS complaints advocacy charity PowHer.

We produce a hard copy Signposting Document that is available at events, in outlets and from the office.

The new online 'Find and Service' and 'Feedback Centre' being developed for our website will allow us to Signpost even more people in the future.

Part Three - Meeting our Statutory Obligations

The statutory duties of Rutland County Council

Healthwatch Rutland is one of 152 Healthwatch established by the Health and Social Care Act 2012. The Act places a statutory duty on County Councils to commission the service for their area and to ensure it is adequately funded to fulfil its statutory duties. Funding is provided via Department of Health.

Healthwatch Rutland statutory duties

1. Promoting and supporting the involvement of local people in the commissioning, the provision and scrutiny of local care services.
2. Enabling local people to monitor the standard of provision of local care services and whether and how local care services could and ought to be improved
3. Obtaining the views of local people regarding their needs for, and experiences of, local care services and importantly to make these views known
4. Making reports and recommendations about how local care services could or ought to be improved. These should be directed to commissioners and providers of care services, and people responsible for managing or scrutinising local care services and shared with Healthwatch England.
5. Providing advice and information about access to local care services so choices can be made about local care services
6. Formulating views on the standard of provision and whether and how the local care services could and ought to be improved; and sharing these views with Healthwatch England.
7. Making recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews or investigations (or, where the circumstances justify doing so, making such recommendations direct to the CQC); and to make recommendations to Healthwatch England to publish reports about particular issues.
8. Providing Healthwatch England with the intelligence and insight it needs to enable it to perform effectively.

All Healthwatch Rutland's activities detailed above cover the statutory requirements of the organisations. In addition, to allow us to influence service provision, Healthwatch Rutland representatives attend the following meetings/groups:

Quality Surveillance Group	<ul style="list-style-type: none"> ○ Main QSG Board ○ Sub Committees on specific topics ○ Risk Summit oversight Boards
Health & Wellbeing Board	<ul style="list-style-type: none"> ○ H & WBB ○ Integration Executive Group ○ Children's Trust
Rutland County Council	<ul style="list-style-type: none"> ○ Youth Council ○ Rutland Young People's Mental Health Forum ○ Better Care Fund Implementation Groups ○ Meetings of Parish Councils
Scrutiny Function	<ul style="list-style-type: none"> ○ Adult & Social Care Scrutiny ○ Children & Young People's Scrutiny
East Leicestershire & Rutland CCG	<ul style="list-style-type: none"> ○ CCG Main Board ○ CCG Primary Care Commissioning Group ○ ELRPPI Group ○ Urgent Care ○ Personal Budgets ○ Primary Care Strategy ○ Community Care Strategy ○ Annual General Meeting
Better Care Together /STP	<ul style="list-style-type: none"> ○ Partnership Board ○ PPI MAG + work streams ○ Public meetings and consultation
Providers	<ul style="list-style-type: none"> ○ UHL Board ○ Meetings with UHL CEO ○ Annual General Meeting UHL

	<ul style="list-style-type: none"> ○ LPT Board ○ Meetings with LPT CEO ○ Trust Annual General Meeting ○ PSFHT Annual General Meeting ○ Meetings with PSFHT CEO
East Midlands Ambulance Service	<ul style="list-style-type: none"> ○ HW Rutland EMAS Quarterly Meeting with Regional Operations Manager
CCG & RCC Commissioning Consultation	<ul style="list-style-type: none"> ○ Primary Commissioning Board ○ CCG Main Board ○ Secondary commissioning consultation ○ Social Care Commissioning consultation
NHS ENGLAND /GEM	<ul style="list-style-type: none"> ○ Specialist Commissioning
CQC	<ul style="list-style-type: none"> ○ CQC regional meetings ○ CQC pre-inspection meetings ○ Adult Social Care Information Sharing Group (LLR)
Healthwatch England	<ul style="list-style-type: none"> ○ East Midlands Network Group ○ Annual Committee Meeting ○ Annual Conference ○ Advisory Group

Conclusion

Healthwatch Rutland continues to work hard, with limited resources, to ensure that the people of Rutland are heard on all aspects of health and social care. This role is becoming ever more relevant with major changes planned across the health and social care environments, where the public must be consulted and heard by providers and commissioners who have difficult decisions to make.