

Development and delivery of Healthwatch Rutland **PAPER H**
Report prepared by CEO for the Board of Healthwatch Rutland 25/10/2017

Dear Board Members,

I am very pleased to give this report to the Board of Healthwatch Rutland (HWR). HWR continues to produce a huge amount of output for an organisation of our size, influencing change and improvement across local health and social services. We now enter a period of uncertainty with the tender process for the HWR contract underway, but we will ensure that this does not detract from our important core work as we continue apace with work and projects across the health and social care environment and plan for schemes of work into 2018.

S J Iveson

S J Iveson, CEO Healthwatch Rutland, 25th October 2017

TASK GROUPS

EMAS

EMAS presented at our Annual Meeting in September, detailing national changes to response time targets. We are awaiting statistics to show if these changes have had the desired positive effect on response times in Rutland. We continue to meet with EMAS management quarterly and look forward to hearing very soon if the changes have had the anticipated positive impact.

Adult Mental Health

The Rutland Mental Health Forum (RMHF) remains the focus of the work of this team. The forum wants to progress the issues raised in the HWR Primary Care Survey earlier this year, as the public spoke out clearly that there were concerns about the provision of mental health services for our community. We have invited Leicestershire Partnership Trust to discuss these issues with the forum, and are awaiting their confirmation of a date when they can meet with the forum.

It has been decided that Dementia will move to a separate Listen and Watch Group.

Transfer of Care

Rutland County Council have asked HWR to host a second workshop following recommendations from the Transfer of Care Project. This workshop will continue work on new communications materials that the council are developing. The first workshop held earlier this year allowed the council to test their materials on members of the public, and the feedback gained has been incorporated in updated materials which will again be tested on members of the public and their feedback incorporated.

Rutland Primary Care Survey

The results from the Primary Care Survey undertaken in January 2017 were analysed and a comprehensive report was published on the 27th June 2017. The report was discussed in detail at the HWR Rutland Board meeting in July and will be further discussed at this meeting.

Long Term Conditions

HWR have been awarded another grant from the Better Care Fund. This grant is to complete a project to capture the experiences and opinions of people in our community living at home with one or more long term conditions. These conditions may include (but are not limited to), Dementia, Parkinson's Disease, Motor Neurone Disease, Spinal Injuries, Mental Ill-health, Cancer, Multiple Sclerosis, Diabetes, Arthritis, Stroke or Chronic Obstructive Pulmonary Disease. The project will collect anonymous information from patients, their carers and front line staff to be fed back to health and social care providers and

commissioners, to help them to plan future service provision. The aim of the project is to highlight what support (from health, social care and voluntary and community groups) allows people to live well at home with long term conditions and to identify any areas where support could be improved.

The project will be publicised shortly, with data collection beginning in mid-November. The project will run until the end of March 2018, when a publicly available report will be produced.

POTENTIAL FUTURE PROJECTS

End of Life

We have heard from the public that this is an area where they would welcome the opportunity to be heard. Scoping has begun on a project capturing the experience of Rutland people with regard to support available for end of life care. It is hoped that we will be able to work with the National Council for Palliative Care and other interested organisations on this project.

Maternity

There is still a need to find out about Rutland residents' experience of maternity and neonatal care. It is not expected that this will require large financial resources but a willing and able volunteer is still needed to lead the project.

Young Healthwatch Rutland

HWR has had considerable success in working with young people in Rutland on mental health issues. This work is ongoing. In addition, HWR volunteers are also working closely with the Rutland Youth Council on a survey that is being developed to gain young people's views on the health services they use. It is hoped that with the support of the Youth Council, we can further develop on the work already started and form a vibrant and inclusive Young Healthwatch Rutland.

Complaints Processes

Following on from work done by local healthwatch across Leicester, Leicestershire and Rutland a couple of years ago, it is believed that a review of the complaints processes in our area would be beneficial. We hear from the public that complaints processes can be hard to understand, navigate and many leave people with the feeling that complaints do not lead to positive service changes. It may be possible to mirror work done by Healthwatch Hackney in producing a Complaints Charter for service providers and commissioners to sign up to.

LISTEN AND WATCH GROUPS

Dental

We remain active with the Local Dental Network (LDN) and attend the Steering Group.

We continue to be represented on the Gerodontology sub-group where HWR has input into the business case to try to fund a scheme to introduce better dental health services in care homes and increase the access to dental services to those who cannot get to dental practices. To support this we have surveyed Rutland Care Homes about the provision of dental care for their residents (the report is available on our [website](#).)

Dementia

HWR continues to be a member of the STP (Sustainability and Transformation Partnership) Dementia Programme Board. Recently we have been able to input into the drafting of a new Dementia Strategy for Leicester, Leicestershire and Rutland. We are delighted to report that a new Admiral Nurse has been recruited to provide support for Rutland people diagnosed with Dementia. Significant work is ongoing by health professionals in Rutland to increase diagnosis rates, but we have learnt of delays in scan reports from University Hospitals Leicester (UHL) for Dementia diagnosis and have raised this issue with UHL.

Carers

We have recently been able to input into the draft for the new Joint Carers Strategy for Leicester, Leicestershire and Rutland, and into plans for a public consultation on the strategy. In addition, we have made links with Rutland Parent Carers Voice (RPCV).

Military

A joint HWR/Rutland County Council (RCC) workshop (Support to Veterans in Rutland) was held on the 29th June 2017. The event was very well supported and created much discussion and information sharing with an aim to improving support to Rutland military veterans. Our report of the event is available on our [website](#). Following feedback from the event, HWR has been working with RCC and other partners to scope a potential 'Rutland Armed Forces Officer', funded by the Armed Forces Covenant Fund and employed by RCC, to take this work forward. This work has broadened to look at support to the whole Military 'Family' in Rutland, including serving Military personnel, their families and Military Veterans. In addition, HWR has been asked to represent Rutland, alongside RCC representation, on a new initiative run by Leicestershire Partnership Trust (LPT) called 'The Leicester, Leicestershire and Rutland Armed Forces, Veterans and Families Operational Group' (although his name is subject to change.)

Physical Disability

Following our request that the East Leicestershire and Rutland Clinical Commissioning Group (ELRCCG) look at the provision of ear syringing for Rutland people, especially for hearing aid wearers, we received a response in June 2017. We were delighted that they decided to implement a new contract to ensure that this valued service is available to Rutland residents. However, we are still awaiting confirmation as to when this scheme will start in GP practices.

Following our request, RCC continue to explore the potential for additional 'Changing Spaces' in Rutland, possibly at Rutland Water.

Other Listen and Watch Groups

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

Pharmacy Services

GP services

Care Homes

Services for Older People

Services for People with Learning Disabilities

Maternity and Neonates

Planned and Elective Care

Urgent Care

WORKING GROUPS

Sustainability and Transformation Partnership (STP)

We remain disappointed that there has been no further public engagement on the STP in Rutland following the two engagement events in January. The Board recently met with the STP lead to discuss these concerns, and it is hoped that engagement on the plans as they develop will happen soon. In the meantime, HWR are represented on a number of STP programme boards and delivery groups and continue to press for meaningful public engagement from these workstreams.

Young People's Mental Health

Significant work is still ongoing to ensure that funding for Young People's Mental Health across Leicester, Leicestershire and Rutland (LLR) is being used properly. Work continues to try and ensure that the Future

in Mind project delivers programmes to support our Young People. Volunteers continue to be engaged in moving forward a 'Mental Health Covenant' for our local schools.

Enter and View (E&V)

The Enter and View team have been working extremely hard and have undertaken visits to Aberdeen House Care Home, Wisteria House Care Home and Oak House Residential Home. Visits are also planned to Tixover House Nursing Home and Chater Lodge Care Home in early November (3rd and 10th). When published, the reports can be found on our [website](#). This leaves just one residential home (The Lodge Trust) to be visited this calendar year to complete the project to visit all homes in Rutland in 2017.

IT

The website has been updated to include a page with all the HWR reports (with the exception of Annual Reports and Enter and View reports which are on different pages). The new page can be found on our [website](#). The 'Find a Service' page is also being updated to include tabs for more local services including patient transport and mental health support.

Cross Border Liaison

HWR staff and volunteers continue to forge links with neighbouring local healthwatches and health and social care providers. We are developing a Memorandum of Understanding to formalise how we work with other local healthwatch to ensure that we are sharing intelligence, joining up on engagement work on services that provide for more than one population and to reduce instances of duplication.

Engagement

Our monthly newsletter continues to be well received. The total numbers of HWR members has increased again to 364, and it is hoped we can increase this number further as we continue to engage more people in a wide range of health and social care issues.

We have continued to increase our social media presence and have gained more Twitter followers, with a total of 1,241 followers at present.

Our Annual Meeting in September was very well attended, and members of the public were given the opportunity to discuss a range of health and social care topics.

We attended the Choice Unlimited Event in October, giving us the opportunity to talk to people who were interested in the latest information, services and products for disabled people, older people and carers.

SIGNPOSTING

We continue to signpost people to the health or social care services they need. We do this on the phone, face to face at events, and through our 'Find a Service' function on the website. In addition, we have worked with Rutland County Council on developing the updated RIS (Rutland Information Service).

GOVERNANCE

The Online Engagement Policy has been updated and is available on the website.

It has been agreed to review all HWR policies every three years, or before that if required. The Data Protection Policy will be reviewed in light of legislation changes planned for May 2018.

The audit committee has approved a Risk Register for the organisation.

The development of volunteering roles with HWR is being discussed. If resources are available next year, consideration may be given to applying for the Investors in Volunteers award.