

**PAPER D - Development and delivery of Healthwatch Rutland.**  
Report prepared by Ali Burrow-Smith for the Board of Healthwatch Rutland

**7.1 Operational Group and Task Groups**

- 7.1.1 Monthly updates received from Task Group Leads are appended to this report.
- 7.1.2 More work is required to develop some of the reports; not all groups have submitted a report
- 7.1.3 We have benefitted from joint workshops with board members and hope this approach can be strengthened as we move forward into 2015/16
- 7.1.4 The leads are aware that I hope to complete 1:1 sessions with each of them before financial year end and complete an audit of skills, experience and interest areas. The aim is that this session will provide each person with an opportunity to discuss confidentially options that may be available to address any knowledge gaps or to experience other areas of work.
- 7.1.5 There have been two joint meetings between the Board and the Operational group to look at the year ahead and work up a programme plan.
- 7.1.6 This plan is tabled at item 8 on the agenda
- 7.1.7 Running alongside the Healthwatch Rutland plan is the East Leicestershire and Rutland Clinical Commissioning Group (ELRCCG) 'We Are Listening' programme, referred to at 7.11 below

**7.2 Enter & View**

- 7.2.1 The Enter & View task group Lead is Bart Taylor-Harris. Bart has provided a brief update, please see attached.
- 7.2.2 Additionally I can report that an Enter & View has now been completed within a Rutland facility. This draft report is with the service providers for checking and comment and will be provided to the Board in due course at which point the name of the facility will be shared.

**7.3 Dementia Project**

- 7.3.1 The Dementia Task Group, led by Margaret Demaine, continues to make good progress with this project, please see Margaret's update attached.

**7.4 Young People's Team (working with Mental Health, Maternity & neonates, Learning Disability and Carers)**

- 7.4.1 The task group is led by Ann Williams and has been very busy recently working in close partnership with representatives from Education, Health, Social Care and other agencies to highlight and plan to address the known mental health issues experienced by the young people of Rutland

**7.5 Mental Health**

- 7.5.1 Lead volunteer - Daphne Murphy - currently fully involved in the Young People's Team project and partnership working detailed above

<p><b>7.6 Maternity and neo-nates</b></p> <p>7.6.1 Lead volunteer Davina Enfield - currently fully involved in the Young People's Team project and partnership working detailed above</p>
<p><b>7.7 Learning Disability</b></p> <p>7.7.1 Lead volunteer Jacqui Darlington - currently fully involved in the Young People's Team project and partnership working detailed above</p> <p>7.7.2 Please see appended report for detail about other groups involved in.</p>
<p><b>7.8 Carers</b></p> <p>7.8.1 Lead volunteer Jacqui Darlington - as detailed above</p>
<p><b>7.9 Urgent Care 1 - Emergency Ambulances</b></p> <p>7.9.1 Lead volunteer Phil Hurford - Please see appended report</p>
<p><b>7.10 Urgent Care 2 - Minor Injuries &amp; Urgent Care</b></p> <p>7.10.1 Lead volunteer David Henson - Please see agenda item 8.3</p>
<p><b>7.11 We Are Listening</b></p> <p>7.11.1 A new programme of events is currently being planned</p> <p>7.11.2 This will enable the people of Rutland to receive up to date information and provide the opportunity for comment.</p> <p>7.11.3 As referred to at 7.1.7 this programme is in place alongside the Healthwatch Rutland work plan and is fully shared with stakeholders.</p>
<p><b>7.12 Partnership Working</b></p> <p>7.12.1 We continue to work closely with our partners in all sectors to enable us to achieve best practice in representing the views of Rutland residents.</p> <p>7.12.2. The Care Act introduces Community Agents and we have been contributing to the health and social care knowledge base</p> <p>7.12.3 Austerity measures continue to impact all sectors and the Rutland Voluntary, Community and Faith sector is undergoing transformation with the aim being to achieve best value for the Public purse. Whilst we do not sit completely within this sector, we are active within it and as partners we are contributing to the reconfiguration work.</p> <p>7.12.4 We continue to work closely with health and social care colleagues, for example the work of the Dementia task group, the Young People task group and the 'We Are Listening' programme referenced above.</p>
<p><b>7.13 Policies</b></p> <p>7.13.1 Further policies are tabled for Board approval. If agreed these will be made available on the website and hard copy kept in the office. They are Disciplinary, Grievance, Environmental</p>

## **7.14 Communications**

7.14.1 Use of social media is enabling us to reach out locally and nationally and we also pick up information and knowledge this way

7.14.2 We continue to increase our followers on Twitter (622) but Facebook is not as obviously accessed.

7.14.3 Our website continues to be problematic despite the recent refresh

7.14.4 Our communication strategy is soon to be finalized

## **7.15 Recruitment and Support of Volunteers**

7.15.1 Volunteers are Healthwatch Rutland's greatest resource

7.15.2 Effective volunteer management is key to the success of Healthwatch Rutland as we move forward into the next financial year

7.15.3 Plans to undertake a skills audit are referenced at 7.1.4 above

7.15.4 Reimbursement of out of pocket expenses, including travel, is running at around £3,500 currently, which is over £1000 more than the budget estimate, this is despite some volunteers choosing not to claim.

7.15.5 This is a budget pressure that the members of the operations group will assist in managing going forward

7.15.6 As the operations group continues to develop, as it must, into a group that shares accountability for the work it undertakes so it will become clearer where pressure points/risks exist for the work plan

7.15.7 This in turn will enable a focused recruitment drive to be developed

7.15.8 Initial feedback from the current low level approach to recruitment is that there is a lack of awareness with the Rutland community of what Healthwatch is and what it does, which creates uncertainty and potentially a certain amount of distrust.

7.15.9 Raising awareness of our work, what opportunities there are and what support would be available would all help to mitigate that perception

## **7.16 Moving Forward into 2015/16**

7.16.1 During 2015/16 we will be holding some Healthwatch Rutland awareness raising sessions at local libraries. We held one in Uppingham last month, which is when we received the feedback referenced at 7.15.8

7.16.2 The next is Ketton library on April 25<sup>th</sup>, followed by Ryhall library in June and Oakham library in August. All advertised on Rutland radio's website, as are the board meetings

7.16.3 Board meetings are bimonthly in Oakham, usually during an afternoon and are mainly held at VAR

7.16.4 Venues have been booked, or are in the process of being booked, across Rutland for evening slots in the intervening months. Please see the events planner for more detail of these and other events

Ali Burrow-Smith  
13.03.15

## ASSURANCE REPORT

**Task Group:-** Learning Disabilities & Carers

**Prepared by:-** Jacqui Darlington

**Date:-** February 2014

### A. What are the key milestones for 2014/15

- Children & Families Act
- SEND Reform
- Care Act

### B. Please give a brief outline of the past month and your plans for the next period

<b>1. Key issues</b>	Changing from Statements/LDA's to Education Health & Care Plans & the implementation of the Care Act
<b>2. Activities</b>	<ul style="list-style-type: none"> <li>• Attended             <ul style="list-style-type: none"> <li>- Alzheimer's Carers Support Group</li> <li>- HWR Operational Meeting</li> <li>- RPCV Steering Group &amp; various committee meetings</li> <li>- Support &amp; Aspirations Meeting (SEND Reform)</li> <li>- Regional Parent Carer Workshop (building as a region)</li> <li>- Self Harm meeting with Tracey Jackman (Neighbourhood Lead)</li> <li>- Update from Core Assets (Independent Support provider - SEND Reform) with RCC &amp; RIASS</li> <li>- Held several meetings regarding Out of Hours Club Rutland which is a new group for 18+ with SEND</li> <li>- Age UK</li> <li>- An introduction to Abi Patterson (Inclusion Support Worker – Mental Health)</li> <li>- Care Act 2 Live workshop in Doncaster</li> <li>- Learning Disability Partnership Board</li> <li>- Out of Hours Club Rutland meeting with Emma Jane Perkins looking at the future for the club</li> <li>- Parent Carer &amp; Young People Advisory group (Core Assets)</li> <li>- "I need to know!" SEND Reforms webinar</li> <li>- Family Centre Support Group drop in with Fiona Fretter (Quality Lead for East Leic &amp; Rutland Clinical Commissioning</li> </ul> </li> </ul>

All the meetings I attend I do so as Rutland Parent Carer Voice &/or Carers UK Local Ambassador.

However I always mention that I am part of Healthwatch Rutland and refer when

appropriate

Key:- SEND – Special Educational Needs & Disability, RPCV – Rutland Parent Carer Voice,  
RCC – Rutland County Council, RIASS – Rutland Information, Advice and Support for  
SEND,  
OHCR – Out of Hours Club Rutland, LDA – Learning Disability Assessment

Task Group: E&V

Prepared by: Bart Taylor-Harris

Date: 24/02/2015

Key milestones for 2014/15

1. Establish E&V framework for Healthwatch Rutland.
2. Undertake first E&V

Brief outline of the past month:

E&V framework for Healthwatch Rutland established

First E&V should take place at Rutland [REDACTED]  
on 27 February

Areas of concern and actions to be taken:

-

Meetings:

Met with key staff at [REDACTED] to prepare for visit

Task Group: URGENT CARE 1 - Emergency Ambulance

Prepared by: Philip Hurford

Date: 23/02/2015

Key milestones for 2014/15

Set up quarterly meetings with EMAS

Obtain regular statistical updates on calls originating in Rutland

Understand how EMAS operates and provides it's services to residents of Rutland

Comment on new strategies being developed by EMAS reflecting local views

Brief outline of the past month:

Key Issues:

EMAS meeting cancelled due to industrial action - still awaiting new date.

Activities:

Met with organisers of Rutland Responders - the local community first responders. They would like to recruit for the Uppingham area to provide wider coverage of their emergency on call responders.

Achievements:

Knowledge of how ambulance services are delivered and some of the reasons why metrics are not always achieved.

Areas of concern and actions to be taken:

Draft strategies for fleet, premises and IMT together with possible co-operation/co-location for Community Ambulance facilities now seen.

Where appropriate comments, suggestions and possible alternative pathways may be put forward in conjunction with the Chair of HWR.

Meetings:

Attending EMAS public board meeting in Northampton on 24/2.

## **DEMENTIA TASK GROUP**

**Report for Op's Group meeting 2nd March 2015**

**Margaret Demaine**

### **A. Key Milestones for 2015/16**

Still the Spring Event 22nd April.

Following this we shall continue to track the Pathway using our "Duos".

Raising Issues as they arise with the appropriate providers.

Bearing in mind the effect of the new Care Act 2015/6

### **B. Outline of last Month.**

Planning and outcome of our activity at the meeting set up by 1st Contact, in Victoria Hall 12th Feb.

We were able to speak with the Voluntary Organisations and many service providers.

We asked questions relating to their contact with people living with Dementia. From

this we hope to follow up some of our findings: e.g. Spire Homes, Assistive

Technology, Age UK, and many others. (Reports available)

Also starting to set up the details of the Spring Event. 22nd April 2015

We have sent out the invitations.

We have engaged with a volunteer Jennifer Dehnel, who is preparing the report on our activities since last September.

Unfortunately we are not able to use the Gover Centre, so we are planning on using Oakham Methodist Meeting Room, Dean's Hall.

We have a facilitator, and we are in contact with a speaker who is involved with Dementia.

We have followed up the problem that emerged from the meeting we had with GP's etc. in December 2014, this was the logjam that was created by the prescribing of medication for those diagnosed with dementia only by the Consultant. This led to those waiting for a diagnosis having to wait unnecessarily long.

We took a question to CE LPT, in Dec., about this, and were told they were aware of the problem and it was being looked into.

This was raised again by J. F. at the next meeting with Peter Miller.

J.F. was assured by him in Feb. that the matter had been dealt with and we would receive a report shortly.

We have not had any more "Chats" since January. However we have some more contacts to follow up.

We have been available on the "Community Bus" at Uppingham in Jan. and Feb.

We are also planning to be involved with the "Listening" in both Oakham and in Uppingham.

### **C. Meetings attended**

As above the "Winter Wellbeing" at Victoria Hall, Feb. 12th, arranged by 1st Contact. Also the Community Bus, as above.

The 1st "Listening" events, we shall be represented there by members of our Group, in Oakham on Friday 27th Feb. and in Uppingham on Sat. 28th Feb



**D. Good news!**

We have had some enquiries from people wanting to be involved with the group.

A Care Home Manager.

A retired Care Home Owner.

A lady whose Husband has dementia.

We would still love to find someone who could take notes and keep our findings documented!

**E. Next Month**

Future meeting set up by the CCG “We are Listening”, in conjunction with Alzheimer’s Soc. 25th March.

We also hope to meet with some Care Agencies during March.

Following the talk given by EMAS at the last Board meeting, we have sent some questions to Gulnaz Katchi, about how they deal with Patients with Dementia.