

HEALTH AND WELLBEING BOARD

January 2018

Title:	Healthwatch programme of work – 17/18
Report of the Programme of work for Healthwatch Barking and Dagenham	
Open Report	For Information
Wards Affected: ALL	Key Decision: No
Report Author: Felicity Smith, Manager Healthwatch Barking and Dagenham, LifeLine Projects	Contact Details: E-mail: felicity.smith@healthwatchbarkinganddagenham.co.uk
Sponsor: Nathan Singleton, LifeLine Community Projects	
Summary: In summary, this paper aims to: <ul style="list-style-type: none">- Inform the Health and Wellbeing Board about the areas of work scheduled to be undertaken by Healthwatch Barking and Dagenham for this financial year (from 1st August – 31st March 2018)- The staffing structure of Healthwatch Barking and Dagenham- Inform the Board about a number of consultations that are scheduled for release this year- Give the Board the opportunity to have input on the different project areas Healthwatch Barking and Dagenham (HWBD) is the local champion for users of health and social care services across the borough. The programme is managed by LifeLine Projects, and specifically the FaithAction national team ¹ . The programme sets out an annual work plan, which is reviewed by the Borough quarterly as well as summarised in the year report every April which is sent to Healthwatch England, CQC and other stakeholders. The programme has been under LifeLine Project's management since 1 August 2017.	
Recommendation(s) The Health and Wellbeing Board is recommended to: <ul style="list-style-type: none">(i) Consider the plan of work, and input on any areas that would be relevant	
Reason(s)	

¹ The FaithAction national team has had experience working in the Health and Social care sector since 2008. The team have been a part of the voluntary sector strategic partnership and now are part of the VCSE Health and Wellbeing Alliance – working to NHS England, Department of Health and Public Health England.

To highlight to the Board the areas of work scheduled for Healthwatch Barking and Dagenham until 31st March 2018 which will be reported against in the annual report.

1 Introduction and Background

- 1.1 Healthwatch is an independent champion for the public for both health and social care. It exists at both a national level – Healthwatch England and a local level – Healthwatch.
- 1.2 The aim of Healthwatch (local) is to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided within their borough. Local Healthwatch also provides information and signposts individuals to services that might assist them or further information.
- 1.3 Under the Health and Social Care Act 2012, the Local Authority (in this case, London Borough of Barking and Dagenham) has a duty to commission a local Healthwatch organisation. National guidance establishes some of the services that Healthwatch must deliver, but local specification is up to local authorities and the local Healthwatch's Board.
- 1.4 All work that is undertaken by Healthwatch has to be driven by feedback from residents of that Borough.
- 1.5 LifeLine Projects took over the management of Healthwatch Barking and Dagenham on 1st August 2017, with the team moving to LifeLine's premises on the 1st September 2017.
- 1.6 The contract is for 2 years, with the possibility to extend for a further 2 years one year at a time.

2 Work plan

- 2.1 The work plan this year has been designed by the feedback of residents through the staff working on Healthwatch. It has been authorised by the Healthwatch Board and the Borough.

Enter and View visits

- 2.2 Enter and Views are carried out under section 221 of the Health and Social Care Act 2012. It imposes duties on certain health and social care providers to allow authorized representatives of local Healthwatch organisations to enter premises and carry out observations for the purposes of Healthwatch activity.
- 2.3 Healthwatch can enter certain health and social care premises to view the care being provided. This includes premises such as hospitals, care homes and doctors' surgeries etc. All Enter and View locations are identified through feedback from residents of the borough and those that use the services.
- 2.4 Enter and Views can be announced or unannounced. Typically, Healthwatch Barking and Dagenham would undertake announced visits unless there is a clear case for unannounced visits to take place. This is determined by the project team. During visits, Authorised Representatives who have received training, designed by Healthwatch England, will observe and speak to service users about their experiences of the visited location in order to collect evidence on the quality and

standard of the services being provided. Representatives will also speak to staff and relatives.

2.5 All Enter and View visits are written up into a report which gives evidence-based feedback to organisations responsible for delivering and commissioning services. Those responsible for the service are expected by law to respond back in 21 working days. Reports are then made public – through putting them on the Healthwatch website as well as sending them to Healthwatch England, CQC, London Borough of Barking and Dagenham and others.

2.6 This year, Healthwatch Barking and Dagenham will be carrying out Enter and View visits to:

- BHRUT Oncology services at Queen's Hospital – this was carried out in September with the report about to be released – announced visit
- A GP practice where residents have highlighted that it's difficult to speak to their GP and they are limited on time and issues they can highlight to their GP in an appointment – this will be an unannounced visit
- A final location was a care home, however after discussing it with the CQC we have decided to revisit this location next year. Therefore, we are still deciding on the third location.

2.7 By the end of the financial year, we would have carried out three Enter and View visits with the reports being available on our website.

World mental health day

2.8 Healthwatch Barking and Dagenham led on a Marketplace of activities on the 10th October 2017 which was held in Barking Learning Centre and was attended by over 200 residents. The afternoon session had a number of stands that offered services to those suffering from mental health issues and others. Stall holders included:

- Barking Job Shop and OHS team
- Adult college of Barking and Dagenham
- Lookahead Barking and Dagenham
- DABD
- Job Centre Plus
- Barking and Dagenham Volunteer Centre
- Barking and Dagenham College
- Bath Haus Spa – who provided massages to those who attended
- Blue Bird Homecare
- Westminster Homecare

- NELFT (Talking Therapies)
- PoHwer
- Community Resources
- Peaced Together – a local project working with isolated women)

2.9 At the afternoon, 17 residents had health checks and a number of residents spoke to the Healthwatch Barking and Dagenham team about their concerns related to health and social care services locally.

2.10 Healthwatch Barking and Dagenham is keen to start a task and finish group to plan World Mental Health Day for 2018 for activities to take place across the borough.

Raising awareness of Healthwatch Barking and Dagenham

2.11 A big piece of work this year is focused on raising awareness of Healthwatch to residents of Barking and Dagenham. This includes doing street engagement, and having a larger presence on social media. From these things, we hope to engage more residents in our programmes, including Enter and View, as well as hearing more about services locally.

2.12 This work has already begun, with all the Healthwatch team receiving training from LifeLine's communication department on how best to use social media and we are currently undergoing trials on different formats to find out what gets the best engagement.

2.13 Each year, local Healthwatch's are tasked to do an annual survey to assess the impact of Healthwatch in the local borough. The last time this was done was in 2015/2016. Therefore, there is a large amount of work going into this this year.

2.14 This year, we are also bringing back e-bulletins which will be sent out bi-monthly to those who have signed up to the Healthwatch mailing list. This will bring individuals up to date with our latest work as well as informing them on consultations that are currently taking place.

Dementia services across the borough

2.15 Having heard mixed feedback on how dementia services are connected in the Borough and with the growing focus on this area, Healthwatch is undertaking a piece of work to assess the links between these services and ensuring that they are service residents well.

2.16 This will conclude with a report on services – which will be launched at the end of the financial year.

Volunteers

2.17 Healthwatch Barking and Dagenham has a few volunteers; however, we will be doing a more targeted push on volunteers this year which will help us have support in the coming years. We are aiming for a Healthwatch champion in each ward of the borough by the end of the financial year.

Education, Health and Care Plan (EHCP)

- 2.18 EHCP plans are currently being worked on in the borough, the personalised plans need to be done with the parent and child at the centre of the process. The council has duties to monitor provision and arrangements for each child with a EHCP.
- 2.19 Based on feedback already received, there are a few residents with concerns about the process. This year, Healthwatch is pulling together those voices to see if there is an area of work for next year.

Representation

2.20 Healthwatch continues to be represented on the following groups and board:

- Health and Wellbeing Board
- Health and Wellbeing Board Mental Health sub-group
- Health and Wellbeing Board Child and Maternity sub-group
- Health and Wellbeing Board sub-group – Learning Disabilities partnership board
- Barking and Dagenham Patient Engagement Forum
- BHR CCG Local informal keeping in touch meeting
- Healthwatch leads meeting
- NELFT integrated patient experience partnership
- Local quality surveillance group
- Health and Adult Social Care Scrutiny Committee
- Joint Health Overview Scrutiny Committee
- STP cross borough Healthwatch engagement
- East London Health Care Partnership
- Carers Strategy Group

3 Mandatory Implications

Joint Strategic Needs Assessment

- 3.1 When developing our annual plan, Healthwatch Barking and Dagenham have been mindful of the content and data of the Joint Strategic Needs Assessment

Joint Health and Wellbeing Strategy

- 3.2 The Healthwatch work plan encompasses the four themes of the Health and Wellbeing Strategy:

- Care and Support: ensuring residents have the choice and control over the shape of the care and support they receive in care settings
- Improvement and integration of services: Ensuring services are person-centred and catering for the individual, and sharing best practice
- Protection and Safeguarding: acting on feedback received about services which are poor and put patients at risk from ill treatment or further areas of concern.
- Prevention: Sharing information to support local people to make lifestyle choices at an individual level which will positively improve the quality and length of their life

Integration

3.3 Healthwatch Barking and Dagenham continue to have discussions with other Healthwatch's in the area, as well as involvement with the STP development.

3.4 Financial Implication

Financial Implications completed by Katherine Heffernan, Service Finance Group Manager

The Council has procured the management of the Healthwatch programme through a contract with LifeLine Project. The total value of the contract in 2017/18, pro rata, is £83,640. There is sufficient funding for the contract value within the existing resources of Adults Commissioning Services.

3.5 Legal Implications

Legal Implications completed by: Dr. Paul Feild Senior Governance Lawyer

Part 5 Chapters 1 and 2 of the health and Social Care Act 2012 established Healthwatch England and a requirement for local authorities under the Local Government and Public Involvement in Health Act 2007 to commission a local Healthwatch which will be required amongst its functions to work in conjunction with Health and Well-Being Boards, though a local Healthwatch organisation is independent. As stated in the body of the report the Secretary of State has directed core activities to be carried out by a local Healthwatch but in addition the local authority can set local objectives too. The local Healthwatch must produce an annual report for each financial year.

Risk Management

- 3.6 All those undertaking services for Healthwatch Barking and Dagenham (especially Enter and View visits) have undertaken the correct level of DBS clearance and training by an authorised member of staff.
- 3.7 The safeguarding procedure is the same as LifeLine Projects, with Healthwatch Barking and Dagenham staff receiving training.
- 3.8 Risks are managed monthly through LifeLine's 'scorecard' process, which is an internal process to register the risks related to the contract.

Patient / Service User Impact

- 3.9 Healthwatch Barking and Dagenham's work is built solely on the feedback of residents and the wider public. This feedback is either gathered from service users themselves (through engagement events, social media, or signposting services), or through meetings that the borough holds where Healthwatch has representation.
- 3.10 The Healthwatch reports which are published are all designed to reflect the views of the users of health and social care services in the Borough.

4 Non-mandatory Implications

Crime and Disorder

- 4.1 None

Safeguarding

- 4.2 All staff have updated DBS checks and have training on the safeguarding policy and safeguarding issues that they may face in their roles. Each member of staff is asked monthly if they have encountered any safeguarding issues, but there is the expectation that these are flagged through our procedure before this point.

Property / Assets

- 4.3 Healthwatch Barking and Dagenham are now based at LifeLine House, Neville Road, Dagenham, Essex RM8 3QS in a separate portacabin which is more accessible to the public.

Customer Impact

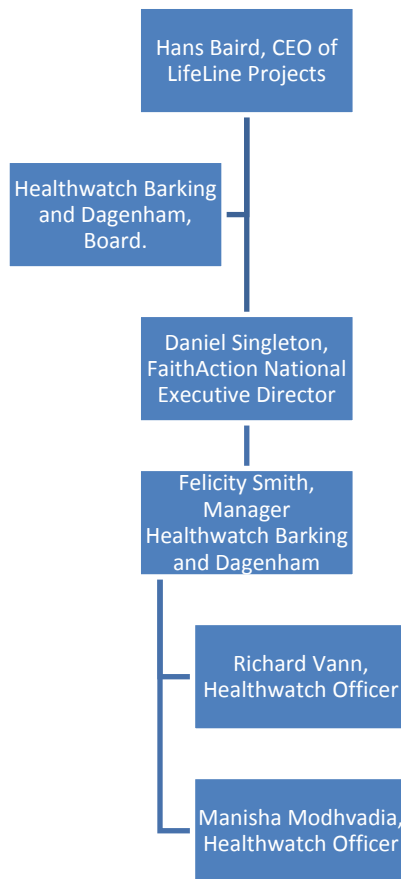
- 4.4 Healthwatch Barking and Dagenham's work is built solely on the feedback of residents and the wider public. This feedback is either gathered from service users themselves (through engagement events, social media, or signposting services), or through meetings that the borough holds where Healthwatch has representation.
- 4.5 The Healthwatch reports which are published are all designed to reflect the views of the users of health and social care services in the Borough.

Contractual Issues

- 4.6 LifeLine Projects is contracted to deliver Healthwatch Barking and Dagenham until 31st July 2019 with an additional two years' extension made up of commissioning a year at a time.

Staffing issues

- 4.7 The staffing of Healthwatch Barking and Dagenham is made up of 2 individuals and management support from LifeLine Projects.



4.8 The team also receive support from the Healthwatch Barking and Dagenham Board which is made up of 5 individuals and a Chair from LifeLine Projects. The Board meets every quarter to receive an update and raise concerns (if any) to the project team. The Board is contacted about other issues during the quarter but may not formally meet.

Public Background Papers Used in the Preparation of the Report:

- The Joint Strategic Needs Assessment