Barking & Dagenham HealthWatch Enter and View

Report of the Corporate Director, Adult and Community Services

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**Report Author:** Masuma Ahmed, Scrutiny Officer | **Contact Details:**
Tel: 020 8227 2756
E-mail: masuma.ahmed@lbbd.gov.uk

**Accountable Divisional Director:** Bruce Morris, Adult Social Care

**Accountable Director:** Anne Bristow, Adult and Community Services

**Summary:**

The local HealthWatch, the consumer champion for both health and social care, aims to give local residents and communities a stronger voice to influence and challenge how health and social care services are provided within the Borough. The role of the local HealthWatch is to undertake local research about what people who use services are looking for and identify gaps in service.

Legislation, including the Health and Social Care Act 2012, gives local HealthWatch bodies the power to carry out ‘enter and view’ of health and social care premises to see for themselves how services are provided. After conducting an enter and view, HealthWatch bodies may produce a report and recommendations for the service provider to action.

On 8 October 2014 Barking and Dagenham HealthWatch carried out and ‘enter and view’ of Fern Ward, King George Hospital. The report resulting from the enter and view, the response from the provider, BHRUT, and the action plan arising from the visit are appended to this report.

**Recommendation(s)**

The Health and Adult Services Select Committee (HASSC) is recommended to note the report and provide its comments on the enter and view to the HealthWatch representative at the meeting.

**Reason(s)**

It is good practice for HealthWatch to share its information about health services with the HASSC to support the Committee in its ‘critical friend’ function.
Background Papers Used in the Preparation of the Report:

None

List of appendices:

Appendix 1  HealthWatch Enter and View Report
Appendix 2  BHRUT response letter dated 22 Jan 2015
Appendix 3  Action Plan arising from the visit