

## **Health and Wellbeing Board**

**21 January 2020**

### **Healthwatch Walsall - Update January 2020**

#### **Work Plan 2019/20**

##### **1. Purpose**

The purpose of this report is to update the Health and Wellbeing Board on the progress of Healthwatch Walsall's work delivery plan 2019/20.

##### **2. Recommendations**

- 2.1 That the Health and Wellbeing Board notes the progress in delivering the Healthwatch Walsall work plan for 2019/20.
- 2.2. That the Health and Wellbeing Board supports the work plan of Healthwatch Walsall.

##### **3. Report Detail**

This year we aim to have even greater positive impact for the communities and the people we serve. We aim to strengthen partnerships with providers and commissioners of services, further increase our public engagement, increase escalations / issues to decision makers to impact on change.

Healthwatch Walsall priorities are identified through public engagement, intelligence gathered and discussions with partners and from this the key areas of work for 2019/20 were agreed as:

##### **3.1 Transforming Care**

Healthwatch Walsall are working with families and people with learning disabilities and/or autism to ensure they are actively engaged in the co-production of new services. At the time of this report, engagement is taking place with service users, families and carers and on conclusion of the engagement, the report will be produced and will be made available to stakeholders and the public by the end of March 2020. It is our intention to culminate the work with a Spotlight Event which will be held on 31 March 2020 and an invitation will be sent to all relevant partners.

##### **3.2 Maternity Services**

Concerns were raised with Healthwatch Walsall about access to community-based service provision and Healthwatch Walsall is now engaging with parents to seek their views of pre-natal and post-natal services in the Borough. All relevant stakeholders have been made aware of this work and they will be receiving updates on the findings.

Following conclusion of the work, the final report will be available for stakeholders and the public at the end of March 2020.

### **3.3 Care at Home**

This line of enquiry has been deferred to the 2020/21 work programme as agreed by the Healthwatch Walsall Advisory Board. By deferring this work, Healthwatch Walsall will be able to carry out a more in-depth piece of work.

### **3.4 Young people's experience of Health and Social Care services**

Healthwatch Walsall recognises the importance of engaging with young people in order to gather their views about health and social care services. To this end, Healthwatch Walsall were successful in obtaining National Lottery funding to undertake work with groups of young people to gather their experiences of health and social care, identify barriers to access, key priorities, and work around Walsall neglect agenda. Healthwatch Walsall aligned the activity around the Violence Strategy as a commitment to the Health and Wellbeing Board priority.

Due to the barriers experienced in engaging with young people this work continued into the 2019/20 year. During the work undertaken we gained verbal commitment from young people to be involved in a youth forum, but unfortunately this did not translate into actual commitment.

Healthwatch Walsall have made many attempts to develop a Youth Forum including arranging pizza sessions at various times of the day to re-engage with these young people that had expressed an interest but to date we have been unsuccessful in our attempts. However, it remains our intention to continue to engage with young people and we will build on the work undertaken to date.

The final report will be published by the end of January 2020 but to highlight in this report, a few of the key findings are:

- Respondents accessed a range of health and social care services
- Respondents want to be treated in a more adult manner
- A small percentage of respondents had been victims of violence
- Slightly over one-third of respondents had witnessed violence
- A young person may not take just a single pathway to deal with an issue. They may require support from various organisations or individuals.

### **3.5 Public involvement in the Black Country Sustainability Transformation Partnership (STP) and Walsall Together**

The STP brings together organisations across primary care, community services, social care, mental health, acute hospitals and specialised services across the Black Country. The STP aims are to:

- Improve the health and wellbeing of local people
- Improve the quality of local health and care services
- Deliver financial stability and efficiency throughout the local health care system

Healthwatch Walsall continues to be involved in the STP by attending the Programme Board meetings and the local BCWB STP/Healthwatch meetings. We support any engagement opportunities linked to the workstreams.

We have been working with the STP Board on developing formal working relationships, in particular relation to our recent work on creating a MoU between relevant parties.

Going forward Healthwatch have been invited to submit patient stories around the integration of health and social care services for the STP Board meetings.

### **3.6 Walsall Together (WT)**

Healthwatch Walsall was commissioned to deliver Walsall Together to support partner organisations in the commitment to ensuring patient engagement/voice is incorporated into the integrated care partnership.

Healthwatch WT Senior Engagement Lead is developing and working on a comprehensive plan of patient/ citizen engagement across the 6 WT priorities and to ensure that the patient stories and intelligence will be fed into WT SMT. Since September 2019 engagement has taken place with a wide group of people/family members with long term health conditions within hospital and community-based setting to gather intelligence on care pathways. We have found that the engagement has been made even more positive from the commitment and doors opened by partner organisations.

The Senior Engagement Lead is developing a Service User Group to which people with lived experience will be given opportunities to come together and work with the WT Clinical Operating Model (COM) to ensure patient feedback is received and ultimately co-production is embedded into future service delivery change.

Current general survey link for patient engagement:

<https://healthwatchwalsall.co.uk/news/share-with-us-how-you-live-with-your-long-term-condition/>

- Regular engagement with 5 Black Country Healthwatch and STP SRO to review principles around the STP comms and engagement plan.
- Healthwatch Walsall is an active Board member of Walsall Together and the STP.
- Healthwatch Walsall is commissioned to deliver the Walsall Together public engagement.

### **3.7 Working in Partnership to Reduce Inequalities**

In the last report it was noted that Healthwatch Walsall was working with partner agencies to understand how we can better support communities that experience higher levels of health inequalities and the focus of the work was around the experiences of people with hearing impairments. The work has concluded and culminated in a very successful Spotlight event being held at which three were a large number of the deaf community present. Some of the findings from the work were:

- It may seem that service users who are deaf or hard of hearing are not easily and not readily identifiable.

- That patients were relying on friends and family members to attend appointments to translate rather than receiving the services of a provider paid BSL interpreter.
- Without access to a BSL interpreter service users may steer away from accessing services which may further lead to conditions escalating and resulting in acute care being required at a future date.
- In some cases, the use of video technology would be beneficial.

### 3.8 Care Assessments

Last year we received several patient issues, concerns and requests for information regarding care assessments. We gathered intelligence and stories from a range of people about their care assessments to find out if people were receiving appropriate care support as a result of changes through care assessments.

Action to date:

- Detailed case studies were undertaken.
- Final report produced and published.

### 3.9 Volunteer Recruitment

We continue to work with a group of passionate and active volunteers who support our enter and view programme, research, outreach and engagement. We continue to increase the number of active volunteers involved in Healthwatch Walsall and we work with them to understand how best their time and skills can be utilised. ECS holds the Investing in Volunteers accreditation and is currently going through the re-accreditation process.

Action to date:

- Continued to promote volunteering opportunities directly with public.
- Tap into existing volunteer programmes such as accredited volunteer awards.
- Engaged with college and school contacts to seek young volunteer recruits.
- Undertook shadowing/ training for Enter Visits with new recruits.
- Undertook/ contributed to a number of Hospital Ward reviews supported by various volunteers.
- 15 fully active volunteers supporting the delivery of our work priorities.

### 3.10 Enter & View

During this year our Enter & View programme has grown from strength to strength.

Action to date:

Since July 2019 we have undertaken 6 Enter and Views in primarily in social care settings. We have also attended Walsall MBC staff visits to care homes as special request where intelligence has been gathered.

We have underpinned E&V with visits to Walsall Manor Hospital as part of their internal quality 'Ward Reviews'.

our aim is to maintain a minimum of 16 E&V visits per year, but to increase the service venues and number of visits, in places such as: dentists, opticians and community services, as led by intelligence received.

Some of the issues that we have highlighted are health & safety, alarm chords tied up, fire exits impeded, safeguarding referrals, again poor or no social activities for residents continue to be a theme, poor access to GP and Dentist visits.

### 3.11 Community Engagement

Our Community Outreach Lead currently works closely with our volunteers on the HW Walsall outreach programme. We visit local communities within the Borough, health and social care establishments, and establish links to seldom heard groups to gather feedback and information to inform our work.

Action to date: From July 2019 to date

Number of Events	145
Number Engaged with	2,119
Number Signposted	2,154

(These figures include to our feedback centre, referrals To POhWER - NHS Complaints Advocacy, PALS – Walsall Manor Hospital, a number of GP surgeries, Walsall Local Authority etc.)

Events: Walsall Manor Hospital, Walsall College, Blakenall Village Centre, Community Centres, GP surgeries (various). Local Libraries, Local community-based groups such as Walsall Black Sisters, Health Fairs, local schools, Saddlers Centre events, Glebe Centre and others.

Examples of issues that we have flagged and escalated.

- Access to appointments at GP surgeries, we have handled these locally by liaising with practice managers.
- Raised concerns around patient safety at Walsall Manor Hospital, due to two patient attacks whilst admitted on ward(s).
- Issue around access to medication for mental health patients in time of needed. This led to liaison with local Practice manager(s) and in one case due to the communication from one patient a report to Police was made and a request for a safe and wellbeing visit made.
- We have invested in a new online platform Feedback Centre to capture insight and feedback from patient experiences of health and social care services. This platform also provides a database of services for information and signposting services. Since November 2019 we have had over 50 patient shared experiences and are promoting the Feedback Centre on our website to increase the number of shared experiences.

Link: <https://healthwatchwalsall.co.uk/services/>

Healthwatch Walsall has also been commissioned to undertake surveys with the 'seldom heard' groups to identify access to services experiences

### **3.12 Strategic Engagement**

Healthwatch Walsall has built up a working relationship with a number of strategic level organisations and committees. These include the Health and Wellbeing Board, Walsall Together Board, Health Scrutiny Committee, Quality Surveillance Group, CCG Governing Body, Primary Care Commissioning Committee, A&E Delivery Board and CCG Quality Assurance Committee. Our remit is to work with these partnerships to ensure the voice of the public and patients are heard, and to provide advice, guidance and assurance on how to achieve this, to work collaboratively to maximise resources and to avoid duplication.

Aim: Healthwatch continues to be a strong voice for patients and service users in strategic decision making

Action to date:

- Continue to actively participate in a large number of boards and partnerships and continue to share intelligence, scrutinise and comment where required.
- We continue to work closely with the CQC, CCG and Adult Social Services. Gaining insight on what to look for from their own intel and sharing intelligence from our E&V experience, to supplement their inspections.
- We have met with the new quality team, which is a pilot program at this time, made up of nurses, LA representatives, infection control etc. So that intel can be shared to aid improve service delivery to residents and patients in social care settings.
- Continued to work with Walsall CCG on their own GP/ Primary Care review visits.

### **3.13 Senior Lead Advocate**

With funding from Walsall Borough Council (Adult Social Care), Healthwatch Walsall recruited a Senior Lead Advocate who is engaging with vulnerable adults with fluctuating capacity in residential homes in Walsall. We are engaging with residents and patients to gather views regarding their care and support.

Action to date:

Work around Seldom Heard and Transitional Beds continued until early November 2019. The work involved visiting groups and completing surveys. The totals of the surveys to date are: 30 seldom heard and 55 Transitional Beds surveys completed to date.

Currently the Senior Lead Advocate is working on the National Adult Social Care Survey which runs until the end of February 2020.

To date 136 surveys with participants have been completed. Some participants have non-verbal conditions, have passed away and other reasons that may restrict them taking part.

#### **4. Implications for Joint Working arrangements:**

Good joint working and partner relationships have and continue to be crucial in the delivery of Healthwatch Walsall work plan. We continue to act independently with a strong Board to champion the public/patient voice but engage in partnership activities to improve and enhance health and social care. Hence combining the roles as a critical friend. The previous contract with Walsall Borough Council ended in May 2019 but ECS CIC was successful in its bid to continue to provide a local Healthwatch for Walsall.

#### **5. Health and Wellbeing Priorities:**

- Commitment to supporting the three priorities and Plan Refresh, Healthwatch Walsall commitments tabled.
- Healthwatch Walsall support the promotion and delivery of initiatives to support the improvements in health identified in the JSNA.
- Enable those at risk of poor health to access appropriate health and care, with informed choices.
- Empowering and signposting people to appropriate services to support positive health and wellbeing.
- Remove unwarranted variation in health care and ensure access to services with consistent quality.
- Enable those at risk of poor health to access appropriate health and care, with informed choice.
- Marmot objectives: Action on health inequalities requires action across all the social determinants of health, including education, occupation, income, home and community. enabling all children, young people and adults to maximize their capabilities and have control over their lives. (Healthwatch Walsall delivery around Care Assessments and Hearing Impairments – Access to Health and Social Care).

#### **6. Safeguarding**

- Healthwatch Walsall have a seat on the Adult and Children Safeguarding boards.  
Healthwatch Walsall, via intelligence escalate safeguarding / issues of concern to the relevant authorities.

#### **Background papers**

All reports are published on our website: [www.healthwatchwalsall.co.uk](http://www.healthwatchwalsall.co.uk)

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