

Central Bedfordshire Shadow Health and Wellbeing Board

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Title of Report Bedfordshire LINK (Covering Central Bedfordshire)

Meeting Date: 8 November 2012

Responsible Officer(s)

Presented by: Bob Smith, LINK Chairman

Action Required:

1. To consider, comment and action as required, the feedback from the LINK enter and view visit reports to two care homes in the Central Bedfordshire area.
 2. To consider, comment and action as required, the reflections of the LINK Board on the work of LINK as it reaches its conclusion and is replaced by Healthwatch
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Executive Summary

1.	This LINK report gives feedback on: <ul style="list-style-type: none">• enter and view visits undertaken to two care/nursing homes in Central Bedfordshire.• feedback on the 360 degree review undertaken with LINK Board members• and update on the move towards Central Bedfordshire Pathfinder Healthwatch.
2	All the information in the report is for consideration, comment and action as required.

Background

3.	The LINK's statutory role in enter and view visits to health and social care bases is a valuable and important aspect of its remit in collecting intelligence on patient and resident care in terms of privacy, respect and dignity from a layperson's perspective. This report provides some feedback on visits to Woodside Residential Home and The Paddocks Care Home; the full reports will be put on the link website at www.bedfordshirelink.co.uk .
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4.	<p>In terms of GP input into care/nursing homes, a question was raised at the last Board meeting in connection with a comment made on a care home visit report, which said that :</p> <p><i>“Nurses are fine, we have some problems with the GPs (example when requesting a GP visit a resident).”</i> On checking with the LINK visiting team for some clarification on this comment, it was noted that the GP practice serving this care home appears to be fine about scheduled visits, but appears to be less supportive in terms of call-outs to individual residents, e.g for a resident who for example experiences a psychotic reaction to a prescribed drug.</p>
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Feedback from LINK visits to Care/Nursing Homes

5.	<p>Four visits out of the six to care and nursing home have been completed. Two planned visits have had to be scheduled for October because of the co-ordination of volunteer and home schedules. The purpose of LINK visits is to observe:</p> <ul style="list-style-type: none"> • The quality of the service provided for residents • To obtain the views of the residents, staff on the service provided • To complete a report on the outcomes of the Enter and View visit. <p>Prior to visits LINK members check out the care/nursing home website, look at the last Local Authority Compliance Visit Report and the latest CQC report.</p>
6.	<p>The LINK is now able to share summaries and recommendations from two care/residential home visits , that is from the Woodside Residential Home, Slip End and The Paddocks, near Dunstable.</p> <p>Woodside Residential Home, Slip End – the majority of residents have some level of dementia.</p> <p>“During the course of our visit we noted that all the areas that were in use were clean and there were no undue odours. The food produced for lunch looked appetising. Systems are in place for the administration of medication and security. Disabled access is available to the majority of the buildings. Information is on display or available on request. There are a range of services and activities available for the residents and the opportunity to continue with external activities. We observed how the staff respected and treated the residents as human beings, speaking softly and using prompts without rushing the residents. The residents and staff that we spoke to made positive comments about the Woodside Home as a service provider and employer.</p>

	<p>We recommended:</p> <ul style="list-style-type: none"> • That as part of the building refurbishment the home owners go ahead with their plans to update their website. They could consider the possibility of providing a small separate area for visitors where they can also consider locating paper information. • Following the building refurbishment and the commencement of the registration as a residential/nursing care home, that another visit take place by Bedfordshire LINK or HealthWatch in one year's time." <p>The Paddocks, Nr Dunstable is a home specialising in dementia, stroke care, general fragility and other disabling conditions for the over 65 age group.</p> <p>"We were made welcome though the initial discussion with the manager had to be conducted standing outdoors, space being at a premium." LINK members had the opportunity to speak to staff and residents but found that not all residents could be responsive.</p> <p>The general impression was of a well-run, happy home with both residents and staff appearing relaxed and contented, interacting happily. Several visitors popped in whilst we were there. Meals were not observed as it seemed in-appropriate to stay longer in what is a confined space. A feature of The Paddocks is its spacious and attractive grounds. It would be good to improve access (e.g for wheelchairs) and to provide shelter (? a summer-house) and perhaps some bird-feeders to provide interest all year round.</p> <p>There does seem to be a need for extra space, perhaps a room for the use of residents (quiet activity, reading and private conversation), visitors and possibly staff breaks.</p> <p>Staff seemed to have plenty of time to pay respectful and affectionate attention to the small number of residents. Possibly in larger, more impersonal homes this might be different."</p>
<p>Findings from the LINKs Legacy : 360 Degree Review of LINK Board Members</p>	
<p>7.</p>	<p>This review is part of a key element in the LINK Exit and Legacy Strategy in the transition from LINK to Healthwatch. The interviews were conducted by a LINK member from the wider LINK membership undertaking one-to-one interviews with the LINK Board members. Views have also been sought from the wider LINK membership, the voluntary sector and other key stakeholders through a questionnaire.</p>

8.	<p>Generally Board members felt that they had been effective in helping to shape the way that LINK prioritises and undertakes work and were particularly proud of the work around gathering information on experiences of discharge from hospital, progressing work on enter and view visits and generally raising relevant issues and awareness. But expressed concern that there were a few volunteers trying to do a considerable job, and just touching the surface on some issues in health and social care.</p> <p>The Board members wanted to ensure that the skills and expertise of volunteers were not lost during the transition. They felt that Healthwatch needed a clear marketing strategy to ensure that its existence and aims and objectives are well known and clear. They commented that getting information from commissioners and providers was sometimes a challenge saying that “they receive very little regular information back from providers or commissioners of health and social care and that it would be helpful to regularly share information so that everyone can understand what the key issues and areas of concern are across the board.” Members welcomed the opportunity to comment and felt it had been a useful exercise.</p>
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Progress on the transition to Healthwatch

9.	<p>The process for transition to Healthwatch is continuing in parallel with the LINK concluding its work plan. LINK colleagues were involved in a workshop with the Voluntary Sector on 25 September to look at the possibility of a consortia approach to delivering a Healthwatch Central Bedfordshire Pathfinder. Discussions on this are progressing and a further meetings planned in October.</p>
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Detailed Recommendations

10.	<ul style="list-style-type: none"> • The LINK asks the Board to note the findings of the visit reports and to consider and address any actions required. • To consider the comments made by the LINK Board following the 360 Degree Review on LINKs in terms of finding a mechanism to regularly receive information and feedback from the commissioners and to be able to share the intelligence gathered by patient and public involvement organisations such as LINK/Healthwatch.
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Issues

Strategy Implications

11.	<p>LINK’s work is aligned to the Health and Well Being Strategy in terms of improving outcomes for the most vulnerable and is an advocate for early intervention and prevention in terms of health and well being.</p>
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12.	The objectives in the LINK report are in line with the main themes within the JSNA and the BCCG strategy.	
Governance & Delivery		
13.	Central Bedfordshire Council is responsible for contracting support arrangements for the independent LINK. Central Bedfordshire Council is responsible for commissioning Healthwatch under the Health and Social Care Act 2012.	
Management Responsibility		
14.	Central Bedfordshire Council are responsible for contracting support arrangements that enables the work of the independent LINK which it is overseen by the LINK Board.	
Public Sector Equality Duty (PSED)		
15.	The PSED requires public bodies to consider all individuals when carrying out their day to day work – in shaping policy, in delivering services and in relation to their own employees. It requires public bodies to have due regard to the need to eliminate discrimination, harassment and victimisation, advance equality of opportunity, and foster good relations between in respect of nine protected characteristics; age disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.	
16.	The LINK abides by the Nolan Principles (seven principles of Public Life). Members are trained and developed in various aspects for their role as LINK member, e.g training in SOVA, Enter and View, Carers Awareness, Dementia and other personal development skills	
	Are there any risks issues relating Public Sector Equality Duty	Yes
	Yes	<i>Please describe in risk analysis</i>

Risk Analysis

In undertaking enter and view to health and social care bases e.g. hospital wards, care homes, GP surgeries, members must act with due regard to the day-to-day operations of these bases, in terms respecting the staff, patients and residents of those premises and having due regard to equality issues.

Identified Risk	Likelihood	Impact	Actions to Manage Risk
Enter & View Visits	Low	High	Training and development carried out as required. This will include training in equality and diversity issues taking into account Public Sector Equality Duties.

Source Documents	Location (including url where possible)

Presented by Bob Smith