

Central Bedfordshire Health and Wellbeing Board

Contains Confidential or Exempt Information No.

Title of Report Healthwatch Central Bedfordshire – Current Concerns

Meeting Date: 2nd October 2014

Responsible Officer(s) Diana Blackmun (CEO)

Presented by: Diana Blackmun (CEO)

Action Required: To receive an update on recent activities of Healthwatch Central Bedfordshire and to address the recommendations listed below.

Executive Summary

1.	This report is submitted to the Board for information and consideration.
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Background

2.	At present there are a number of issues and concerns for the provision of health and social care in Central Bedfordshire, including: <ul style="list-style-type: none">▪ Mental Health Services – Research and Procurement▪ Sub- acute South Services Pilot – withdrawal of services▪ Telehealth – withdrawal of services
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3.	Healthwatch Central Bedfordshire understands the priorities of the Health & Wellbeing Board and would like to highlight current areas of Healthwatch Central Bedfordshire's work with recommendations to the Board.
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Detailed Recommendation

4.	<ol style="list-style-type: none">I. That the Health and Wellbeing Board support the activities of Healthwatch Central Bedfordshire and.,II. That the Health and Wellbeing Board support the issues raised by Healthwatch Central Bedfordshire in this report and work with us to address the recommendations.,III. That the Health and Wellbeing Board support Healthwatch Central Bedfordshire in carrying out our statutory functions, in particular our role as the local consumer champion.
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Report – HWCB Update	
5.	<p>HWCB Board Directors / Trustees</p> <ul style="list-style-type: none"> ▪ Ruth Featherstone stepped down as Chair of HWCB in August 2014 having held the role since April 2013. Robin Smith was subsequently appointed Interim Chair, following his co-option as Director, and Dave Simpson (Director) was appointed Vice Chair. The Directors and staff of HWCB have thanked Ruth for all her hard work and dedication in setting up HWCB which has enabled us to make a significant contribution to the way health and social care services are planned, provided and delivered in Central Bedfordshire. Her immense enthusiasm and commitment are widely recognised by our volunteers and key stakeholders and we all wish her well for the future. ▪ In accordance with HWCB Governance arrangements additional Directors / Trustees will be recruited. Adverts have recently been placed in local media and with Voluntary Works. We have received a very positive response so far. The closing date for applications is 30th September with interviews w/c 13th October 2014.
6.	<p>HWCB Membership</p> <ul style="list-style-type: none"> ▪ There are various ways to become involved with HWCB and our activities, one of which is through individual or corporate membership. In addition to receiving all the benefits of being a Healthwatch participant, individual or corporate members can be involved in the governance of the organisation by nominating and electing Directors of the organisation and by voting on resolutions at General Meetings. To promote membership, HWCB have distributed membership forms and information about how to be involved with HWCB to all stakeholders across Central Bedfordshire. For more information visit our website at www.healthwatch-centralbedfordshire.org.uk ▪ HWCB are keen to involve individuals and the voluntary sector in our work, to improve and enhance our working relationships, which is key to influencing and improving health and social care in Central Bedfordshire. It is also vitally important for us to explore ways in which the consumer voice can be heard effectively. HWCB have recently acted to support this objective by inviting key members of the voluntary sector to meet with us to hear the views of the people they represent and support, particularly if they have any issues or concerns relating to health and social care services, to enable us to build on and effectively represent their views at wider forums.
7.	<p>HWCB AGM 2014</p> <p>HWCB Annual General Meeting will be held in public on Monday 29th September 2014 in the Warrenfield Room at The Rufus Centre, Flitwick, Beds. The AGM will feature presentations from HWCB CEO and LHM Media, who will be highlighting a new HWCB interactive</p>

website designed to instantly capture consumer views and rate services. Invitations have been distributed to all our stakeholders. For more information contact HWCB on 0300 303 8854 or visit our website at www.healthwatch-centralbedfordshire.org.uk

8.

HWCB Activities

- **HWCB Annual Report 2013/14** was published in June 2014. This report details how HWCB was set up, our activities, recruitment of volunteers, financial information and future engagement. Copies of the report were sent to Healthwatch England, the CQC and key stakeholders.
- **Volunteer Event** – HWCB held its first volunteer event on 3rd June called 'meet the team'. Many volunteers attended sharing their skills, interests and talents and signed up for various volunteer roles and activities.
- **HWCB Aug / Oct Newsletter** – This issue, recently published, featured information about our latest activities, surveys and research and was widely distributed across Central Bedfordshire.
- **Healthwatch Annual Conference 2014** – HWCB staff attended HW England Annual Conference in July 2014. Over 180 delegates attended the event from across the HW network. The keynote speaker was Jon Rouse, Director for the DOH. Jon endorsed the work of all HW in England and was supportive of the role HW has in influencing the provision and delivery of health and social care services throughout the country.
- **Strategic Review** – HWCB continue to represent the patient voice at BCCG Stakeholder forums as part of the wider healthcare review. HWCB CEO was also recently invited to sit on the interview panel for the appointment of a lay member of the BCCG's Patient and Public Engagement Forum along with the Chair of HW Bedford Borough.
- **Sustaining Quality in Care Homes** - HWCB recently conducted a series of focus groups to engage and consult with the public to explore what the priorities are for individuals and their family members when choosing a residential or nursing care home, how they know what 'good' quality care looks like and how they can ensure those qualities are sustained once the choice is made. Initial findings indicate that there is less awareness of how to approach the difficult task of choosing a care home, particularly for self-funders. Ideas for sustaining quality in care homes ranged from regular and unscheduled visits from family members to inviting volunteers into the home to engage with residents and relatives and to be their 'eyes and ears'. Many participants tended to have a sound awareness of the benefits of being involved in a resident/relatives group to make recommendations and help sustain quality of care. A detailed report will be available shortly.
- **Dementia Awareness week** – HWCB joined the Alzheimer's society for their Dementia Awareness week in May. HWCB were able to encourage feedback and sign up many delegates to receive

	<p>information about HWCB.</p> <ul style="list-style-type: none"> ▪ Carers Forum – HWCB presented at CBC’s Carers Forum in June and engaged with many carers and their family members to promote the work of HWCB and encourage Carers to share their experiences. ▪ Patient Leaders Programme: Macmillan Cancer Support – HWCB Director, Dave Simpson, has been chosen to participate in Macmillan’s Developing Patient Leaders Programme. This programme encourages people affected by cancer to join their local Healthwatch. Dave will undergo a series of workshops and master classes to become a patient leader. ▪ Public Engagement – HWCB continue to engage with the public at our ‘Just Ask’ events for 2014. Remaining outreach events for this year will be Dunstable in September and Sandy in October. Full details can be found on our website at www.healthwatch-centralbedfordshire.org.uk ▪ HWCB Website – To further improve, enhance and future proof our work HWCB have purchased an innovative media package. This system, which includes a new interactive website, will provide a significant contribution to our research activities by instantly capturing comments and ratings directly from members of the public. Information can be recorded for each of the providers we nominate and reported via a flexible program within the system. It will allow us to obtain more relevant information on service user opinions and identify potential problems in their experiences of service delivery. Furthermore, HWCB will be able to: <ul style="list-style-type: none"> i. demonstrate Healthwatch Central Bedfordshire is an effective consumer champion and be service user centred; ii. build awareness of HWCB amongst local people and provide them with a voice; iii. effectively signpost local people to information about their health and social care services; iv. launch an innovative technology platform that offers value to partners by increasing the amount of data that can be obtained through ‘access anywhere’ devices to shape local health outcomes. <p>This latest technology will be used to gather the views and experiences of local people in a very meaningful way and we anticipate that the new website will encourage people of all ages to give their feedback but particularly the younger generation. The new website is currently being built and will be launched shortly.</p>
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Main report – Issues and recommendations

<p>9.</p>	<p>Mental Health Services Healthwatch England have responded to the Chief Medical Officers Annual Report on mental health services indicating a need to invest further in these services, particularly for children and young people, echoed by feedback received from the Healthwatch Network including HWCB. We will be contributing to HW England’s inquiry, in the new year, to establish where</p>
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	<p>investment is most needed to ensure treatment of mental health is put on an equal footing with physical conditions.</p> <p>HWCB has seen an increase in the number of complaints and comments in relation to mental health service delivery across Central Bedfordshire, which is shared with current providers. In addition, HWCB have welcomed the opportunity to be involved in the BCCG's recent procurement of mental health services across Central Bedfordshire in order to ensure informed representation and agreement for standards of care and support.</p> <p>HWCB would recommend that the BCCG support the work of HWCB in this area and ensure that the new providers of mental health services across Central Bedfordshire continue to work with HWCB to enable us to influence and improve service delivery.</p>
<p>10.</p>	<p>Review of the Sub-Acute South Services Pilot</p> <p>HWCB has been notified by the BCCG that a decision was taken to end the Sub-Acute South Services Pilot provided by SEPT Community Services as this has not delivered the expected outcomes in terms of finance and impact on patient flows. HWCB understand that the end of the pilot phase will be managed in partnership with SEPT with the aim of minimising any adverse consequences for patients affected by the change.</p> <p>HWCB concerns have been raised in relation to the formal evaluation of these services; in particular, how were the services evaluated to reach this important decision and whether service users were consulted? Our concerns are based on the original premise that these services were supported by a robust business case that has subsequently failed to deliver the proposed outcomes resulting in a loss of services for consumers that they may have come to rely on.</p> <p>HWCB would recommend that the BCCG, as commissioners, advise whether there are plans in place to provide alternative services to support people to receive the care they need and/or to mitigate the impact a withdrawal of services will have on consumers. HWCB will feedback any comments, issues or concerns received from the public in relation to the end of service provision.</p>
<p>11.</p>	<p>Telehealth</p> <p>HWCB have been advised that current Telehealth services, provided by SEPT, will be de-commissioned by the BCCG. HWCB understand that only a small minority of Bedfordshire residents currently use this service and evidence has suggested that Telehealth has not represented sufficient value for money; however our concerns are in relation to the future use of technology to support vulnerable patients with long term conditions to remain in their homes for longer.</p> <p>In the Bedfordshire/Milton Keynes Healthcare Review, it was reported that,</p>

	<p>consulted clinicians, in identifying opportunities for improving the way care is delivered, have used the example of <i>'through better use of available technology'</i>. HWCB would therefore recommend, in light of the de-commissioning of Telehealth, that the BCCG show how they envisage technology being incorporated into the new models of care currently being explored in the Healthcare Review including how they will be substantiated and successful.</p> <p>HWCB will monitor this situation going forward and will feed back any concerns raised by current users of Telehealth.</p>
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Strategy Implications

15.	Healthwatch Central Bedfordshire will impact upon the Health and Wellbeing Strategy for Central Bedfordshire, the Community Engagement Strategy, the Social Care Health and Housing Advice and Information Strategy and have influence and input into the Joint Strategic Needs Assessment.
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Governance & Delivery

16.	Through our contract with Central Bedfordshire Council managed by the Assistant Director of Commissioning which provides the governance and delivery of Healthwatch Central Bedfordshire including monitoring.
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Management Responsibility

17.	Update on progress of Healthwatch Central Bedfordshire to the Health & Wellbeing Board will be through the Director of Social Care, Health & Housing.
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Public Sector Equality Duty (PSED)

18.	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.
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Are there any risks issues relating Public Sector Equality Duty	No
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No	Yes	<i>Please describe in risk analysis</i>
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Risk Analysis

Briefly analyse the major risks associated with the proposal and explain how these risks will be managed. This information may be presented in the following table.

Identified Risk	Likelihood	Impact	Actions to Manage Risk

Source Documents	Location (including url where possible)

Diana Blackmun
Presented by Diana Blackmun