

---

# HEALTHWATCH ADVISORY BOARD REPORT PACK

---

Date: October 2017

Location: Cheadle



# North Staffs Network Activities

Jo Hall

October 2017

## Leek Breast Screening Service

The Breast Screening team have worked closely with the North Staffs District Network and have been attending our regular meetings for over a year.

In July 2017 a practitioner from the screening team contacted the network asking for our help to identify a new site for the mobile screening unit as the supermarket they had always used was closing and could no longer be used.

If a site could not be identified it would potentially mean that Leek ladies would have to travel to Hanley for their screening appointments. Healthwatch champions worked closely with the team and suggested a number of sites that have been inspected. We are hopeful that at least one of these sites is suitable and that the mobile unit will be located locally so that local people won't have to travel, and more people will attend for their appointments as a result.

## Network Celebrations

- Borderland Voices – Queens Award for Voluntary Service
- Borderland Voices – Runners up in The Sentinel Our Heroes Awards
- Jo Hall – Nominated for Expert Citizens Insight Awards
- Angela Dupreez – Healthwatch Long Service Award
- Garry Hill – Healthwatch Long Service Award

## Homeless: Access to Healthcare

We are a member of a Task and Finish Group working in partnership with North Staffs and Stoke CCG's and relevant Local Authorities, to engage with homeless people about their health needs and what barriers they face in accessing health services.

We were involved in the engagement and facilitated focus groups and interviews with homeless people in the North Staffs and Stoke on Trent areas. Overall the theme of stigma and discrimination was identified as the most difficult barrier to overcome, other themes identified are listed below;

- Mental Health
- Prevention – health screening
- Sexual Health
- Dressings and management of LTC
- Diet and wellness advice
- Drug and alcohol services

We were also able to contribute a case study to the interim report which has focused further engagement and research on this significant gap in community health services (see case study 2).

The next phase of the engagement is to speak to healthcare professionals about the difficulties that they face when working with homeless people and how access can be improved.

## Case Study 1: Community Mental Health Services

### Concerns:

1. Due to a number of canceled appointments the patient had not received their medication for several weeks.
2. The patient's care coordinator was leaving the service and the patient had agreed to be discharged, the patient felt that they were not ready to be discharged and required further structured intervention.

### Interventions:

1. Provided advice and information re: patient rights and the responsibilities of the service provider.
2. Supported the patient to be assertive and communicate her needs with her provider.
3. Signposting and referral to support services

### Outcome:

1. Patient was able to communicate her needs effectively and treatment has been continued.
2. Patient's medication was reviewed and reinstated – no further issues with prescribing have been reported on follow up contacts.

## Case Study 2: Surgical Ward and District Nursing Service

### Concerns:

1. Patient has complex history of homelessness and mental health needs and required the support of community District Nursing services following planned surgery.
2. District Nursing team had not been involved in pre-surgery assessment and refused the discharge referral due to level of input required and potential risk.
3. Patient facing discharge with no community provision.
4. Patient requires further surgery in near future.

### Interventions:

1. Liaised closely with all agencies involved and supported a multi-agency response.
2. Requested a review from all providers.
3. Worked closely with voluntary sector services to ensure additional support needs are addressed and patient had advocacy.

### Outcome:

1. Patient was not discharged until confidence had been developed in self-administering treatment.
2. Multi-agency planning for next surgery and follow up treatment has been agreed.
3. CCG are looking into identified gap in services for this patient cohort

## Enter and View

The following providers were visited in the last quarter

Mill Hayes Residential Home, Knypersley  
Wheaton Aston Care Home, Wheaton Aston  
Branston Court Care Home, Burton on Trent  
Darwin Court Care Centre, Lichfield  
Barrowhill Hall, Uttoxeter  
Royal Stoke Ward 102 - report not finalised

Abbey Court Care Home, Leek  
Essington Manor Care Home, Essington  
Chaseview Nursing Home, Burntwood  
Ashcroft Hollow Care Home, Cannock  
Chemotherapy Unit, County Hospital Stafford  
Royal Stoke Ward 104 - report not finalised

Follow Up visits have also recently been completed for the following homes:-

Silverdale Nursing Home, Newcastle under Lyme  
Rowan Court, Newcastle under Lyme

Beech Dene, Leek  
Rock Cottage, Brown Edge

The Authorised Representatives of Healthwatch Staffordshire have carried Enter & View visits in various parts of the county, and also carried out some follow up visits to a number of homes to check on progress since the previous visit. Fourteen of these recent reports have been finalised and there were a total of 31 recommendations made out of these visits.

At one home, where we had made 4 recommendations, this was taken up by the Managing Director within days of receiving a copy of the draft report. He visited the home and actioned these 4 recommendations and in addition addressed 4 further issues that were mentioned in the report. Within a week of the draft report being issued improvements had been made in this home. In another home, where a recommendation had been made, again upon receipt of the draft report, the manager had taken positive steps to make changes and was able to feed this information back to us. These actions show the positive impact that is possible as a result of the Enter & View programme.

**Some examples of the type of recommendations contained in the reports are as follows:-**

One of the main issues was the smell of urine in the corridor and rooms to the left of the Office, we were told that a programme of removing the carpets was in progress. We recommend that this be completed as soon as is possible.

It is recommended that staff training or briefing on the Data Protection Act be undertaken so that staff are aware of the importance of keeping personal data secure at all times for the protection of both residents and themselves.

That improvements are made to the range of activities on offer to residents as they appear to be limited in both range and time available for activities, as opportunity seems to be restricted to three afternoons a week.

The garden should be cleared of all weeds and more sensory flowers and shrubs planted so that people living in the home could benefit from a stimulating area.

Bedroom doors should be personalized to assist residents to identify their room. The doors should also be fitted with protective plates to prevent further damage. Group supervision should be held to discuss this issue with staff.

A protocol should be put in place to advise staff of the correct procedures should fridge temperatures be found to be outside the acceptable range.

To clear out the small room off the lounge, currently being used as a storage area, to make it into the intended quiet room, for the enjoyment of the residents and their relatives.

We would suggest that residents who can enjoy conversations could be put in the same area which would enrich their quality of life.

That more attention be given to activities for residents as these appear to be quite limited.

Floor coverings replaced where damaged. Updating of bathrooms with some new fittings and fixtures as appropriate. Repair and re-decoration as appropriate, including residential rooms and common parts of the building.

We recommend that some flowering plants and shrubs be added to the garden, as most rooms looked out on the gardens, which are currently mainly lawn, and the outlook could be brighter.

Unfortunately, not all homes respond so well or so quickly, so several of the homes will receive a follow up visit, after a period of time, to see whether the highlighted issues have been addressed.

**We have received some very positive feedback on the visits from the providers that we visited. Comments include:-**

*“Very professional approach, good to get outside views on Home environment.”*

*“We received good positive constructive feedback. Everyone was pleasant and friendly on the visit”*

*“I felt it all worked well. Healthwatch respected the dignity of our clients. Being able to meet the representatives properly and answer all relevant questions about our home, before they looked about, was very organised and pleasant.”*

*“The visit was timely, pleasant and seemed to go well. It was nice to demonstrate all the things we feel we do well as a care provider.”*

*“It was a very positive experience for us. Staff seemed relaxed about the visit and this is a credit to the ladies who attended to view. They seemed genuinely interested in our home and how we related to all our service users and each other.”*

*“We have been focused on reviewing all agency since the visit”*

*“The representatives were lovely and made everyone feel at ease.”*

The visit to the **Chemotherapy Unit at County Hospital** was interesting, the purpose built unit making a positive difference to patient and staff experience. Extracts from the report are as follows:-

*“Patients are supported so well, from diagnosis, through treatment by nurses and consultants and they also receive extensive personal aftercare. There is a new prescription service in place which has speeded up the whole process for patients and means that they no longer have to waiting for an extended period of time for their prescription to go home with.”*

We received the following comment on this report from the Care Quality Commission (CQC) with whom we share our reports.

*“Thank you for forwarding the Enter & View report. How lovely to read such positive feedback from the visit”*

### **Living not Existing - The importance of meaningful activities in care homes**

We have also published our report “Living not Existing - The importance of meaningful activities in care homes.” This report is a result of a longer term project by some of our Authorised Representatives and a copy has been sent to every care home in Staffordshire. This report is also available on our website.

#### Message to Care Home Managers

Are you happy with your activity programme?

Do you feel you are able to offer as many activities and as much stimulation for your residents as you would like to?

Do these activities give your residents meaning and improve their mental as well as physical wellbeing?

Do the activities you offer cater for the needs of all your residents?

The answers may be found in this extensive report.

### **Hospital Discharge Report**

A study to look at the experience of patients being discharged from hospital via discharge lounges. Feedback received by Healthwatch Staffordshire from patients discharged through this method indicated that the use of hospital discharge lounges as a means of discharging patients often resulted in long delays in discharge with a number of reasons cited, but mainly waiting for medications, and/or transport.

Some of the conclusions of the report:-

Clear operational guidelines would assist all staff involved in the successful discharge of patients to the Discharge Lounge. These should include clear criteria of patients unsuitable for transfer to the lounge.

Having a clear care pathway for medication with timescales would greatly improve the patient experience in this area. Consideration should be given to a patients’ medication needs whilst on the ward to ensure that those who need regular medication will have access to it.

Ideally the Discharge Lounge should be on a permanent site, and should be fit for purpose. It should be easily accessible with clear signposting, near suitable parking preferably with a pick-up point for relatives to have easy access.

- All published reports are available on the website of Healthwatch Staffordshire: <http://healthwatchstaffordshire.co.uk>
- Look under Enter & View - Look under Enter & View reports
- <http://healthwatchstaffordshire.co.uk/downloads/> - Download the report
- Reports are listed as most recently published first, but you can click on ORDER BY TITLE, and the reports will then be listed in alphabetical order.

## Advocacy

Staffordshire Moorlands NHS Complaints

We are received 8 referrals from Staffordshire Moorlands between 1 July-30 September.

Advocates are supporting with the following issues:

Royal Stoke Hospital - Quality of treatment

Royal Stoke Hospital - Diagnosis

GP complaint - lack of referral for further investigations

Community Mental Health Services - Lack of access to community mental health services, inappropriate referral to Wellbeing service

A&E, Royal Stoke Hospital - Quality of treatment, Discharge

Mental Health Services - Lack of appropriate care and treatment

Dental Services - Quality of treatment

Royal Stoke Hospital - Quality of treatment

Advocates are providing intensive advocacy support in 6 cases (i.e. supporting to make complaint, discuss options after response is received, attend meetings with complainant and service provider)

In 2 cases complaints were resolved through information provided to the complainant.



Print, Online, Radio and TV  
media coverage

**Quarterly Report  
July-September 2017**

## Engaging Communities Staffordshire/Healthwatch Staffordshire

### Press Release: Watchdog study demands better care for dying

DATE	ARTICLE	PUBLICATION
28/06/2017	End-of-Life care is criticised in report	Uttoxeter Advertiser print

### Press Release: Merger plans top the agenda at public meeting

DATE	ARTICLE	PUBLICATION
30/06/2017	Letters - chance to learn more about trust merger plan	Derby Telegraph print
05/07/2017	Jan Sensier interview re hospital trust merger	BBC Midlands Today - Evening News
05/07/2017	Jan Sensier interview re hospital trust merger	BBC Radio Derby - Ian Skye - News
05/07/2017	Jan Sensier interview re hospital trust merger	BBC Radio Derby - Sally Pepper - News

### Press Release: Watchdog in line for awards treble

DATE	ARTICLE	PUBLICATION
05/07/2017	Watchdog up for awards	Cheadle & Tean Times print
05/07/2017	Watchdog up for awards	Blythe & Forsbrook Times print
05/07/2017	Watchdog up for awards	Uttoxeter Echo print
05/07/2017	Award hopes for health watchdog	Staffordshire Newsletter print

## Press Release: Staffs watchdog lands national award

DATE	ARTICLE	PUBLICATION
10/07/2017	Volunteer health workers honoured	Express & Star (Wolverhampton) print
10/07/2017	Staffs watchdog lands national award	Tamworth Informed online
12/07/2017	National award for local watchdog	Cheadle & Tean Times print
12/07/2017	National award for local watchdog	Blythe & Forsbrook Times print
12/07/2017	National award for local watchdog	Uttoxeter Echo print
12/07/2017	National award for Healthwatch volunteers	Leek Post & Times print
19/07/2017	Top gong for town patient watchdog	Uttoxeter Advertiser print
20/07/2017	Health watchdog wins top award	Cannock & Rugeley Chronicle print

## Press Release: Views wanted on future of health watchdog

DATE	ARTICLE	PUBLICATION
29/06/2017	Have a say over health services	Stafford Express & Star
20/07/2017	Recommissioning of healthwatch services in Staffordshire	Support Staffordshire online
21/07/2017	Views sought on health watchdog	Express & Star (Wolverhampton) print
22/07/2017	Views wanted on future of health watchdog	Staffordshire Newsletter online
23/07/2017	Residents are being urged to have their say on the future of a health watchdog	Tamworth Informed online
23/07/2017	Views wanted on future of Healthwatch Staffordshire	Twitter - @DailySTAFFS
23/07/2017	Views wanted on future of watchdog	Twitter - @TAMinformed
26/07/2017	Survey on future of health watchdog	Cheadle & Tean Times print
26/07/2017	Survey on future of health watchdog	Blythe & Forsbrook Times print
26/07/2017	Have your say on new service	Leek Post & Times print
26/07/2017	Have say on future of watchdog	Uttoxeter Advertiser print

26/07/2017	Survey on future of health watchdog	Uttoxeter Echo print
27/07/2017	Have a say on health body	Cannock & Rugeley Chronicle print
28/07/2017	Views wanted on future of health watchdog	Leek Post & Times online
08/08/2017	Stone's views wanted on future of watchdog	The Stone & Eccleshall Gazette online
11/08/2017	In Brief - North Staffs - a public consultation into the future of a health watchdog ends next wk	The Sentinel print
16/08/2017	In Brief - North Staffs - People have just a few days to air their views	The Sentinel print

## Press Release: Watchdog calls for action to ensure Staffordshire care home residents are 'living not existing'

DATE	ARTICLE	PUBLICATION
18/08/2017	News - Watchdog calls for action to ensure Staffordshire care home residents are living not existing	Twitter - @TAMinformed
18/08/2017	Watchdog calls for action to ensure Staffordshire care home residents are living not existing	The YamYam online
18/08/2017	Watchdog calls for action to ensure Staffordshire care home residents are living not existing	The Staffie online
18/08/2017	Watchdog calls for action to ensure Staffordshire care home residents are living not existing	Tamworth Informed online
20/08/2017	Watchdog calls for action to ensure Staffordshire care home residents are living not existing	6 Towns Radio (6TR)
24/08/2017	Push for homes to do more for elderly	Tamworth Herald print
24/08/2017	Report: Home care - what people told Healthwatch about their experiences	Care Appointments online
24/08/2017	Healthwatch report opens the door on home care services	Care Industry News online
24/08/2017	Experiences of homecare services	Care Management Matters online
24/08/2017	Homecare provider market under threat from lack of funds	LocalGov online

24/08/2017	What people told Healthwatch report shares peoples "experiences" of homecare	The Carer online
29/08/2017	Mail says ....Old people deserve to be happy too!	Burton Mail print
29/08/2017	Tips to enhance care-home lives	Burton Mail print
30/08/2017	Homecare report highlights deficiencies	Careinfo.org online
31/08/2017	Report and Interview with Jan Sensier	BBC 1 West Midlands - Breakfast 0600hrs
13/09/2017	Report demands more activities in Staff care homes	Blythe & Forsbrook Times print
13/09/2017	Report demands more activities in Staff care homes	Cheadle & Tean Times print
13/09/2017	Report demands more activities in Staff care homes	Uttoxeter Echo print
16/09/2017	Ipads and Skype would be boon to life in care homes	Burton Mail print
21/09/2017	Make sure residents enjoy a meaningful life	Biddulph Chronicle print
24/09/2017	Care home managers back new Healthwatch report to make sure residents are living not just existing	Burton Mail online
01/10/2017	Homecare report highlights deficiencies	Caring Times print

### **Press Release: Community engagement: a positive power for change (Robin Morrison)**

DATE	ARTICLE	PUBLICATION
08/09/2017	Community engagement: a positive power for change	NHS England online (blog)
19/09/2017	Robin Morrison, chair of ECS on community engagement	Twitter - @NHSCitizen
19/09/2017	Robin Morrison, chair of ECS on community engagement - retweets	Twitter - retweets

## Press Release: Neurology report - interviews

DATE	ARTICLE	PUBLICATION
19/09/2017	Interview regarding neurology report - multiple mentions	BBC 1 West Midlands TV
19/09/2017	Interview regarding neurology report - multiple mentions	BBC Radio Shropshire - Adam Green/Vicki Archer
19/09/2017	Interview regarding neurology report - multiple mentions	BBC Radio Shropshire - Ryan Kennedy
19/09/2017	Interview regarding neurology report - multiple mentions	BBC Radio Stoke - Dan Siegertsz
19/09/2017	Interview regarding neurology report - multiple mentions	BBC Radio Stoke - Liz Ellis & John Acres
19/09/2017	Interview regarding neurology report - multiple mentions	BBC Radio Stoke - Perry Spiller
19/09/2017	Interview regarding neurology report - multiple mentions	BBC Radio Stoke - Stuart George
19/09/2017	Interview regarding neurology report - multiple mentions	BBC Radio WM - Alex Lester
19/09/2017	Interview regarding neurology report - multiple mentions	BBC Radio WM - Paul Franks
19/09/2017	People living in Staffordshire aren't getting the care they need because of a lack of neurologists	Twitter - @BBCRadioStoke

## Research

This report provides an update on all research activities that are ongoing at Healthwatch Staffordshire.

### Funding for the Future

This project was designed by the Healthwatch Advisory Board following an increase in intelligence and feedback about the reduction of funding for health and social care services in Staffordshire. The project set out to gather case studies from the public to explore where, when and how they have been affected, and the impact this has had on their health and wellbeing.

We began this project by conducting surveys last year, however the response rate was low due to the complexity of the issue. We have since refocused the project with a change in methodology where we will now conduct semi-structured interviews with individuals who have been affected by funding reductions.

We are currently collating contacts for organisations that could help us recruit participants but if anyone has any stories or contacts of people who have been affected please contact the research team at [research@ecstaffs.co.uk](mailto:research@ecstaffs.co.uk).

### Drugs and Alcohol Service Change Impact

This project is similar to the funding for the future project in that it focuses on the removal and reduction of funding for services, but it has a specific focus on Drug and Alcohol Services in Staffordshire. This was following the Councils decision last year to reduce funding for preventative and treatment services which has significantly reduced the support available to people experiencing drug and alcohol dependencies in the County. The objective is to look at the impact of service reductions and removals on wider public services such as the Police, NHS, Prisons, Homeless shelters etc. and also the impact that drug and alcohol dependencies have had on an individual's demand for wider services.

We have partnered with Healthwatch Stoke-on-Trent for this work to cover any boundary crossovers and we have, again, used semi-structured interviews as the data collection method.

So far, we have conducted 20 interviews with individuals who have been affected, 1 focus group and 2 staff interviews. We have been to House of Bread, Brighter Futures, the Recovery Hub in Newcastle and Starfish in Tamworth. We are currently trying to access prisons and other organisations.

If anyone has any suggestions for organisations that may have contact with individuals that may be affected by these changes, please contact the research team at [research@ecstaffs.co.uk](mailto:research@ecstaffs.co.uk).

## Red to Green Patient Engagement

The Emergency Care Improvement Programme (ECIP) have been working with NHS England to reduce the number of days that patients spend in a hospital bed. This has been named the Red to Green initiative. A red day is a day where patients have not had any value in being in hospital, where no tests or treatment has taken place and their time in bed has not contributed to their recovery or discharge. A green day is where a day in a hospital bed has added value to their recovery through receiving necessary treatment or tests that could not have taken place at home. As part of the Red to Green initiative, patients are also encouraged to ask the following four questions to clinicians:

1. What is the matter with me?
2. What is going to happen today?
3. When am I going home?
4. What is needed to get me home?

ECIP contacted Healthwatch Staffordshire to carry out a piece of engagement work with patients at Royal Stoke as one of the pilot sites. They wanted to know what patients thought about the initiative, if they thought it would be successful and what barriers there may be. Also, if they understood the 4 patient questions and if they felt confident in asking them on a daily basis.

We have had tremendous support from our volunteers who have visited Royal Stoke and successfully completed 100 surveys with patients. We are now in the process of planning to conduct 12 interviews with people across different characteristic groups.