

Deep Dives Update

As well as our work regularly engaging with the public, we have 3 Deep Dive projects which are running from November 2022 to 2023. Reviews of these projects recently took place.



- The Deep Dive project looking at seldom heard groups in the health and care system is now researching the experiences of Romany & Travellers, people in rural areas and those who are neurodiverse.
- The project looking at access to Primary Care is well underway. Through engagement with users and carers around the county, Healthwatch is developing a guide to assist patients to get the best out of primary care services within the resource constraints that exist.
- The final Deep Dive is considering the experience of young people who have been in care as children, and how this affects their mental wellbeing and health outcomes. This will consider issues with increased demand, transition from Children's to Adult services and referral backlogs, amongst other items. The aim is to improve health outcomes for these people, by bringing about systemic change within the relevant organization.

Care Homes Project with Staffordshire County Council



We have now finished collecting data for this project. In April we visited 3 more care homes in Tamworth, Cannock and South Staffordshire districts. We did have more visits planned but unfortunately these had to be cancelled, mainly due to Covid. We have been unable to reschedule within the project timescales. We visited:

- **Meadowyrthe Care Home, Tamworth**
- **Alma Court Care Home, Cannock**
- **Himley Mill Care Home, Himley near Dudley**

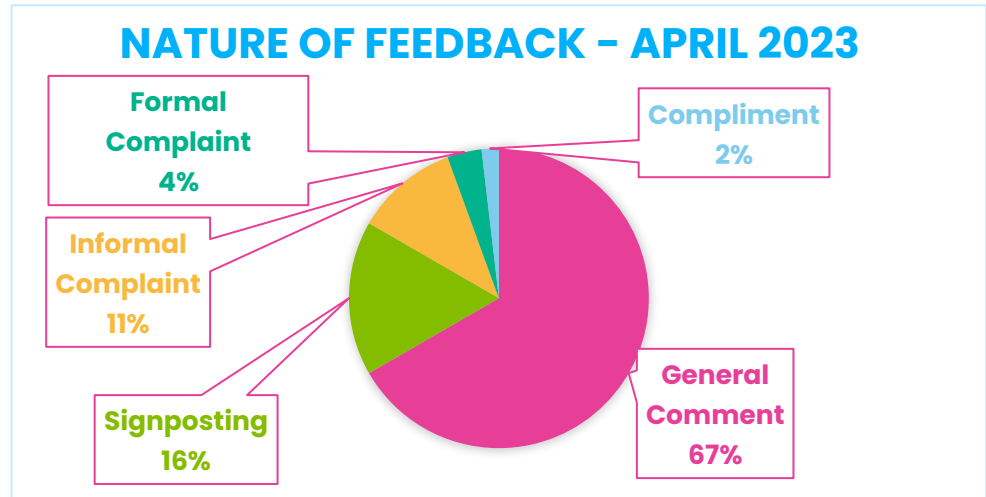
We have asked staff at the other care homes to circulate paper copies of the survey among residents and their families. Thank you to Rowan Court, Branston Court and Bowbrook for this and to any other Care Homes who have helped to collect surveys for us.

The results are being reported back to the Council in May.

April Feedback

Main Services:

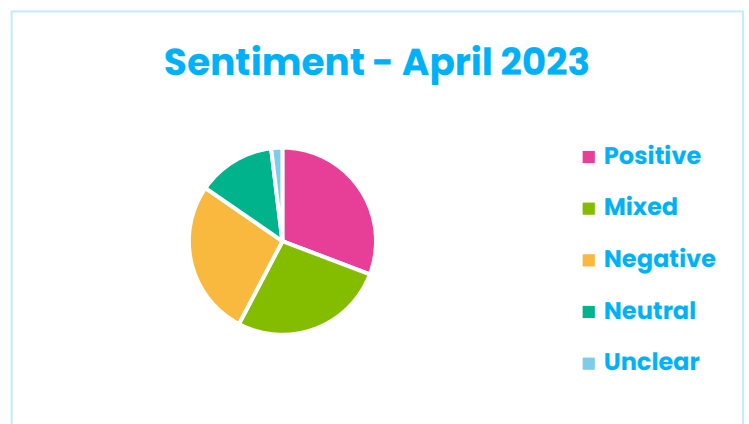
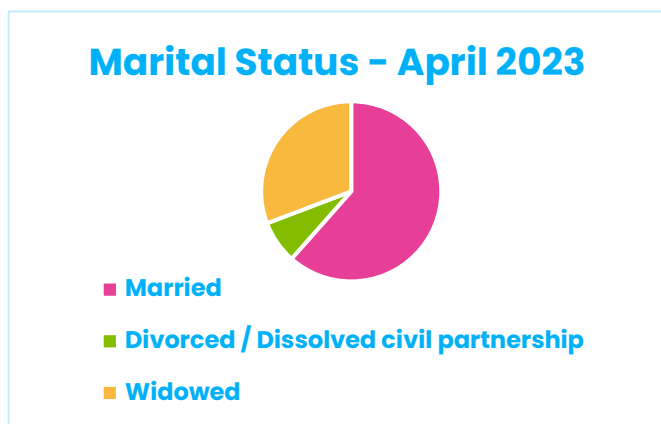
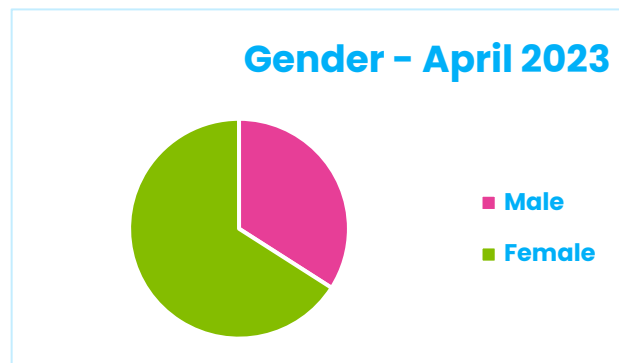
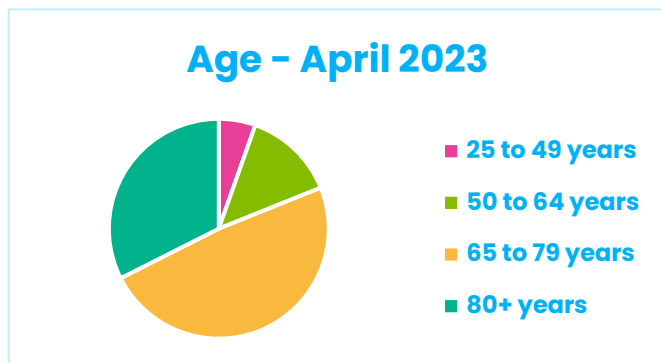
- Nursing & Residential Care Homes & Adult Social Care
- GPs
- Continuing care



Other services mentioned:

Dentistry, Support groups, vaccination clinics and care packages.

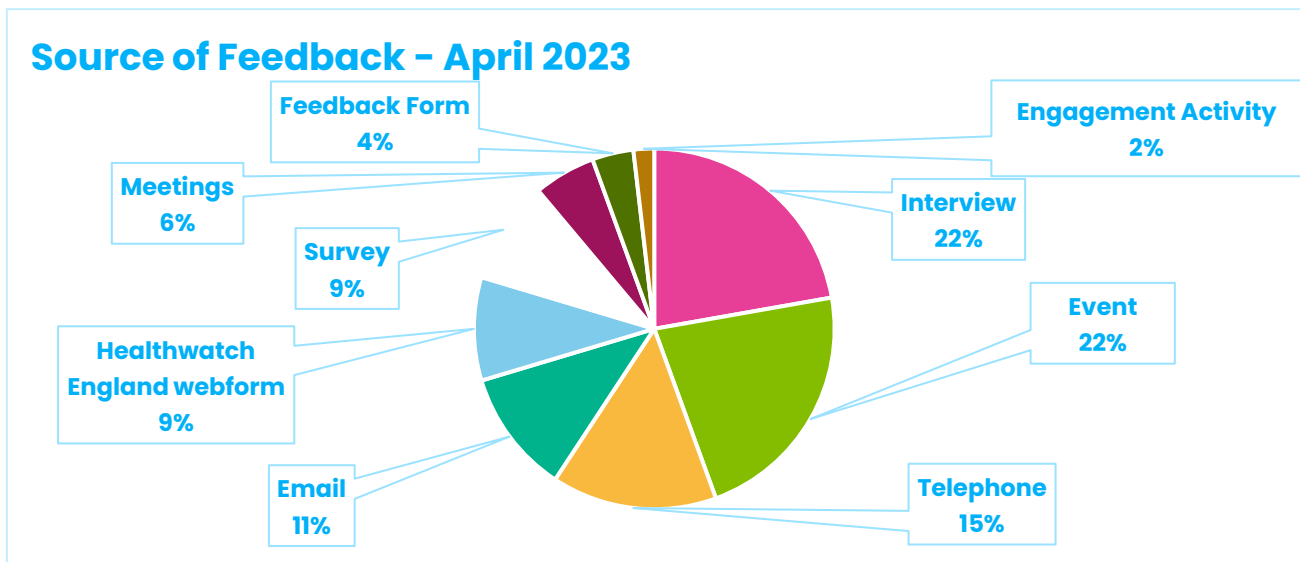
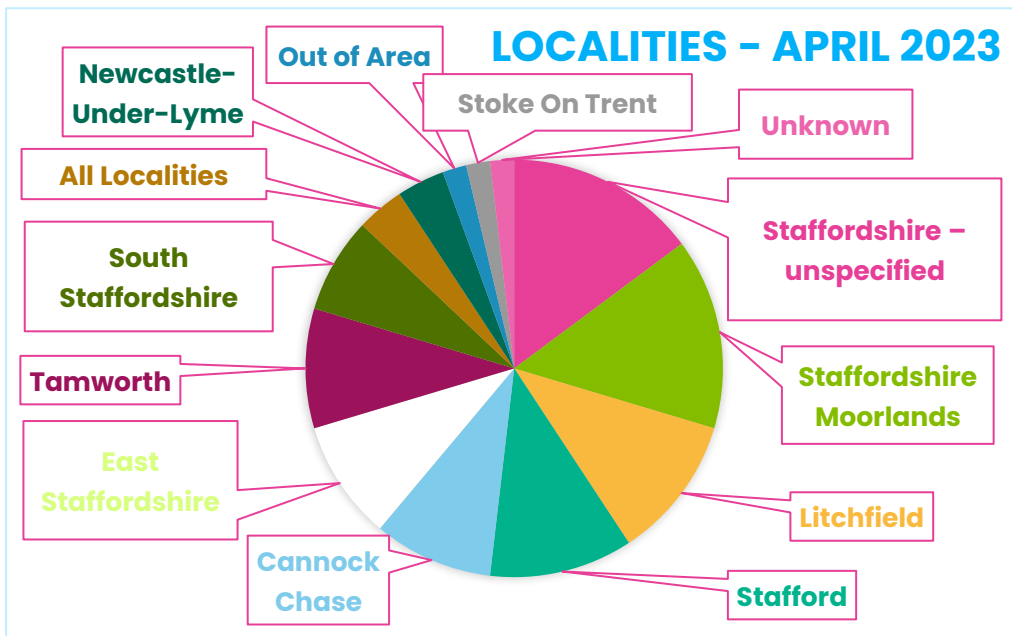
Data is included from the Care Home Project and this is reflected in some of the top services/themes this month. The data does NOT cover Enter & View Visits nor responses to other Surveys (which will be analysed separately after they close).



Demographic data is not available for all respondents. 7 people said that they were a carer & we reached 1 seldom heard group - geographically isolated (6 people).

Top Themes – April 2023	#
Access to services	35
Staff attitudes and performance	28
Lifestyle and wellbeing, wider determinants of health	24
Remote appointments and digital services	14
Building, décor and facilities, including health & safety	14
Accessibility & reasonable adjustments	13
Food, nutrition, and catering	13
Caring, kindness, respect, and dignity	12
Person centred care	12

Figures show total times this theme was mentioned.
Cases may mention more than one theme.



Highlights from Local Engagement

Parkinson's Awareness Event

Daniela attended this event, held at Beaconside Conference Centre in Stafford. Attendees had the chance to meet with a range of Parkinson's health professionals, including nurses, neuro physiotherapist, speech and language therapist, and other people living with Parkinson's. Daniela spoke to residents, regarding support services for Parkinson's, and responding to other health queries, as well as helping on the day, by doing fundraising, during this event.



Learning Disability & Autism Roadshow

This Health & Wellbeing event took place at the Stoke City Football Club. Those attending could meet Learning Disability nurses and find out what health checks and/or community groups are available to them. It was organised by the North Staffordshire PCN (Primary Care Network). Emma attended and was able to engage with around 20 visitors.



Integrated Medicines Optimisation Group

Dave attended the inaugural meeting of this group which brings together pharmacy and primary care people across the Integrated Care System with the aim of forging a consistent approach to optimising the use of medicines. It looks at issues like clinical effectiveness, who is authorised to prescribe certain medications and value for money.



Social Media

This April we used social media to promote campaigns such as the Staffordshire and Stoke-on-Trent ICB Health Passport, the South Staffordshire Dementia Support Service and Stress Awareness Month.

We also promoted local activities such as a free Peri-natal Mental Health Workshop, social events and clubs in Hanley and Covid Walk-In Vaccination Clinics.

10 year anniversary

Did you know that in April, Healthwatch celebrated it's 10-year anniversary? The Healthwatch England blog reflects on what has been achieved. Read [Celebrating ten years of people speaking up to make care better](#)



Baz attended a Lead Officers Network meeting with Healthwatch England. They discussed various issues Local Healthwatch is facing and feedback on the [Hewitt Report](#) and the report from Health and Select Committee.

Looking ahead

Work is now beginning on the 2022 to 2023 Annual Report for Healthwatch Staffordshire.

Advocacy Support from Asist Staffordshire

Are you aware that our partners Asist Staffordshire offer an advocacy service which can help you with the areas below, including making an NHS complaint?

How do we refer for an Advocate?



ARE YOU SUPPORTING YOUR INDIVIDUALS RIGHT TO AN INDEPENDENT VOICE?



When should you be referring for an advocate?

IMHA Advocate- Will support your individual whilst detained under the Mental Health Act, or on a CTO or Guardianship in the community.

IMCA Advocate -Will support with an individual who lacks capacity to be part of the decision around a serious medical treatment, change of accommodation or safeguarding.

NHS Complaints Advocate -Will Help your individual to make a complaint about an NHS service they are not happy about.

Care Act Advocate- Will Support your individual when referred by a social worker, if they have substantial difficulties fully taking part in the process of a Care Act Assessment, Review or Safeguarding.

Use these details if you live in a Staffordshire County Council area

Call ASIST on
01785 246709

Visit Our website
www.asist.co.uk

Email - staffordshirereferrals@asist.co.uk

If you live in a Stoke City Council area, then use these contacts instead:

01782 845584

referrals@asist.co.uk

Get in touch

Healthwatch Staffordshire

Support Staffordshire, Civic Centre, Riverside, Stafford ST16 3AQ

0800 051 8371

www.healthwatchstaffordshire.co.uk

enquiries@healthwatchstaffordshire.co.uk

Twitter <https://twitter.com/HWStaffordshire>

Facebook <https://www.facebook.com/HWStaffordshireOfficial>

Instagram <https://www.instagram.com/hwstaffordshire/>

