

## Healthwatch News

### Report of enter and view visits to mental health services

Healthwatch Coventry has published its report of enter and view visits to local mental health services.

The report *Review of mental health services: visits to inpatient, rehabilitation and day services* sets out the findings from 8 enter and view visits focusing on care planning, activities and discharge.

Healthwatch made 6 recommendations to Coventry and Warwickshire Partnership Trust about:

- Ensuring activities are part of care planning and that a greater variety of activities are available for longer periods of time
- Improving access to outside space and Caludon Centre outdoor gym equipment
- Joint working across agencies to enable timely discharge of patients
- Ensuring care planning is integral to care
- Ensuring consistent quality of day services through adequate staffing levels
- Reviewing the patient mix and hourly checks policy at Hawkesbury Lodge

Healthwatch Coventry extended the deadline for response from Coventry and Warwickshire Partnership Trust at their request and we expect to be able to publish this in the week of 8 March 2016.

The report can be downloaded at [www.healthwatchcoventry.co.uk/mental-health-services](http://www.healthwatchcoventry.co.uk/mental-health-services) or for a hard copy please phone the office.

### Round up of other work

#### PLACE

We have been working with University Hospital Coventry to develop the Patient Led Environment Inspection programme for this year. Healthwatch volunteers have taken part in this nationally co-ordinated programme over recent years and last year's inspections felt rushed and did not have enough patient inspectors taking part.

Therefore, we recently worked with the hospital to hold a briefing session for potential lay inspectors and 16 people from Healthwatch Coventry attended, with more also interested in taking part.

#### Trust quality priorities

We have been working with University Hospital Coventry to follow up on the quality goals they set in their quality account document for this year and to feed into and discuss the quality goals for the coming year.

#### Care home enter and view reports

We have published the reports of our enter and view visits to Avalon Court Care Centre and Ashleigh House, which can be found on the Healthwatch website: [www.healthwatchcoventry.co.uk/content/reports-visits-care-homes](http://www.healthwatchcoventry.co.uk/content/reports-visits-care-homes)

#### Social care changes

We are beginning a study to follow residents of housing with care schemes which are closing on their journey to a new home in order to gather intelligence about how the process was managed. AgeUK Coventry has helped to identify clients and their workers, who already have a relationship with the clients, will conduct a series of 3 interviews over the course of the next year.

## Healthwatch England work

### Ways local Healthwatch have helped change mental health services

Healthwatch England ask local Healthwatch every year what matters most to local people and this year it was mental health that came out on top. Access to and the quality of mental health services has been raised as a priority by more than half of local Healthwatch.

With the recent Mental Health Taskforce report (see page 4) aiming to improve mental health services, it is vital that the views of local people are heard and included from the beginning. Healthwatch England have published a briefing which gives insight into the current challenges people face when accessing the support they need.

Work carried out by local Healthwatch is highlighted focusing on:

- Ensuring mental health services meet the needs of diverse communities
- Identifying the concerns of young people - with body image being number 1
- Healthwatch Dorset partnering with Bournemouth University to release a video to reduce stigma around eating disorders.
- Listening to people detained by police using Section 136 of the Mental Health Act.

Find out more about these pieces of work: [www.healthwatch.co.uk/news/five-ways-local-healthwatch-have-helped-change-mental-health-services](http://www.healthwatch.co.uk/news/five-ways-local-healthwatch-have-helped-change-mental-health-services)

Download the Healthwatch Mental health briefing: [www.healthwatch.co.uk/resource/mental-health-publics-number-one-issue-2016](http://www.healthwatch.co.uk/resource/mental-health-publics-number-one-issue-2016)

## Changes at Healthwatch England

A number of changes are taking place at Healthwatch England which will bring it much closer into the structure of the Care Quality Commission (CQC).

Rather than having a Healthwatch England Chief Executive, a National Director for Healthwatch at the CQC will be recruited. They will support the Healthwatch England Committee and report directly to CQC Chief Executive David Behan rather than to the Department of Health.

Healthwatch England staff will also be moving to the CQC's building.

The Healthwatch England brand, statutory functions (as set out in the Health and Social Care Act 2012) and communications channels such as the Healthwatch England website will remain.



## Save the date - Healthwatch Coventry Annual meeting 2016

When: 10 am - 1 pm 19 July 2016  
At: Queens Road Baptist Church

The meeting brings together Healthwatch members, health and care staff, managers and planners to

- Hear about the work of Healthwatch Coventry
- Feed into Healthwatch priorities

More information will be sent closer to the time.



2015 Annual meeting

## CQC to inspect CWPT

The Care Quality Commission (CQC) want to hear views on the care provided by Coventry and Warwickshire Partnership Trust (CWPT) prior to their inspection of the Trust in the week of 11th April.

CWPT provides mental health learning disability and community health services (e.g. home nursing) for Coventry people.

You can share your experience at: [www.cqc.org.uk/share-your-experience-finder](http://www.cqc.org.uk/share-your-experience-finder) or phone the CQC on 03000 616 161

## Recruiting next CCG Lay member

NHS Coventry and Rugby Clinical Commissioning Group (CCG) is responsible for planning, organising and buying NHS-funded healthcare for around 450,000 people in Coventry and Rugby.

The CCG is now recruiting a lay member with a focus on representing public and patient involvement and reducing health inequalities. This non-executive leadership role works with the CCG's Governing Body.

The successful candidate will use the role to gain assurance around CCG activity and whether the organisation is taking the appropriate steps to ensure:

- The interests of patients and carers remain at the heart of decisions
- The governing body and the wider CCG acts in the best interests of the local population at all times
- The CCG commissions the highest quality services and best possible outcomes for their patients within their resources
- Patients become active participants in their care

The successful candidate will work approximately 28 hours a month representing the CCG and patients at various meetings as well as participating in regular public involvement events, and receive a salary of £11,199.94 a year.

The deadline is 7 March 2016. Find out more at:

[www.coventryrugbyccg.nhs.uk/News/4f033f5d-6e29-4513-ae3e-bfaa780dd5d1](http://www.coventryrugbyccg.nhs.uk/News/4f033f5d-6e29-4513-ae3e-bfaa780dd5d1)

## Council funding plans

Coventry City Council plans to increase council tax in order to protect frontline services.



A budget report proposing a Council Tax increase of 3.9% has been agreed following a debate by councillors on 23 February.

This is in the context of cuts in central Government funding for the Council of 45% since 2010.

Now councillors will hear that a Council Tax increase for most Coventry residents of around 80p a week is needed to help pay for the increasing cost of adult social care.

Cllr Damian Gannon, Cabinet Member for Strategic Finance and Resources said:

*"The government have refused to provide additional grants to fund the rising cost of social care, instead they want councils to levy an extra tax on residents, as a result, the Council has no choice but to accept the social care precept due to the pressures that the service in Coventry is facing. This will cost residents 40p more per week than the 1.9% rise the Council was originally anticipating making. Half of the rise in this year's Council Tax - that's 40p a week - will be used to partially offset these costs"*

## NHS comparison website adds Care homes

Care Homes have been added to My NHS (part of NHS Choices), which allows users to leave ratings and reviews to help other people. Searches can be made using post code, region or care home name. There will be access to user reviews, CQC inspection ratings, food hygiene rating, level of staff turnover, if the home has a registered manager in post, and location/contact details. You can view more information at:

[www.nhs.uk/service-search/performance/search](http://www.nhs.uk/service-search/performance/search)

## Decisions on NHS budget made

The NHS England Board has decided how the Health Service will spend its budget for the next five years.

The health service locally is being given a five year settlement with the aim of enabling local leaders to put services on a stable financial footing and develop robust plans to accelerate the redesign of care set out in the NHS Five Year Forward View.

The plans show:

- Spending on GPs and primary medical care services will grow in real terms at a higher rate than for other health services, with an extra 4-5.4 per cent cash funding every year for five years
- Every CCG will get real terms budget increase, with adjustments made so that extra funding for local health services is targeted at those parts of the country with the greatest health needs, where the population is growing rapidly, and where there are additional and historic pressures because of rural populations
- Mental health services will also see extra investment as CCGs are expected to use their extra funding to increase funding for local mental health services in real terms next year by at least the level of the CCG's overall funding growth

NHS England chief executive Simon Stevens said:

*“Our aim is to relieve frontline service pressures in the here-and-now, while kick-starting the fundamental strengthening of primary care, mental health, cancer care and other major priorities.”*

Read more information about the NHS budget: [www.england.nhs.uk/2015/12/nhs-england-allocates-560-billion/](http://www.england.nhs.uk/2015/12/nhs-england-allocates-560-billion/)



## NHS pledges additional funding for mental health services

NHS England have committed to a transformation of mental health care across the NHS in response to the report of an independent Taskforce on Mental Health. A pledge to help more than a million extra people and invest over £1bn a year by 2020/21 has been made.

Taskforce recommendations to be addressed include:

- An end to sending people out of their local area for acute inpatient care
- Providing mental health care to 70,000 more children and young people
- Supporting 30,000 more new and expectant mothers through maternal mental health services
- New funding to ensure all acute hospitals have mental health services in emergency departments for people of all ages
- Increasing access to talking therapies

For teenagers suffering from eating disorders like anorexia, a new waiting time measure to be introduced from 2017/2018 to track the number of patients being seen within a month of being referred, or within a week for urgent cases.

Paul Farmer, Chief Executive of Mind and independent Chair of the Mental Health Taskforce, said:

*“The Prime Minister rightly recognises some key priorities that have been identified by the mental health taskforce, which will soon be publishing its full report. Children and young people, pregnant women and new mums, and those in crisis urgently need better services and support. But it doesn't stop there. The taskforce will be setting out the road map for the next 5 years”*

Read more information about the transformation plan at:

[www.england.nhs.uk/2016/02/fyfv-mh/](http://www.england.nhs.uk/2016/02/fyfv-mh/)

## Children and young people's mental health: peer support

The Department for Education have launched a call for evidence to find out more about knowledge and experience of peer support for children and young people's mental health. Peer support can be a variety of things from helping a friend to discuss their problems, buddying and befriending schemes, 1:1 and group support sessions. These can happen face to face or be online.

They want to find out more about:

- What works in peer support for children and young people's mental wellbeing
- Approaches currently available
- How things might be improved

To view more information and to complete the online survey go to:

[www.gov.uk/government/consultations/children-and-young-peoples-mental-health-peer-support](http://www.gov.uk/government/consultations/children-and-young-peoples-mental-health-peer-support)

## New Independent Patient Safety Investigation Service (IPSIS)

From April 2016 IPSIS will offer support and guidance to NHS organisations on patient safety investigations and carry out some itself.

IPSIS is in response to criticism of investigations into serious incidents in the NHS which can be complicated, take a long time and fall short of what people expect. The aim is to ensure that for the most serious cases, patients, families and NHS staff get answers and that the NHS learns from its mistakes.

IPSIS will only take on a small sample of cases each year, and will have a role in setting the standards for investigations across the NHS.

More information can be found at:

[www.healthwatch.co.uk/news/how-ipsis-could-help-improve-way-nhs-handles-complaints](http://www.healthwatch.co.uk/news/how-ipsis-could-help-improve-way-nhs-handles-complaints)

## Failing children's services will be taken over

Reforms will mean failing children's services in local authorities will be taken over by high-performing authorities, teams of experts and charities.

Children's services in local authorities, which have persistently failed in the past, will be taken over immediately. Sharper triggers will be put in place so an emergency Ofsted inspection can be ordered where there are concerns about an authority's performance.

This could include complaints from whistle-blowers or evidence of poor leadership. High-performing local authorities, experts in child protection and charities will be brought in to turn children's services around - including by acting as sponsors, forming 'trusts' to take over authorities which are judged to be failing.

In the past, children's services were taken over on an ad hoc basis with no clear national response to failure.

For the first time, a formalised academy style system will be put in place so that any local authority judged as inadequate by Ofsted has to show significant improvement within 6 months or be taken over.

If a local authority's children's services fails to improve within 6 months of their Ofsted inspection, a new service leader (Commissioner) will be put in place and high-performing local authorities, experts in child protection and charities will be brought in.

Prime Minister David Cameron said:

*"This will be one of the big landmark reforms of this Parliament, as transformative as what we did in education in the last. And it shows how serious we are about confronting state failure and tackling some the biggest social problems in our country".*

## New NICE guidelines

The National Institute for Health and Care Excellence (NICE) provides national guidance and advice to improve health and social care. Recently published guidelines include:

- New guidelines to improve care for people at the end of life: the first guidelines for the NHS on improving care for people who are in their last days of life.
- Improving IV fluid therapy for children and young people: guidance on intravenous fluid therapy aims to improve the safety and consistency of the treatment for children and young people.
- Ensure people with type 2 diabetes are involved in decisions about their Care: Healthcare professionals should involve people with type 2 diabetes in decisions about their care such as managing blood glucose levels
- Make a single person responsible for hospital discharging patients to avoid delays: a new social care guideline which aims to improve the transition between inpatient hospital settings and community or care settings for adults with social care needs.

Information about all these guidelines can be found at: [www.nice.org.uk/Guidance](http://www.nice.org.uk/Guidance)

## National maternity review brings new ideas for care

The report of the National Maternity Review has been published. Professor Sir Mike Richards, Chief Inspector of hospitals at the Care Quality Commission, welcomed the report. He said:

*“As the report makes clear, every single woman deserves to receive personalised care that is based around their individual needs and decisions when having a baby. This is echoed in the findings from CQC’s latest national maternity survey which reinforce the importance of NHS trusts focussing on women’s individual needs and choices”.*



Susan Robinson, Acting National Director of Healthwatch England said:

*“It is encouraging that the review shows that the quality and outcomes of maternity services have improved significantly over the past ten years. It has also found a good deal of regional variation, and consequently scope for improvement.*

*“Our conversations with people [show] that over half of women who have used a maternity service want to give feedback to help improve services, yet two thirds don’t know how. It’s great to see the Review explore some of the ways that new and expectant mums can contribute to the learning process, including a range of new apps that will allow them to access information, book appointments and share their experiences.”*

One proposal is that a pregnant woman should be able to choose the provider of antenatal, during birth and postnatal care and be in control of those choices through their own NHS Personal Maternity Care Budget of £3,000.

Only accredited providers would be eligible under this scheme and mums won’t actually see the money - instead it will go direct to the provider of their choice. This idea will be trialled in a small number of areas before a wider roll out. To read the *National Review of Maternity* go to: [www.england.nhs.uk/ourwork/futurehhs/mat-review/](http://www.england.nhs.uk/ourwork/futurehhs/mat-review/)

## CQC consults on strategy

The Care Quality Commission is asking for views, until **14 March**, on their approaches in the next 5 years. Including views on:

Targeting and tailoring their inspections; having a more flexible approach to registering providers; assessing how well hospitals use resources; and how to assess quality across local areas.

For more information and ways to respond go to:

[www.cqc.org.uk/content/2016-2021-strategy-consultation](http://www.cqc.org.uk/content/2016-2021-strategy-consultation)