

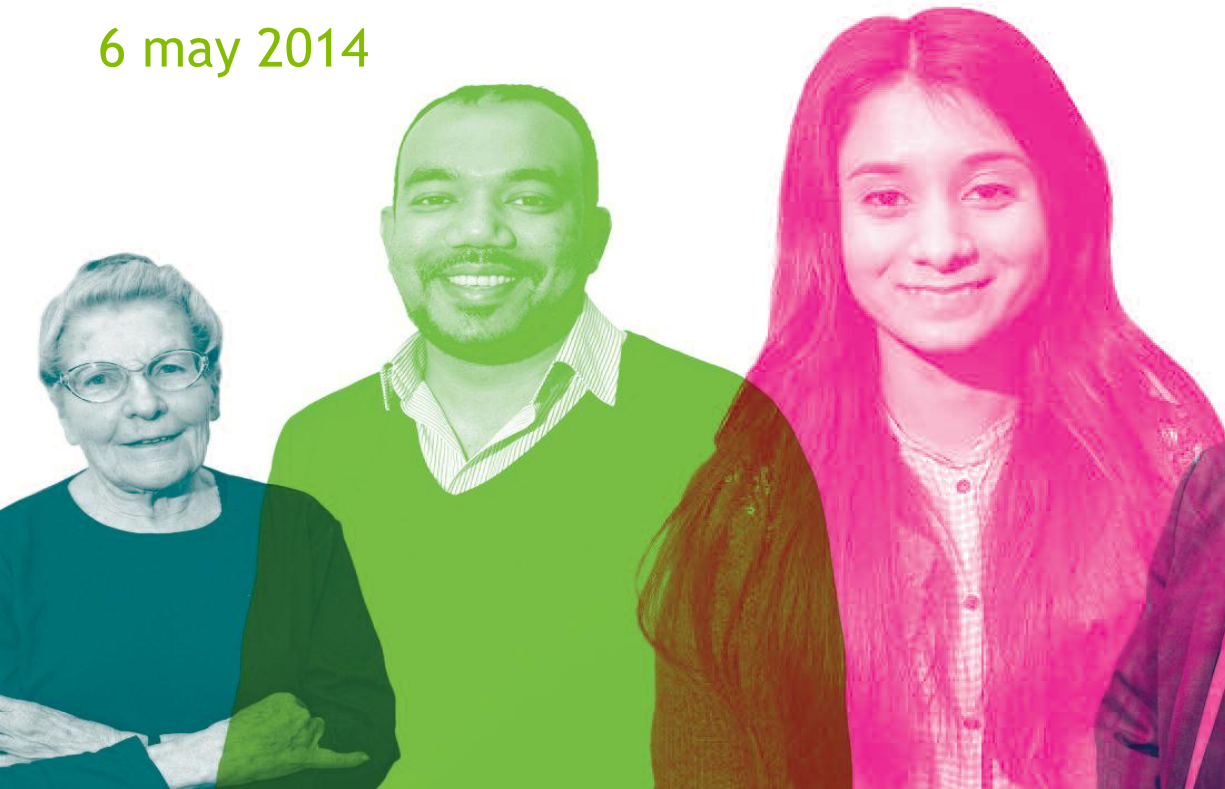
# healthwatch

## Tower Hamlets

### Adult Social Care Pan-Providers Forum

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6 may 2014



# Healthwatch Tower Hamlets



# Healthwatch Functions

1. providing **information and signposting** about access to services and support for making informed choices
2. **gathering views** and understanding the experiences of patients and the public
3. making people's **views known**
4. promoting and supporting people's involvement in the **commissioning** and **provision** of local health and social care services and how they are **scrutinised**
5. Recommending an **investigation** or special review of services via Healthwatch England or the care quality commission (CQC)





We **engage** with the community to get their views on services

**Better health and social care services**

We **feed back** to the community

We **analyse** what people told us

The people responsible  
Tell us what they are doing  
in **response**

We take the findings to people responsible for **improving services**



# Healthwatch Tower Hamlets Company Structure

Healthwatch Tower Hamlets  
Charitable Company

24 Members

**Board of Directors**  
(12) managing the  
**business** and  
performance of the  
new company

**Advisory Group**  
(12) representing  
the **voice of local**  
**residents** within  
commissioning &  
quality performance  
processes

Over 1,200 members



## Collecting evidence

**Patient X** Enter and View visits

Patient diaries

Focus Groups

**Voluntary & community groups**

in-depth interviews

Schools

**Healthwatch Advisory Group**

On-line - Healthwatch website

**Rate Our Service**

Practice Patient Groups

**Discovery Interviews**

**Facilitative events**

Face Book, iPhones, mobile phones

**Storytelling groups** Questionnaires

Phone patients at homes

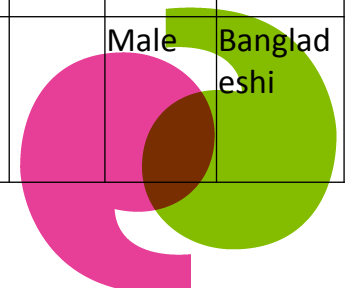
**Faith Groups**

**Community Forums**



# Repository - using evidence

Comment	Service	Life Stage	Provider	+	-	Age	gender	ethnicity
Don't just ignore elderly people when they ask for help - more staff, better wages, more carers to help with shopping etc.	Carers	Older Person	LBTH			22-25	Female	White British
They suggested there should be more intergenerational projects with Bangladeshi Young people - they want to highlight to young people how they feel they are being treated by their children and what they would like from them and also explain to them how it feels to be a elderly person.	Older People	Older Person	LBTH			71-75	Male	Bangladeshi
Social worker does not help me and it seems like he does not care as he never visits me...I want to go to Somali Gardens but I can't get transport, but they won't help me...before they would arrange transport for me but now I have to arrange for cab or dial a ride to pick me up and before I can arrange these different methods of transport to pick me up I have to complete a form...I questioned them on this and the lady on the phone made me feel like I was scrounging of the state...	Adult Social Services	Older Person	LBTH		1			
The group suggested that a borough wide Bangladeshi pensioners club be established to stand up and fight for Bengali elders.	Adult Social Services	Older Person	LBTH				Male	Bangladeshi



# What is 'Enter and View'?

'Enter and View' is the opportunity for Healthwatch Reps (lay people):

- To see and hear for themselves how services are provided
- To collect the views of service users, carers and relatives at the point of service delivery
- To observe the nature and quality of services - *observation involving all the senses*
- To report findings and associated recommendations - good and bad - to providers,
- To develop insights and recommendations across multiple visits to inform strategic decision making





# Key benefits of ‘Enter and View’

To encourage and influence service improvement - by:

- Capturing and reflecting the views of service users who often go unheard, e.g. care home residents
- Offering service users an independent, trusted party with whom they feel comfortable sharing experiences
- Bringing the layperson’s perspective into the assessment of service provision and service needs
- Surveying carers and relatives
- Identifying and sharing ‘best practice’
- Encouraging providers to engage with Healthwatch as a ‘critical friend’, outside of formal inspection
- Supporting Healthwatch to ensure that the views of service users and carers play an integral part in local commissioning



# Where does 'Enter and View' apply?

'Enter and View' visits can be undertaken to the following organisations or persons:

- NHS trusts
- NHS foundation trusts
- Local authorities
- GPs
- Dentists
- Opticians
- Community pharmacists
- a person who owns or controls premises where ophthalmic and pharmaceutical services are provided
- Bodies or institutions which are contracted by Local Authorities or the NHS to provide health or care services (e.g. adult social care homes and day-care centres).

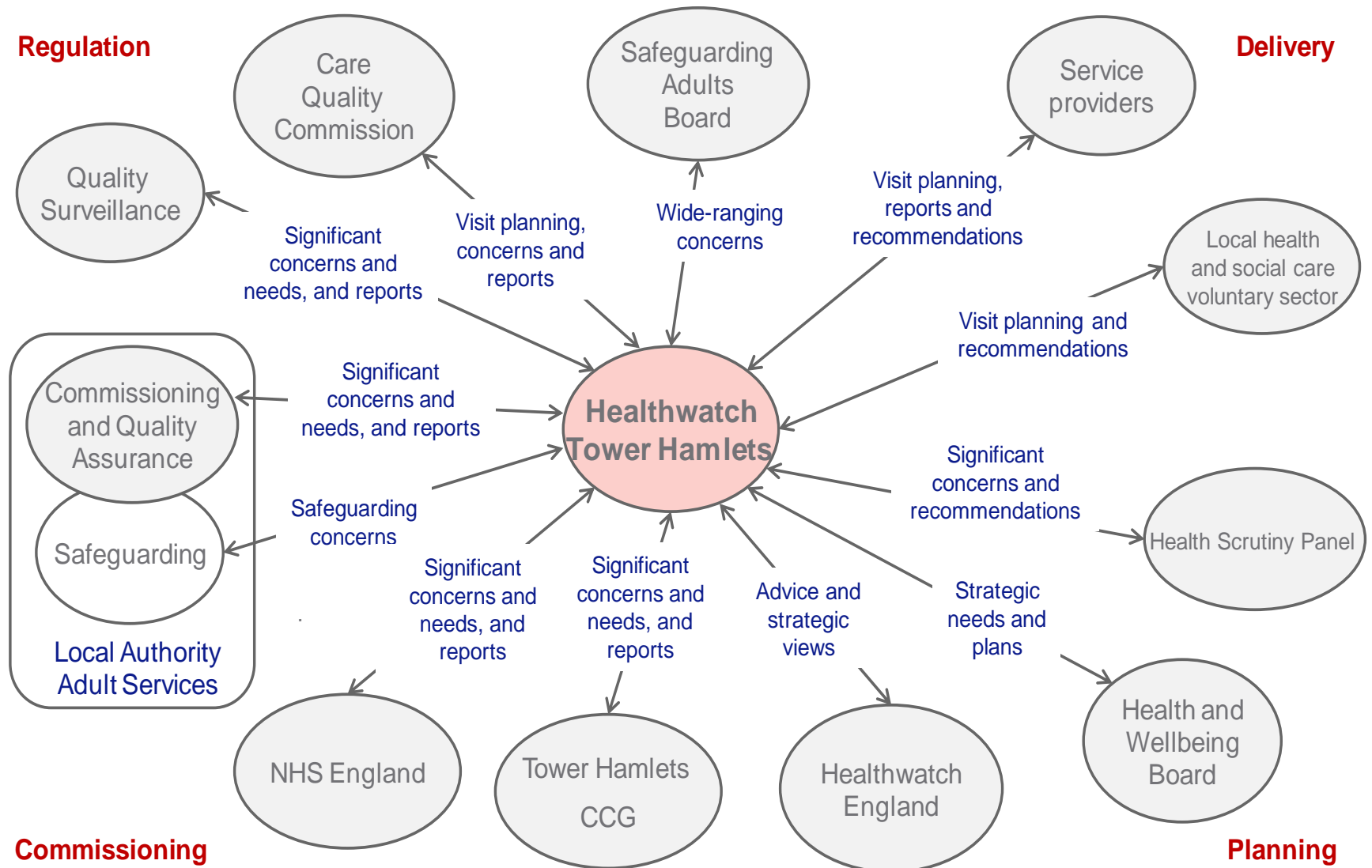


# Examples of the purpose of 'Enter and View'

- To determine whether adult care home residents are treated with dignity, in line with the Department of Health's Dignity Challenge
- To identify positive experiences of activity provision in adult social care homes, with a view to sharing this with all providers to encourage improvement
- To ensure that suitable support is given to vulnerable people who are unable to feed themselves
- To establish whether patients felt that adequate arrangements were in place for their discharge from hospital and whether these had proved effective



# Strategic partners Healthwatch work with so 'Enter and View' achieves service improvements



# Misconceptions about 'Enter and View'

Not an inspection (the Care Quality Commission is the inspector) -

- key strength is that we offer a layperson's perspective

Not a standalone activity -

- 'Enter and View' is just one tool available to Healthwatch for collecting evidence for a defined purpose
- Our role is to work with other organisations and bodies to bring about service improvement, today and in the future

Not a last resort nor a first choice option - 'Enter and View' is planned, with a clear purpose



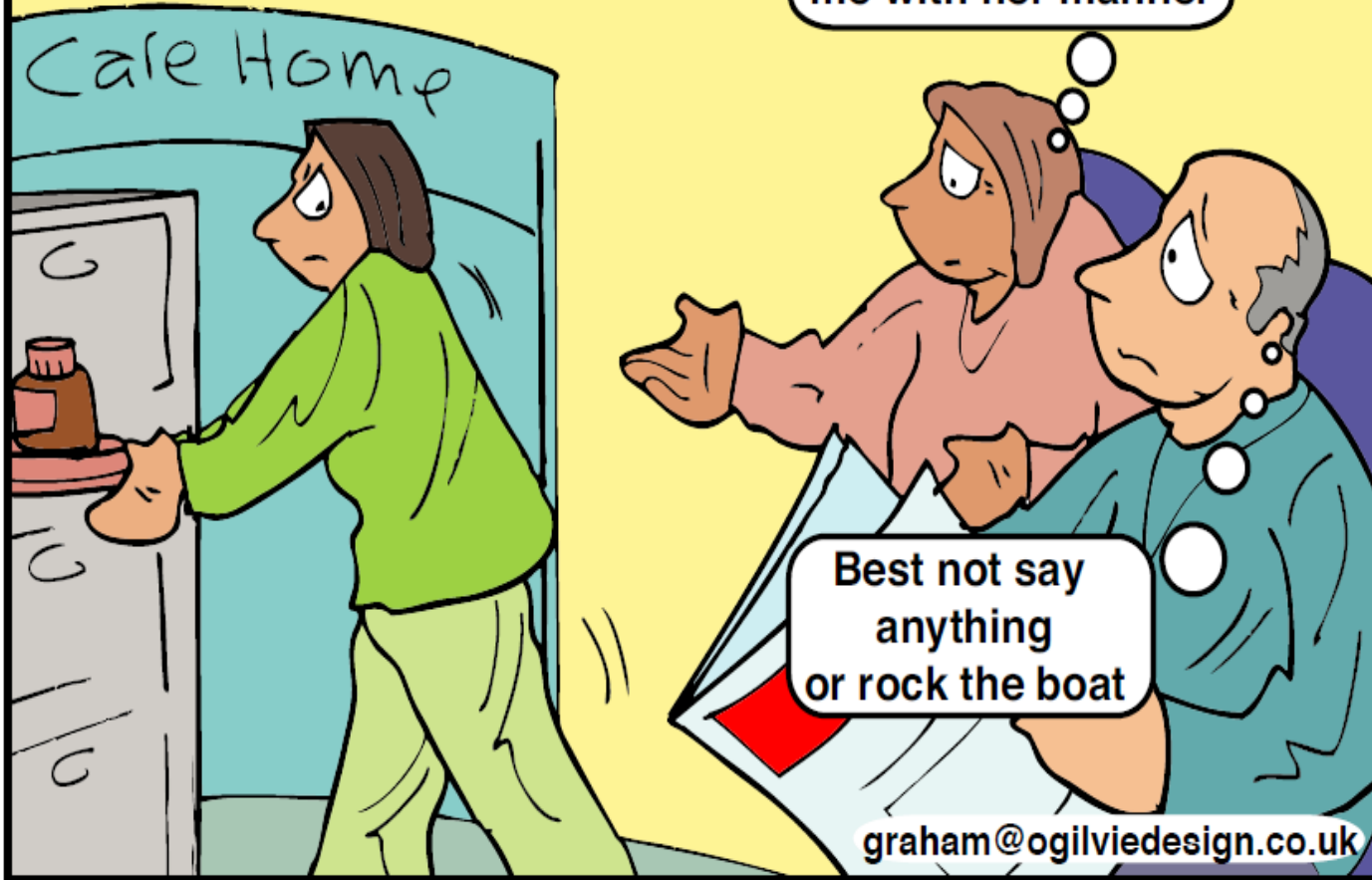
If we REALLY want to know what people want

ASK them for  
THEIR opinions -  
& LISTEN!



People should NEVER feel  
frightened to speak up

She just frightens  
me with her manner



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# Working together

1. In what ways could Healthwatch Enter and View visits support your organisation to improve services?
2. How could your organisation provide user feedback to Healthwatch to improve services generally for your users and carers?

