

Open Report on behalf of Healthwatch Lincolnshire

Report to:	Adults Scrutiny Committee
Date:	22 January 2016
Subject:	Healthwatch Lincolnshire: Adult Care in Lincolnshire

Summary:

This report a Healthwatch Lincolnshire update of the recent past, current or future work impacting on Adult Care in Lincolnshire. This brief overview does not cover Healthwatch Lincolnshire's activities working within the health sector, which has a direct perspective with the patient and resident experience within the community. The Health Scrutiny Committee for Lincolnshire's terms of reference include a provision working with Healthwatch in relation to their activities focused on health care.

Actions Required:

To consider and comment on the information presented by Healthwatch Lincolnshire on Adult Care in Lincolnshire.

1. Background

Further to the last meeting of the Adults Scrutiny Committee, where Healthwatch attended, the following provides a brief overview of recent activity and future plans:

Past Work 2015

- **Care Act Work** - A full day workshop was held in March 2015 to look at potential positives and challenges around the Care Act 2014. The main outcomes were grouped under the following headings: Information and Signposting, Capacity, Funding, and Partnerships. There was a general recognition of the additional pressures on the local authority but also a significant number of actions proposed.
- **Seldom Heard Voices**, specifically Black and Minority Ethnic, Homeless, Mental Health, Rurality and Sensory Impairment. The report *Seldom Heard Voices* is attached at Appendix A to this report.

- **Mental Health** – We have had a focus on this piece of work over two years and hear and see regularly the impact of those living with mental health in our communities. We have produced two reports and retain our dialogue with South West Lincolnshire Clinical Commissioning Group (CCG), which is the lead CCG for mental health in Lincolnshire. We recognise the challenges around mental health and also recognise the work that has and is being done, however we will continue to highlight issues as they arise.

Current Work

- **Transport** – Work was undertaken with NSL (the non-emergency transport provider) to develop the interaction between the resident and service provider, new system subsequently put in place to support residents if they were not eligible.
- **Mental Health (Adults)** - Concern related to the level of services available impacting on patient care and safety. Healthwatch Lincolnshire raised awareness and the profile of the issues and called for changes in service provision, this specifically relates to out of hours care within the community. Report of the findings is available on our website or if required in another format please contact the office on 01205 820892.
- **Prisons** - Specialist work to consider health and care services in prisons. Priority raised due to the number of issues shared by prisoners at HMP Lincoln. We are currently working within North Sea Camp and Lincoln to develop prison champions to support feedback mechanisms. In addition there is further work looking at the capacity of the Formal Prison Visitors.
- **Learning Disability Annual Health Checks.** Priority raised through partner work and information shared at events and the Learning Disabilities Board. Healthwatch Lincolnshire is currently carrying out a series of focus groups to ascertain issues about awareness of and access to health checks including transport.
- **Wheel Chair services** – Identified as an issue for users and impacting on quality of life and wellbeing. Following work with HWL and Peoples Partnership strand lead for disability, the services have been improved with feedback direct from the service users.
- **Enter and View** in December 2015, three care providers were visited: White Gables (Boston), West Dene (Lincoln), and Canwick Court (Lincoln) – Purpose: to look at how residents spent their days. Reports due to be published on or around 20 January 2016.

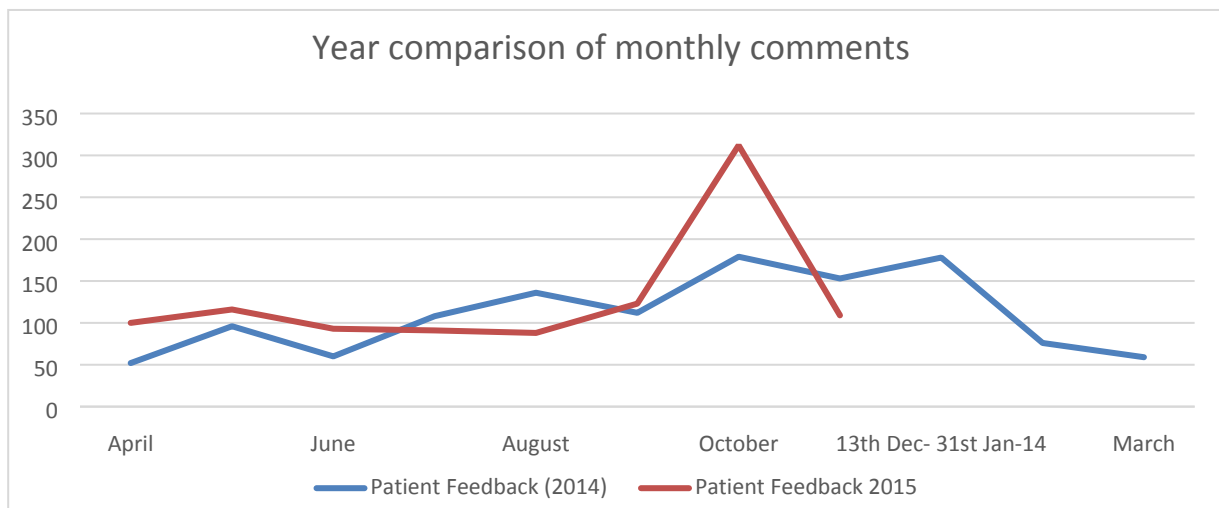
Future Plans

- **Enter and View:** Further homes to be visited: The Chestnuts Residential Home (Ruskington), Cathedral Nursing Home (Lincoln) and Nene Lodge

Retirement Home (Sutton Bridge), with a rolling programme through 2016/17.

- **Request to support County Council Adult Social Care** on projects including Sector Led Improvements, Care Act implementation in Prisons and Safeguarding (Making it Personal)
- **Domiciliary Care** – Review of Care in the Home, hoping to work with and shadow providers in their activities with a follow-up dialogue with the person receiving the care
- **Farming families and people living in rural isolation** accessing health and care, follow up work to Healthwatch Lincolnshire *Seldom Heard Voices* work.
- **Mystery Shopper Activity**

Themes or Trends Relating to Adult Care



51 items related to Adult Care were forwarded to Healthwatch Lincolnshire between 1 June 2015 and 31 December 2015. The recurring themes for adult care were:

- Transport
- Home carers (time for appointments, communication)
- Ability to find and access respite
- Availability of suitable home care packages
- Couple of cases of residents being in short term residential care for longer than anticipated.
- **Signposting for Services** remains a constant need with help and support finding services, access to transport and guidance on who to contact in the case of a complaint for emerging service provision

- **Community Care – Domiciliary Care**

Following the changes to the contractual arrangements for the provision of domiciliary care services we saw a spike in resident feedback relating to lacking care, we have remained in communication with Lincolnshire County Council during this time and have to some degree had assurances around the transition. However resident feedback is still features on our monthly reports.

- **Transport and Access to Services**

Still an issue for residents looking to access transport for medical purposes particularly in terms of NSL and a true understanding on whether an individual meets the criteria.

Engagement Work

For 2016 Engagement work is occurring around the county.

Visiting:

- Hospitals/ GP services
- Borough and District Council Offices engagement
- Libraries
- Supermarkets
- Parish Council Meetings
- Locality based engagement, out and about in villages and smaller towns
- Local Events and Fayres
- Engagement through Healthwatch Lincolnshire Hubs
- Provider Networks have produced an Action Log based on provider feedback

- Healthwatch Lincolnshire Roadshows (2-4pm) are planned at the following locations:
 - 16 March, Jubilee Church, Grantham
 - 22 June, Rustons Sports Club, Lincoln
 - 21 September, Springfield's Event Centre, Spalding
 - 8 December, Town Hall, Louth

Working with our Community

We have always acknowledged how important it is to engage local people in the work of Healthwatch. Therefore our growing number of active volunteers are supporting our work in many ways, whether that be in office duties, engagement activities, enter and view, mystery shopper or as researchers etc. We currently have 33 engaged with Healthwatch Lincolnshire. In addition we are also working towards a nationally recognised kite mark relating to our volunteers, "Investing in Volunteers Award".

Working to Improve Data for Partners

A New Data Collection, Recording and Reporting System will be in place at the end of January 2016. This will enable us to report more detailed information to providers and commissioners.

The system will be able to create subject and/or date specific data with varying levels of detail.

2. Appendices

The following document is attached to this report

Appendix A	Seldom Heard Voices – Report by Healthwatch Lincolnshire August 2015.
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3. Background Papers

No background papers were used in the preparation of this report.

This report was written by Nicola Tallent, Senior Officer for Engagement and Enter and View, Healthwatch Lincolnshire, who can be contacted at Nicola.tallent@healthwatchlincolnshire.co.uk

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