

# Acute Community Unit: Callington Road Hospital

## What is Healthwatch?

Healthwatch is here to **demonstrably influence commissioning, service provision or strategic decision making...**

We were delighted to be invited to the opening of the new Avon and Wiltshire Mental Health Partnership NHS Trust facility at Callington Road Hospital on 20<sup>th</sup> February 2018.

## What did we hear?

The new unit is where a service user may go during the day to access services which have been identified in their care plan to support them and to return home at the end of the day.

It's an alternative to hospital admission but supports recovery.

The service is a way to enable Intensive Teams help to work in different ways to manage service users across the community.

A facility to support discharge and help to reduce re-admission to hospital.

Helps support both service users' physical and mental health.

## Who did we meet?

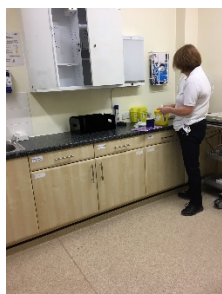
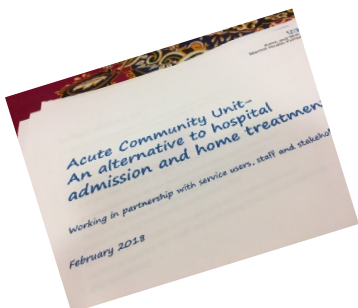
We met with various ward staff, NHS clinical leads, commissioners and the managers at the trust, to be introduced to the different team members. Healthwatch has statutory powers to Enter and View CQC Regulated facilities and the information discussed helped us to plan our visits for the future. We agreed to come back later this year to follow up with a more formal Enter and View meeting, and an informal coffee morning with service users.

"We look forward to welcoming Healthwatch Bristol back later this year for some engagement work with our service users, so they know who they can feedback to!"

Unit Manager

"We are looking forward to working more closely with Healthwatch and partners such as Bristol Independent Mental Health Network and Community Access Support Services. This makes really good sense and efficiency and means less invasive for vulnerable patients."

Clinician



Healthwatch Bristol speaking to Avon and Wiltshire Mental Health Partnership at Callington Road Hospital at the opening of the Acute Community Unit (ACU).

# Follow up

During 2018/19, Healthwatch is asking everyone - how do local services support your wellbeing?

We use our Wellbeing questionnaire <http://bit.ly/2BYqmxH>

We're asking the same questions of a range of stakeholders as part of our mission to *demonstrate breadth of community reach by developing relationships with stakeholder*

## Healthwatch will.....

All the feedback Healthwatch Bristol gathers is analysed and used to inform the Healthwatch Bristol quarterly reports which are shared with Healthwatch Bristol partners including Bristol Clinical Commissioning Group, the Bristol Health and Wellbeing Board, Bristol City Council, the Care Quality Commission, NHS England and Healthwatch England. The quarterly report is also presented to the Healthwatch Bristol Advisory Group to propose further uptake of the issues identified in the report. The report will be available on the Healthwatch Bristol website ([www.healthwatchbristol.co.uk](http://www.healthwatchbristol.co.uk)) and circulated to our mailing lists via the monthly e-bulletin.

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