

# Healthwatch Birmingham Impact Report

Patient and public involvement in nursing and residential homes.

Healthwatch Birmingham conducted an investigation based on Enter and View visits to four nursing and residential homes. These helped us respond to Birmingham City Council's (BCC) consultation on its proposed Adult Social Care Commissioning Strategy. We obtained face-to-face or written feedback from 26 service users, three relatives and 11 members of staff.

In order for all service providers to hear and act on service users' feedback, there will need to be a 'culture shift'. This might take time. However, it is vital that Birmingham City Council uses the views of service users to buy and allocate adult social care packages. If done properly, this will increase the quality of publicly funded nursing and residential homes, as well as domiciliary care.

Councillor John Cotton,  
Birmingham City Council.

Our report has helped improve the process for BCC and BCC-funded providers to hear the views of service users and their relatives and carers.

BCC is considering the options for independent review of residents' involvement to assure the quality of feedback mechanisms that providers have in place.

We are running two workshops for service providers, based on our Healthwatch Birmingham Patient and Public Involvement Quality Standard (Autumn 2018).

We are being provided with opportunities by BCC to increase the number of providers using the Healthwatch Birmingham online.

We are working with BCC to ensure they have real-time access, through our Widget, to hear the feedback shared with us.

We have agreed pathways to escalate concerns of a serious nature with BCC.

The aim of these initiatives is to improve the quality of care provided by nursing and residential homes by:

BCC being assured that residents are safeguarded from any negative consequences of providing feedback.

An increase in the quality and quantity of feedback used by BCC to inform its Quality and Provider monitoring visits.

Giving providers a better understanding of service users' and carers' views of their service. This feedback can influence the service's decision-making, and help focus their resources on areas of need.

Reducing variations in the quality of how BCC-funded providers collect service user and carer feedback, and use this to drive improvements in their services.

Download Healthwatch Birmingham's initial full report here:

<https://healthwatchbirmingham.co.uk/about-us/reports/>

Share your experiences of Adult Social Care services in Birmingham:

Visit our Feedback Centre:

[www.healthwatchbirmingham.co.uk](http://www.healthwatchbirmingham.co.uk)

Email us:

[info@healthwatchbirmingham.co.uk](mailto:info@healthwatchbirmingham.co.uk)

Call us: 0800 652 5278

Twitter:

[@HWBrum](https://twitter.com/HWBrum)

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[Healthwatch Birmingham](https://www.facebook.com/HealthwatchBirmingham)

**healthwatch**  
Birmingham



## Get the free Feedback Centre Widget

Healthwatch Birmingham is providing health and social care organisations with a free Feedback widget. Receive real-time experience information and gain value and insight into how people are using your services.

### Benefits of adopting the widget

- Demonstrate your commitment to patient centred care
- Improve engagement with patients
- Showcase the impact you are making
- Boost awareness of services
- Ensure intelligence influences decision making and focus of resources
- Demonstrate high quality services and accountability
- Demonstrate transparency



**Talk  
to us...**

Are you a BCC-funded service provider? Would you like to have a better understanding of service users' and carers' views of your service? Then please call us to register your interest in attending one of our two Patient and Public Involvement Quality Standard workshops.

We would like to thank all the nursing and care home staff, residents and relatives that we interviewed, and BCC for their participation in, and support of, this investigation.

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