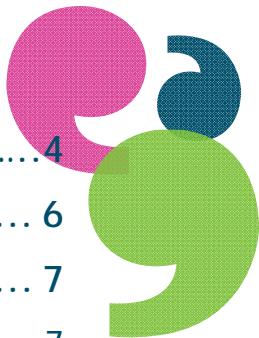




## Healthwatch Knowsley Annual Report 2014/15



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## Engagement

**114** Individual Activities

**196** people have participated in activities



**223** Outreach Activities

**4698** people met at Outreach Activities

**42** Key Meetings attended by representatives



**17** Community Coffee Mornings



**7** Enter & View visits



**4** Consultations

**3** Training Sessions

**1** National Conference attended

**4** Quality Accounts Sessions

**1** Annual Event





# Healthwatch Knowsley at a glance ...

## Patient Experience

807 Patient Experiences captured

278 relate to local Hospital NHS Trusts

273 relate to community services

**healthwatch Knowsley**

**Have YOUR Say!**

Your opportunity to provide feedback about local health and social care services.

**your voice counts**

For more information about Healthwatch Knowsley:  
T: 0151 449 3954  
E: enquiries@healthwatchknowsley.co.uk  
W: www.healthwatchknowsley.co.uk

## Communication



8 Bulletins produced and sent to 1729 community members and organisations



640 Facebook Friends



1350 Twitter Followers



3714 Website Hits

3 Articles in local press



## Signposting & Information

575 people signposted to 126 different services

**healthwatch Knowsley**

**Signposting & Information Service**

**Where to go?**

Helping you to find health and social care services in Knowsley

**0151 449 3954**  
Monday-Friday, 9am-5pm

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

## Reports

21 Reports have been produced, providing recommendations to providers



An estimated **21586** people have had contact with Healthwatch Knowsley throughout the year.

## Note from the Chair



I am pleased to introduce the 2014-15 Annual Report for Healthwatch Knowsley. This has proved to be an incredibly busy year; much has been achieved and learned during this reporting period. As an organisation we have taken the opportunity to expand our work in new areas and build on the strengths developed following the establishment of Healthwatch in April 2013.

Across the last 12 months Healthwatch Knowsley has continued to work in a Health and Social Care landscape which is responding to the challenges of increased demand and reduced resources. I truly believe as an organisation, using the views captured from community members, we have played our part in highlighting the positives within the services accessed by Knowsley residents, challenged the areas that have not met the needs of community and also influenced the strategic thinking around future services and commissioning plans.

Once again, it is important to pay tribute to the community volunteers who lead Healthwatch in Knowsley. This year has seen the greater development of champion's roles for specific areas of Healthwatch work, and this has served us well. I hope that the following report, and the detail it contains, goes some way to demonstrating the impact we have had locally, through this volunteer commitment.

It is pleasing to be able to highlight our contribution to National pieces of work through Healthwatch England. At a local level the strengthening of our work in relation to Adult Social Care in partnership with Knowsley Adult Safeguarding Board and through the Local Authority Adult Social Care Improvement Board. We have had a continued presence at the Health and Wellbeing Board for Knowsley, helping to contribute to the boards role of holding the local Health and Social Care system to account.

As with previous years, we have influenced and contributed to the commissioning work of the Local Authority, Knowsley Clinical Commissioning Group and NHS England. This work has again been underpinned by an outreach-focused approach to working with our community and local networks and partners.

When reflecting on this year's activities I am immensely proud of the progress made but retain a firm view that much more still needs to be done on behalf of our local community.

**Mary Spreadbury - Chair**



### Our Role

Healthwatch is in place at a National level through Healthwatch England and in each Local Authority area across the country. The shared aim across the Healthwatch network is to improve health and social care provision for the communities we serve.

Our key role is to listen to the views and experiences of local people and provide an effective platform for those views to be heard and responded to.

Healthwatch has a unique role as the only organisation to focus on both the Health and Social Care experiences of community members with the aim of highlighting best practice and areas for improvement.



Healthwatch Organisations have three main functions:

- To gather people's views and experiences of health and social care and use them to influence those who commission and provide

## healthwatch Knowsley

services, helping them to be more responsive to what matters to service users and the public and to enable the design of services around needs.

- To provide the public with information and signposting to help them make informed choices about their health and social care needs.
- To provide access to the Independent Health Complaints Advocacy Service, who provide free, confidential support to people who need help to make a complaint about NHS services they have received. We also refer people to specialist support organisations for social care.

Healthwatch also have the power to undertake 'Enter and View' visits to service provider premises to see how well they are working. Further details of the work Healthwatch Knowsley have undertaken in this area can be found in the Engagement section of this report.





### Our Vision/Mission

The vision and mission for Healthwatch Knowsley, developed during the first year of operation, has continued to form the focus for the organisation.

We have continued to strive to deliver on the principles developed to ensure we achieve our vision:

**'Healthwatch Knowsley will be an effective and clear voice for the community of Knowsley in relation to Health and Social Care Service Provision and Commissioning.'**

- All patients, service users and citizens across the local health economy are provided with an effective and independent channel through which their experiences and observations can influence service provision and commissioning.
- A clear route is available to all Knowsley residents who require information and support to stay healthy, to secure timely access to high quality services when required and are aware how to access advocacy services if they wish to pursue a complaint.

### Our strategic priorities

In 2013, Healthwatch Knowsley determined its own programme of work though community set priorities. These priorities have continued to guide the work of Healthwatch throughout the year.

Our priorities include:

- Mental Health Service Provision
- Domiciliary Care
- Hospital Discharge
- GP Appointments and Access to Primary Care
- Hospital Care Provision
- Enter and View (Nursing and Residential Care focus)
- Outreach based Signposting

Due to emerging community-based trends we have also retained a focus in relation to GP charging, community based provision (specifically podiatry services) and services provided through Northwest Ambulance Services.

In addition to this, Healthwatch Knowsley has contributed to many key areas of work including the activities of the Health and Wellbeing Board in Knowsley, the Quality Account process and the provision of commentaries to accompany the provider's formal accounts.

Time has also been spent in relation to Equality Delivery System (EDS2) and the work of our local providers in reviewing and improving their performance for people with characteristics protected by the Equality Act 2010.

This report will provide information on how we have progressed in each of these areas and more.



### Engaging with people who use health & social care services

#### Understanding people's experiences

Capturing community member's views and experiences of accessing and receiving services is the key activity for Healthwatch Knowsley.

The main route we have pursued in engaging with residents is through proactive face-to-face outreach activities.

Working with networks and partners across Knowsley has proved vital once again in reaching community members within the borough.

In the past 12 months Healthwatch has had contact with 4698 community members through 223 direct outreach activities. These activities have included:

- Information stands at local hospitals, libraries and provider venues.
- Attendance at local Health Forums, Patient Participation Groups, Bingo groups, Older People's Fun Olympics events, Day centres, Breast-Feeding support groups and Parents and Toddler groups.

This has generated 807 community and patient experience stories and provided Healthwatch with a rich source of



information offering an understanding of what is working well and in some cases not so well across Health and Social Care services accessed by Knowsley residents.

In addition to this, Healthwatch Knowsley has hosted focused sessions throughout the year based on emerging issues. These very often take the form of Coffee Mornings and community based focus groups with an opportunity for community members to meet with Service Providers.

#### Themes covered within this year include:

- Care. Data
- End of Life Care
- Northwest Ambulance Service
- A Focus on Alzheimer's and a Dementia Friends Session
- MacMillian Coffee Morning
- Winter Preparation
- A focus on Patient Advice and Liaison Services (PALS )
- Public Health Annual Report
- You Said, We Did - feedback coffee morning





## Engagement

In addition to this, nine coffee mornings have been held to support our ongoing priority in relation to mental health. In total 337 people have attended community based Positive Mental Health Coffee Mornings throughout the year.

### Hearing from Older People

Healthwatch Knowsley has been in the fortunate position to lead on the delivery of the Older People's Involvement Programme for Knowsley. This has included the facilitation of the work of the Older People's Partnership Board and the expectations that flow from the Older People's Strategy for the borough.



A new older peoples strategy for Knowsley  
2013 - 2016

In addition to this Healthwatch provides the officer support to Knowsley Older People's Voice (KOPV). KOPV is a vibrant older people's forum, which has membership of 400+ older people across Knowsley. This strand

of work has added immense value to the work of Healthwatch and alongside the broader remit that the programme holds, has profiled older people's views in relation to Health and Social Care services in the following areas:

- Development of the Healthy Knowsley website working with Public Health (158 people involved).

- Ongoing work with the Later Life and Memory Service User Forum.
- Supporting the Books on Prescription initiative across Knowsley.
- Helping to shape local policy in relation to Extra Care Housing provision, Disabled Facilities Grant and Telecare Services.
- Providing community feedback to the Oral Health and Dental Care piece of work undertaken with Knowsley Public Health.
- Community Involvement in the contract review for Care Homes in Knowsley working with the Whole Life Commissioning Team for Knowsley (100 plus people completed surveys).
- Involvement and input into the Care Provider Forum for Knowsley.



Our outreach based approach has also given Healthwatch the opportunity to engage with older people in the community directly through attending activities such as Luncheon Clubs, Bowling Groups, Tea and Toasty Group, Tea Dances, the 'Twirley' Group, Bingo Groups, Halewood Good Companions

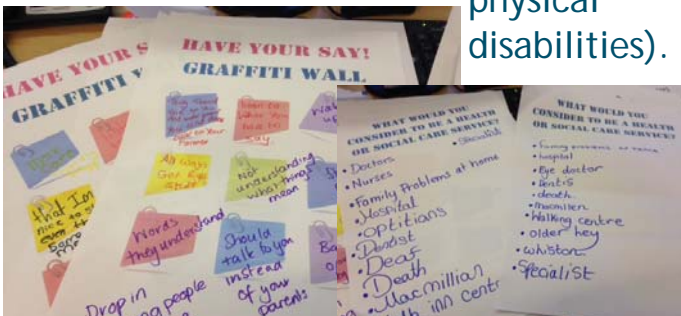


# Engagement

Group, the Older People's Fun Olympic and U3A. In total 35 specific older peoples community based activities have been visited throughout the year to gain views on Health and Social Care services.

## Hearing from Young people

Healthwatch Knowsley has proactively sought to understand the views of younger people across Knowsley. To hear directly from Young People, Healthwatch Knowsley has attended youth activity provisions across the borough (including sessions with younger people with physical disabilities).



Examples of adapted resources for activities with young people

In total 9 sessions have been attended and the opportunity gained to understand the views of young people in relation to Health and Social Care services.

The Healthwatch Outreach Officer has also attended community based sessions facilitated through Everton in the Community (Everton Football Club) to hear the views of younger people taking part.

Healthwatch Knowsley is also pleased to be part of a network of partners who have pledged to support the THiNK (Teenage Health in Knowsley) Strategy

commissioned through Knowsley Public Health.

Healthwatch Knowsley attended the THiNK Teenage Health Summit to launch the strategy, which was co-designed by young people and delivered in partnership between Knowsley Youth Mutual and Knowsley Young Advisors.

Healthwatch Knowsley was pleased, along with many other partners, to be asked to pledge to support the delivery of this campaign, which is an important vehicle for promoting access and information to key services across Knowsley.

Healthwatch Knowsley has also supported the delivery of the Headstart programme in Knowsley. The programme is funded through the Big Lottery to help improve the mental health of children and young people across the borough. A staff member from Healthwatch Knowsley has received Emotional First Aid Training (9 day sessions) and will support the delivery of training sessions for staff working with young people.

Emotional First Aid training aims to encourage participants to feel more confident to approach and engage with a child/young person much earlier on in their emotional distress.





### Hearing from the Knowsley Networks

Again in Knowsley, Healthwatch is in a position to work closely with and provide facilitation support to a number of key networks and Partnership Boards across the borough.

Healthwatch staff provide ongoing facilitation support to the Knowsley Engagement Forum which is in place to respond to the community engagement requirements of both the Health and Wellbeing Board and the Strategic Partnership for Knowsley.

The Engagement Forum has support from key partners across Knowsley including:

- Carers Partnership Board
- Learning Disabilities Partnership Board (facilitated through Healthwatch Knowsley)
- Autism Services Development Group (facilitated through Healthwatch Knowsley)
- Knowsley Physical and Sensory Impairment Partnership Board (facilitated through Healthwatch Knowsley)
- Knowsley User Led Organisation (Community Led)
- Knowsley Youth Mutual
- Knowsley Patient Participation Groups
- Knowsley Clinical Commissioning Group

- Knowsley Council - Public Health
- Older People's Partnership Board (facilitated through Healthwatch Knowsley)
- Knowsley CVS

Being a partner within this network and facilitating parts of the structure help Healthwatch link closely with community members and the wider networks who represent many of the potentially seldom heard groups across Knowsley.

Key activities that have flowed from this area of work have included:

- Co-Production of the Adult Social Care Local Account.
- Supporting the development of the priorities for the Autism Services Development Group for Knowsley.
- Collating and supporting a community response to the Pharmaceutical Needs Assessment.
- Focus on key Health and Wellbeing Board Priority areas.
- Engagement Forum representation on the Health and Wellbeing Board for Knowsley, alongside the statutory Healthwatch seat.



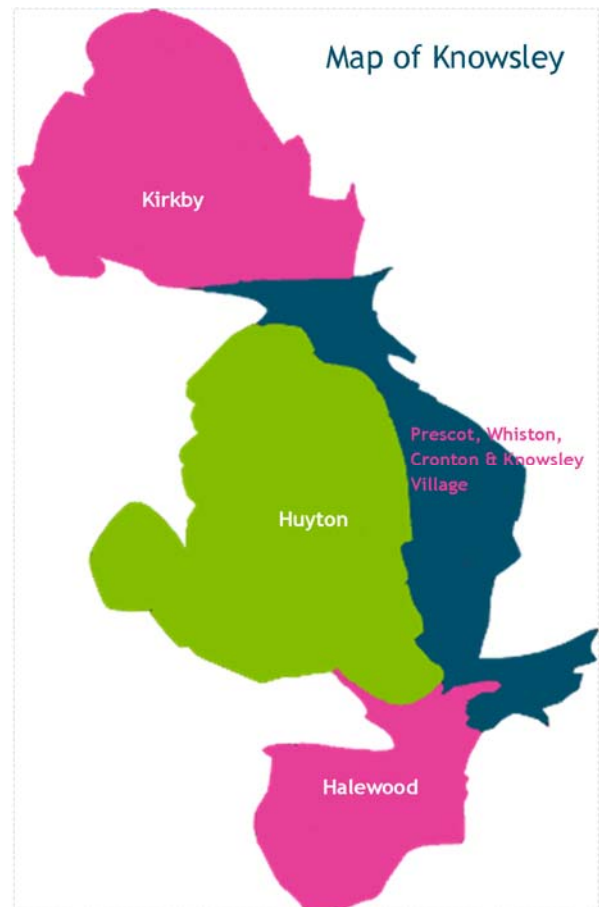


### Hearing from Seldom Heard Groups

Again the outreach focused approach of Healthwatch Knowsley and the activities in relation to our priority areas has enabled engagement across groups who may have previously been unheard. Examples include:

- Working in partnership with local housing providers to meet with Polish community members.
- Ongoing positive mental health coffee mornings for service users and carers. This group meets on a monthly basis and in addition to this weekly drop in activities are held at the mental health inpatient unit for Knowsley.
- Drop in activities with mental health support groups across Knowsley.
- Drop in sessions at cancer support services.
- Telephone based surveys with people who in receipt of Domiciliary care services.
- Regular contact with Carer's views through the Carers Vision groups, facilitated through Knowsley Carers Centre.
- Hearing from people with Learning Disabilities through ongoing work and activities with Knowsley Being Involved Group, facilitated through Knowsley Disability Concern.

It has been the intention through all this community focused work to be closely stitched into real opportunities to both hear from community members and provide an effective platform for collective views on service provision.





## Enter & View

The focus for the Enter and View work with Healthwatch Knowsley during this year has been Nursing and Residential Care.

The Enter and View work is led by Roy Davies on behalf of the Management Committee for Healthwatch. Roy leads an Enter and View team which consists of 24 Community members who have received Enter and View training and

**“Being part of the Enter & View team is important and has made a difference, in the past there have been some problems that have been identified through the visits and when we have re-visited the care home we have seen remarkable change. I am proud to be asked to take the lead in this area, as I know the work that we do will help to make a real difference.”**



Roy Davies  
Enter & View Lead

the relevant DBS checks. A full list of the authorised representatives involved in the Enter and View team can view on our website - [www.healthwatchknowsley.co.uk](http://www.healthwatchknowsley.co.uk)

Seven Enter and View visits have been completed and within this area of work we have worked closely with the Local Authority Safeguarding team and Adult Safeguarding Board.

The rationale for visits has been both community based feedback in relation

to concerns about the quality of care and also ongoing involvement with the Quality Information Group led by the Local Authority. In terms of impact, it is clear that Healthwatch Enter and View activities have been able to provide an independent source of information for both Local Authority Management Reviews of service providers and also informed the work of the Care Quality Commission (CQC) in this area. Following a Peer Review of Safeguarding



Enter & View Team

processes in Knowsley it was pleasing to note that the role of Healthwatch was cited as a strength. Specific recognition was given to the ‘voice’ provided through Healthwatch and ‘processes to support quality improvement’ that are in place.

Following on from the contribution made in this area, Healthwatch Knowsley has also contributed to the Residential Care Long Term Admissions piece of work sponsored through Knowsley Public Health Team.

This has been a time focused piece of work to review 25 anonymised case studies which tracked the interventions received through Health and Social Care services. The piece of work aimed to identify what could be done differently to try to reduce the need for a long term residential care stay and promote independence.



# Providing information and signposting for people who use health and social care services

## Helping people get what they need from local health and social care services

Healthwatch Knowsley is commissioned to provide a signposting service to community members, helping to provide access to a choice of Health, Social Care and Voluntary sector services when required.

Across this reporting period, Healthwatch Knowsley has provided this activity both through outreach focused activities, as reported earlier and through telephone-based signposting. This has helped 575 community members' access services across 126 providers or service areas.

Key highlights to report here include:

- 60 community members have been formally referred (26 people) or provided with signposting information to access Healthwatch Independent Complaints Advocacy Service (34 people). Helping community members who would like to follow the formal complaints route to be effectively supported through the process.
- 62 people have been signposted to access the Centre for Independent Living in Knowsley.
- 23 people signposted to NHS England in relation to specialist commissioned services or GP's complaints.

- 56 People signposted or supported to access services through the local community service provider.
- 26 people have been supported in relation to social care needs including access to social care assessment, duty social work staff and the Local Authority Safeguarding Unit.
- 53 People signposted through to Patient Advice and Liaison Services (PALS) and Advocacy and Advice support across Knowsley.

Many other signposting activities and referrals have been made to community based support groups, services provided through the Knowsley Carers Centre and Knowsley Alzheimer's Society and to neighbouring Healthwatch organisations.





# Influencing decision makers with evidence from local people

## Producing reports and recommendations to effect change

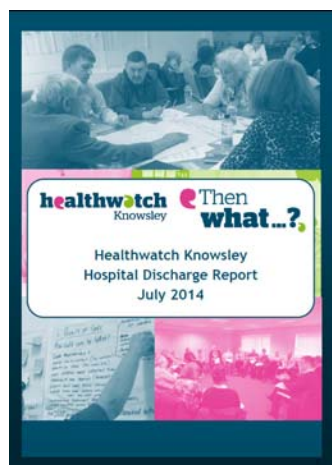
Healthwatch Knowsley has produced 21 formal reports during the year in relation to priority areas highlighted at the beginning of this report. This has included:

### Hospital Care

Quarterly direct Patient Experience reports with recommendations have been shared with the two main acute care providers for Knowsley residents. All reports have been formally acknowledged in a timely manner and agreed mechanisms are in place for addressing any issues raised within the reports. This can also be tracked through the formal governance processes for the Trusts.

### Hospital Discharge

A final report in relation to the work undertaken around hospital discharge and patient experience has been provided to Commissioning teams at the Local Authority, Knowsley CCG and has informed the work of the Overview and Scrutiny Board in Knowsley.



An interim report in relation to Hospital Discharge was also shared with Healthwatch England as part of the nationally undertaken Special Inquiry.

Our work in this area can be tracked and has impacted the following:

- \* Better Care Fund and the workstream area in relation to Hospital Discharge.
- \* Single Point of Access.
- \* Integrated Discharge Coordinators.
- \* District Nurse Liaison Teams.
- \* Further to this System Resilience groups that are in place to monitor this area of activity.

### Domiciliary Care

Work during the year has continued in partnership with the Local Authority Safeguarding Adults Unit to understand the views of community members who receive Domiciliary Care services. A report has been produced capturing the views of community members through a telephone based survey.

During the period of this piece of work, commissioning decisions across Knowsley have reduced the number of Domiciliary Care Providers to five. This decision aimed to improve the levels of quality and help focus providers in particular areas of the borough to achieve the best outcomes for community members.



## Influencing

A number of positive areas have been reported within this piece of work and the following provides a flavour of the types of recommendations identified.

- \* Efforts should be made to ensure that there is continuity in the care workers that visit service users. A small pool of staff should be allocated to each person to ensure that there is cover for holidays.
- \* Care should be taken to inform people if there is going to be a change in their care worker, for example if there is staff sickness.
- \* Staff should not be interrupted by telephone calls while they are delivering care, unless it is a real emergency.
- \* Adequate time should be allocated to allow care workers to travel between appointments.
- \* A service user survey should be carried out regularly to ensure satisfaction.
- \* All service users should be informed as part of their "welcome pack" how to complain and where to receive support to do this. This area of work and the direct views of service users captured has helped to both inform commissioning and procurement decisions in this service area.



### CAMHS (Children & Adolescent Mental Health Services)

A report detailing the Patient Experience information held in relation to CAMHS Service provision to Knowsley residents was shared with the local MP in response to the Commons Select Committee's work in this area. A formal response and acknowledgment of the report was



received in a timely manner.

### Reports to the Care Quality Commission & Quality Surveillance Group

Formal reports have also been shared to support the work of the Care Quality Commission (CQC) and NHS England Quality Surveillance Group (QSG). Patient Experience based reports have been provided in relation to Ambulance Service provision for the area and also Access to Primary Care Services. Again this has helped to inform the work of these two key bodies locally. A final summary report in relation to the experiences community members have in accessing Primary Care has also been provided to the Clinical Commissioning Group.

### Enter & View

The final area of formal reporting has been through the Enter and View work



## Influencing

undertaken within a Nursing and Residential Care setting. Again reports in this area of work have been shared directly with the service provider, the Safeguarding Unit to inform any ongoing Management review processes and also with the Care Quality Commission.

### Healthwatch Knowsley Representation

Throughout the year Healthwatch Knowsley has represented the community on the following groups and committees:

- Knowsley Health and Wellbeing Board
- Health and Wellbeing Task Group
- Knowsley Engagement Forum
- Adult Social Care Improvement Board
- Knowsley Safeguarding Adults Board
- Knowsley Safeguarding Adults Board Quality Information Group
- Case Studies Panel re Residential Care Long Term Admissions
- Knowsley CCG Governing Body
- Knowsley CCG Clinical Quality Committee



Healthwatch Knowsley Annual Report 2014/15

- Knowsley CCG Transformational Change Programme Board
- Knowsley CCG Primary Care Commissioning Committee
- Knowsley CCG Primary Care Quality Premium Assurance meetings
- NHS England Quality Surveillance Group



### Provider Forums and Committees

- Patient & Public Involvement Advisory Group - 5 Boroughs Partnership
- Patient Experience Executive Led Group - Aintree University Hospital NHS Foundation Trust
- Dementia Steering Group - Aintree University Hospital NHS Foundation Trust
- Patient Safety Council - St Helens and Knowsley Hospitals Trust
- Patient Experience Council - St Helens and Knowsley Hospitals Trust





### Putting local people at the heart of improving services

In addition to the provision of formal reports Healthwatch Knowsley has supported local people to influence the commissioning of services in the following ways:

#### Health and Wellbeing Board

Mary Spreadbury, Chair of Healthwatch has represented the community within this role. Through this route Healthwatch have contributed to key areas of work such as:

- Better Care fund planning process
- NHS Knowsley CCG Five Year Strategic Plan
- Examining the Commissioning Plans for Partner organisations
- Health and Wellbeing priority areas such as Mental Health, Respiratory Disease/Smoking
- A Life Course based approach has been undertaken to consider how effective the health and wellbeing system is in addressing the needs of communities in the following:
  - \* Start Well: 0-5 Year Olds
  - \* Grow Well: 5-19 Year Olds
  - \* Live Well : Working Age
  - \* Age Well : Older People
- Effective contribution has also been given to work around the Pharmaceutical Needs Assessment and also through membership of a Task and Finish group to explore the options available for further

development of the Health and Wellbeing Board.

The Healthwatch Knowsley Annual Report 2013/14 was also formally presented to the Health and Wellbeing Board during the year.

### Working with others to improve local services

In addition to areas of work referenced earlier within this report such as our ongoing activities with the Health and Wellbeing Board and Knowsley Engagement Forum. It is fair to say that Healthwatch Knowsley has further enhanced its role as a key partner to work with and be part of the solution to some of the challenges faced across Health and Social Care locally. Examples of this include:

#### Quality Accounts

A Quality Account is a report about the quality of services delivered by an NHS healthcare provider. The reports are published annually by each provider, including the independent sector and are available to the public. Providers are required to share draft Quality Accounts with and seek comments from NHS England or relevant Clinical Commissioning Groups, Overview and Scrutiny Committees and local Healthwatch. Comments received from these stakeholders must be published in the Quality Accounts.

In relation to Quality Accounts,



## Influencing

Healthwatch Knowsley and Knowsley Overview and Scrutiny Committee have recognised the value of working collaboratively in responding to the Quality Accounts.



It has also been felt that the most proactive means of providing a meaningful contribution in this area is firstly through the community-based evidence collated, in relation to a provider but also through asking the provider to formally present the detail of their quality account submission to community members.

During this year, joint sessions have been held with the Overview and Scrutiny Committee to provide a response to the two mental health service providers to Knowsley residents.

Further sessions were also held with the two main acute care providers for Knowsley. Formal responses were produced for each of the providers Quality Accounts. In total 36 Healthwatch community members took part in these sessions.

### PLACE Inspections

During the year Healthwatch Knowsley Community members have also taken

part in PLACE inspection activities at St Helens and Knowsley Teaching Hospitals NHS Trust, which was named best in the NHS in the Patient Led Assessment of the Care Environment (PLACE 2014) and also at Aintree University Hospital NHS Foundation Trust.

### Working with the Care Quality Commission (CQC)

During this year, Healthwatch have worked closely with the CQC across the Hospital and Care Home inspection programmes.

Healthwatch Knowsley through community members direct feedback to Lead Inspectors, community attendance and staff involvement at listening events, sharing of reports and liaison through the NHS England Quality Surveillance Group have contributed to the following inspections.

- Alder Hey Children's NHS Foundation Trust
- Royal Liverpool University Hospital
- Liverpool Women's NHS Foundation Trust

Feedback was received from the CQC to advise that the information provided through Healthwatch Knowsley has helped to shape the focus for inspection activities across these providers.

As highlighted in previous sections the Enter and View reports produced have been shared on an ongoing basis with the relevant CQC staff.



### Influencing Commissioning Decisions

Healthwatch Knowsley has had ongoing involvement across the commissioning work for services both regionally and locally. Examples include:

- Patient Transport Services (regional)
- Mental Health Social Inclusion Service (Knowsley Council)
- Chronic obstructive pulmonary disease (COPD) Service consultation (Knowsley CCG)
- Contributing to the Mental Health Crisis Care Concordat. (Knowsley CCG)
- Influencing ongoing contract monitoring activities undertaken by Knowsley CCG in relation to Increased Access to Psychological Therapies (IAPT) services and access to Podiatry Services.
- Influencing single item agenda activities undertaken by the NHS England Quality Surveillance Group in relation to a range of providers.



### Working with Healthwatch England

From a national perspective, following local work in this area, Healthwatch Knowsley escalated the issue of GP charging to Healthwatch England to be considered at a national level.

Good practice examples had been captured in Knowsley on how GP practices have supported community members in this area. Concern also remained at the number of instances of community members who are experiencing financial pressures being asked to pay for supporting evidence, but also varying levels of amounts and an inconsistent approach across the borough.

Healthwatch Knowsley also supported the Healthwatch England 'Call for Evidence' and 'Special Inquiry' around Hospital Discharge. Direct Patient experience information was shared along with a local report on the levels of supporting information provided to patients being discharged from an inpatient stay.

### Responses to Requests for Information

None of the areas of work Healthwatch Knowsley have undertaken during the year have required the need for a request for information to be utilized.



### Case Study One

#### Our Work with Social Care and Safeguarding

There are a number of positives to report in relation to the impact Healthwatch Knowsley has had in the arena of Social Care and Safeguarding. A key activity undertaken this year was a locally held event to respond to the national consultation in relation to regulations for the Care Act. In total 42 community members and representatives from the networks across Knowsley took part with this session helping to form a Knowsley response to the consultation.

A key concern at this point for community was the existing pressures on social care services and the added expectations of the Care Act. This was captured in the formal consultation response.

At a local level in relation to the implementation of the Care Act in Knowsley, Healthwatch Knowsley is a member of the Adult Social Care Improvement Board and supported the hosting of a Stakeholder Event to engage communities in the work to respond to the requirements of the Care Act.

Jim Rogers has represented Healthwatch Knowsley within this area of work as the representative on the Adult Social Care Improvement Board and Adult Safeguarding Board. Key areas of work that have flowed



from this has been in relation to Safeguarding Thresholds. Throughout 2014/15 Healthwatch Knowsley chaired and facilitated a Task and Finish Group, appointed by the Safeguarding Adults Board to provide guidance on the Thresholds for raising a safeguarding alert.

The Group was appointed in response to a report published by the Health & Social Care Information Centre in September 2013 which indicated that Knowsley has higher than average safeguarding referral rates for councils of similar size and nearly twice the average for England.

The aim of the Guidance developed through the Task and Finish Group is to assist organisations providing or commissioning services for adults across Knowsley, in deciding when to initiate Safeguarding Adults Procedures.

The Group considered seven areas where greater clarity was needed



about when to make a safeguarding alert:

- Falls
- Incidents between adults at risk
- Nutrition and hydration
- Pressure area care
- Missed Home Care visit
- Medication errors
- Provider-led investigations (Care Concerns)



Each section of the guidance includes information about the specific issue; for each section there is a quick reference guide - 'Easy guidance' - contained in the Appendices. The document is intended to offer guidance to managers in making decisions however it is acknowledged that at times there may be incidents where decision-making is not straightforward and professional judgement is required.

This piece of work has helped to produce a clear understanding about making Safeguarding Alerts within Knowsley and is an important piece of guidance to support vulnerable people within Knowsley.

The guidance was launched by the Adults Safeguarding Team at an event in Knowsley in March, in which stakeholders were briefed on the new guidance for reporting Safeguarding Alerts to Knowsley Access Team. Two further areas of work to report also demonstrate the breadth of the contribution Healthwatch Knowsley has made locally and also the recognition of the independent nature of Healthwatch.

Healthwatch has been acknowledged for partnering with the Local Authority in responding to the Local Government Association (LGA) and the Association of Directors of Adult Social Services (ADASS) work around Making Safeguarding Personal. Again Healthwatch has supported this process and taken part in informing the training session and new processes to ensuring this best practice is embedded in Knowsley.

And finally, the independent role that Healthwatch and the trust placed in the skills and commitment of the organisation was also demonstrated through the chair of Healthwatch Knowsley chairing a Serious Case Review. This work has continued throughout the year as the review approaches a conclusion and final recommendation and key learning from the review.



### Case Study Two

#### Positive Mental Health

Concerns had been captured through community members attending our positive mental health coffee morning which highlighted that there was a lack of access to meaningful activities for community members during inpatient stays at Knowsley Resource and Recovery Centre. As a result of this concern the Matron from the service provider, 5 Borough Partnership, attended the next Positive Mental Health Coffee Morning to talk through the approach taken to supporting patients in this area.

Following on from this session Healthwatch members were invited to take a tour (not undertaken as a formal Enter and View visit) of the unit and chat to staff and patients about their experiences.

During the tour community members observed an activities session, spoke to the activities co-ordinator and viewed the facilities available and the plans in place to support people during an inpatient stay. In addition to this Healthwatch Knowsley began to have a weekly drop in session at the Unit and the Outreach Officer has captured the views of service users over a period of time.

It is pleasing to report that during Quarter 4 of 2014/15 and Quarter 1 of 2015/16 a steady number of positive

comments have been captured referencing the activities programme through our outreach work.

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**“I really like the structure of the wards and the groups and the activity co-ordinator.”**

**“Feel that I am actually participating in my recovery not just sitting there looking at the TV.”**

**“I have found it useful listening to others who have been in a similar situation.”**

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This is an area we will continue to monitor through our Mental Health Workstream.





### Opportunities and challenges for the future

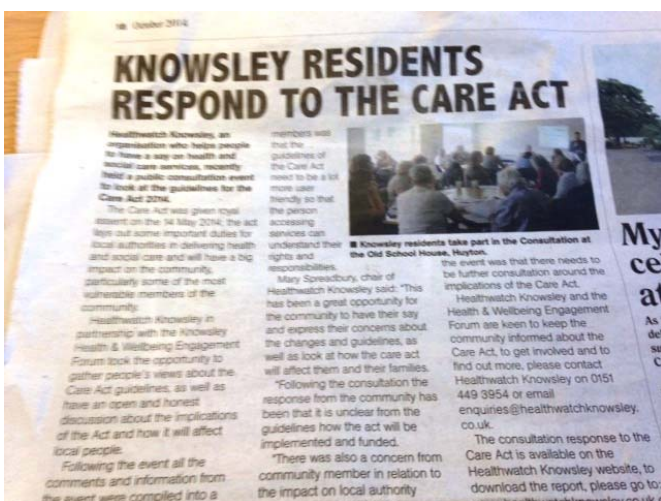
During the next financial year Healthwatch Knowsley have agreed to continue to retain the overall priorities of the organisation.

Although it is strongly felt that significant progress has been achieved, the breadth and impact of these key areas and the level of community based feedback continually received demands that these areas are retained.

- Mental Health Service Provision - 'Real Parity of Esteem'
- Domiciliary Care
- Hospital Discharge
- GP Appointments and Access to Primary Care - Pressures on Primary Care
- Hospital Care Provision
- Enter and View (Nursing and Residential Care focus)



In terms of practical developments, the Management Committee has committed to further increasing the number of community members active with champion's roles on behalf of the committee. The process to achieve this was underway during the writing of this report and four new community members have been recruited to the committee to champion areas such as Mental Health, Primary Care and Community based provision, Impact of the Care Act and Hospital Care.



In addition to this, the area of Impact of the Care Act will be added to the formal priorities for Healthwatch Knowsley.



## Our governance and decision-making

### Our governance and decision-making

Healthwatch Knowsley has continued to be a community led organisation with a board and management committee structure which is volunteer led.

### Our Board and Management Committee

Healthwatch Knowsley Community Interest Company was registered with Companies House in January 2013. The following community members are the Directors for the company:



**Mary Spreadbury** - Chair and Director and Health and Wellbeing Board representative.



**Tom Best** - Director and Healthwatch representative on the Knowsley Engagement Forum



**Martin McDonagh** - Director and representative on Knowsley Overview and Scrutiny Board.

### Healthwatch Knowsley Management Committee

This committee sets the direction for the day to day activities of Healthwatch and uses a champion's model to ensure key priority areas are led by the community members involved.

The Committee meets formally on a bi-monthly basis and informal sessions are

also held on a bi-monthly timeframe to enable champions and support staff to feedback in detail on areas of work.



**Pauline Burrows** - Chair of the Healthwatch Knowsley Management Committee.



**Janet Tildsley** - Vice Chair of the Management Committee and Champion for St Helens and Knowsley Hospitals Trust.



**Paul Coogan** - Chair of the Audit Committee and Healthwatch Representative on the CCG Governing Body & Clinical Quality Committee.



**Jim Rogers** - Champion for Safeguarding and Social Care



**Roy Davies** - Champion for Enter and Views Activities



**Patricia Blair MBE** - Management Committee member and Chair of Knowsley Older People's Voice



**Geoff Lyon** - Management Committee member



**Frank Clarke** - Management Committee Member & Champion for Carers (retired from the committee during 2014-15)



## Our governance and decision-making

A vacancy within the management committee has been carried whilst the model of operation for the committee has been reviewed.

It is pleasing to report that for the coming year an additional four new community members have been appointed to the management committee to champion key areas such as mental health, Primary Care access, Hospital Care and Social Care.

### How we involve lay people and volunteers

The decision-making structures for Healthwatch Knowsley are fully community led. The Board of Directors are all Knowsley community members and acting in a voluntary capacity. Again, the management committee, which oversees the day-to-day activities of Healthwatch, are all Knowsley community members and volunteers. In addition to these two groups an Audit Committee is in place chaired by Paul



Coogan on behalf of the Management committee. This committee over the past 12 months has held oversight for the risk register for the organisation and reviewed the governance documents and volunteering policies for the organisation.

The Healthwatch structure is accountable to the Board Of Directors for Healthwatch Knowsley C.I.C. Moving forward the direction of travel for the organisation will continue to be responsive to trends and community based feedback gained through our contacts with Knowsley residents.



Healthwatch Knowsley Management Committee (from June 2015) with new Healthwatch Champions from left to right: (back row) Lynn Paterson, Paul Coogan, Tracey Jones, Roy Davies, Rosemary Sowerby, Chris Whittle, Geoff Lyon, Janet Tildsley, Patricia Blair MBE, (front row I-r): Martin McDonagh, Tom Best, Mary Spreadbury, Pauline Burrows (Jim Rogers absent from photo)



### Healthwatch Knowsley Support Team

The Healthwatch Knowsley Support Team is in place to support the Board and Management Committee deliver on the key priorities of Healthwatch.



**Paul Mavers** - Healthwatch Knowsley Manager



**Jane Calveley** - Research & Policy Officer



**David Aspin** - Older People's Involvement Officer



**Jen Casey** - Network Support Officer - Knowsley Engagement Forum & Partnership Support



**Nicky Greening** - Outreach Officer



**Lee-Ann Danton** - Admin Officer



**Kelly Hurn** - Communications Officer





## Finance Report 2014-15:

Below is a summary of income and expenditure for Healthwatch Knowsley.

INCOME		£
Funding received from local authority to deliver local		£180,000
Additional income		£0
Total income		£180,000
EXPENDITURE		
Office costs		£23,553
Staffing costs		£144,867
Direct delivery costs		£11,502
Total expenditure		£179,922
Balance brought forward		£5,893





**Better Care Fund** - a single pooled budget to support health and social care services to work more closely together in local areas.

**Care Quality Commission (CQC)** - makes sure hospitals, care homes, dental and GP surgeries, and all other care services in England provide people with safe, effective, compassionate and high quality care, and encourages these services to make improvements.

**Clinical Commissioning Group (CCG)** - group of General Practices that work together to plan and design local health services in England. They do this by 'commissioning' or buying health and care services including, planned hospital care; urgent and emergency care; rehabilitation care; community health services; mental health and learning disability services.

**Commissioning** - a means of joining up resources to focus on improving outcomes for people in the most efficient and effective way both now and into the future.

**Community Interest Company (CIC)** - a type of company, designed in particular for social enterprises that want to use their profits and assets for the public good.

**Disclosure & Barring Service (DBS)** - helps employers make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups, including children.

**Domiciliary Care** - also known as homecare, is the delivery of a range of personal care and support services to individuals in their own homes.

**Enter & View** - visits completed by authorised representatives to publically funded health and social care settings.

**Health & Wellbeing Board** - a Board where key leaders from the health and care system work together to improve the health and wellbeing of their local population and reduce health inequalities.

**Joint Health & Wellbeing Strategy** - a plan to show the commitment and vision to address the health and wellbeing priorities within Knowsley.

**Joint Strategic Needs Assessment (JSNA)** - describes the current and future health, care and wellbeing needs of local communities.



**Knowsley Older People's Involvement (KOPV)** - a vibrant older people's forum, which has membership of 500+ older people across Knowsley.

**Knowsley Safeguarding Adults Board** - co-ordinates the work done by each individual or agency represented on the Board for the purposes of safeguarding and promoting the welfare of adults in Knowsley and upholding the right of all adults to live their lives free from violence, abuse and neglect.

**Local Accounts** - explains to residents how well local adult social care is supporting people in their local area. Local accounts are important because they give information about how people are supported and where the Council and its partners are doing well and where they need to get better.

**Patient Advice & Liaison Service (PALS)** - a service that provides confidential advice, support and information on health-related matters.

**Quality Account** - a report about the quality of services by an NHS healthcare provider. The reports are published annually by each provider, including the independent sector, and are available to the public.

**Quality Surveillance Group (QSG)** - the QSG engage in the observation of quality at a local level by those closest to the detail and most aware of concerns. They will not only consider information and intelligence but also be able to work together to take action to lessen quality failure.

**Transformational Change Board** - the purpose of which is to oversee the design and delivery of a major programme of work to deliver increasingly high quality services in particular around Health and social care integration and ensure seamless services wrapped around the patient.



## Healthwatch Knowsley Contact Information

### How to get involved:

Any Knowsley resident can get involved in Healthwatch activities; this can range from attending focus groups; coffee mornings; participating in consultations and receiving regular updates and information from Healthwatch Knowsley.

Anyone interested in getting involved can register to receive regular updates and information from Healthwatch Knowsley by calling 0151 449 3954

Healthwatch Knowsley wants to make it easy for you to talk to us, so please contact us and tell us how you want to be involved.

### Contact Details

Healthwatch Knowsley

Address: The Old School House, St. Johns Road, Huyton, Knowsley, L36 0UX

Telephone: 0151 449 3954

Email: [enquiries@healthwatchknowsley.co.uk](mailto:enquiries@healthwatchknowsley.co.uk)

Website: [www.healthwatchknowsley.co.uk](http://www.healthwatchknowsley.co.uk)



@HWKnowsley



Healthwatch Knowsley

Healthwatch Knowsley will be making this annual report publicly available by 30th June 2015 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the license agreement.

If you require this report in an alternative format please contact us at the address above.

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