

The logo for Healthwatch, featuring the word "healthwatch" in a lowercase, sans-serif font. The "h" is pink, "ealth" is white, and "watch" is green. The background of the entire page is a collage of many small, square photographs of diverse people of various ages and ethnicities.

healthwatch

Healthwatch Torbay

Annual Report 2016/17



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Message from our Chair

“Welcome to our 2017 Annual Report.

Over the past year we have spent a great deal of time meeting a wide range of service users, patients, Carers, staff and activists who are dedicated to making our NHS as good as it can be.

Our ongoing work with communities across Torbay was particularly fruitful when we were asked to independently gather feedback for the South Devon & Torbay Clinical Commissioning Group’s New Model of Care consultation. This engagement was by far the largest we have taken part in, with over 30 meetings and events held across South Devon. By utilising the skills of Healthwatch staff and volunteers we were able to ensure that the views of the public were presented to those shaping the future of the NHS in the Bay. One clear outcome of the New Model of Care consultation was the evident need to closely involve voluntary sector organisations and volunteers in promoting patient opinion and developing new and innovative ways of tackling difficult challenges.

In order to further this agenda we have supported the development of the Bay’s GP surgery based Patient Participation Groups. We see PPGs as the basic building blocks of representation and so expect this part of our work to grow. We also intend to further develop our work with care homes and with those receiving domiciliary care.

Healthwatch has a range of powers to monitor and improve health and social care.



“I would like to take this opportunity to thank all Healthwatch staff and volunteers for their hard work this year.”

Accordingly, we have been progressing our close working relationship with the Care Quality Commission - which has already proved productive in driving up standards across the Bay.

As Chair I want to ensure that every person in Torbay can raise their concerns with Healthwatch and that we will take those issues directly to those that can improve services. We also work beyond our borders to ensure patients’ interests are promoted - I serve as Chair of the NHS Senate Citizens Assembly for the South West.

Through involvement with the NHS Senate, discussions with local MPs and with regional and national bodies, the views of the Torbay’s patients are certainly being heard at a regional and national level. I would like to take this opportunity to thank all Healthwatch staff and volunteers for their hard work this year. I hope you enjoy reading a selection of their endeavours in our Annual Report.

A handwritten signature in black ink, appearing to be 'K Dixon'.

Dr Kevin Dixon,
Healthwatch Torbay Chair

Message from our Chief Executive

“Hello all and welcome to our fourth Healthwatch Torbay annual report.

It’s been an extremely busy and very exciting year for us. Over the past twelve months the Healthwatch team and our volunteers have been working hard to encourage the Torbay public to help us raise awareness of the need to share their experiences with local health and social care.

We have seen a national impact to your feedback by being invited to London to showcase our work in the Social Care sector, and have produced new reports on services provided locally, based entirely on YOUR feedback.

Since March 2016 the Sustainability and Transformation Plans (STP) has brought about significant plans for health and care services which will need to respond to the growing physical and mental health needs of people in the community. In Torbay and South Devon a 5 year plan has been developed by health and care partners to introduce a new model of care that was intended to improve outcomes. It is vital that through these changes we at Healthwatch Torbay are listening to our communities and what they have to say about what works and does not work well for them. Public involvement in commissioning through these difficult times is crucial and the need for our communities to contribute to the plans, proposals and decisions about services is absolutely essential.



“Our main duty - to gather public opinion on local health & social care and to pass on to commissioners recommendations to improve quality - continues to flourish.”

This report will go into much greater detail on the exciting goings on at Healthwatch Torbay in 2016/17, but suffice to say our main duty - to gather public opinion on local health & social care and to pass on to commissioners recommendations to improve quality - continues to flourish.

With everyone working together to share feedback and tackle issues, we can make Torbay’s health and social care provision the envy of commissioners nationwide, and a beacon of best practice and partnership working.

I’d like to take this opportunity to thank all staff, volunteers, partners and stakeholders for all their hard work this year. Thank you and I hope you enjoy our Annual Report for 2016-2017.”

A handwritten signature in black ink, which appears to read 'Pat Harris'.

Pat Harris,
CEO Healthwatch Torbay



Highlights from our year

This year we've reached over 100,000 people on social media



Our volunteers help us with everything from events to media and marketing



We've visited over twenty local services



Our reports have tackled issues ranging from domiciliary care to learning disabilities



We've spoken to hundreds of people about a wide variety of issues



We've met thousands of local people at our community events



Who we are

We know that you want services that work for you, your friends and family. That's why we want you to share your experiences of using health and care services with us - both good and bad. We use your voice to encourage those who run services to act on what matters to you.

We are uniquely placed as a national network, with a local Healthwatch in every of the 148 local authority areas in England.

Our vision

We exist to help make health and care services work for the people who use them.

Everything we say and do is informed by local people. Our sole focus is on understanding the needs, experiences and concerns of all people who use services and to speak out on their behalf.

Our role is to ensure that local decision makers and health and care services put the experiences of people at the heart of their work.

We believe that asking people more about their experiences can identify issues that, if addressed, will make services better.

Our Focus

Healthwatch Torbay is a registered charity, up and running since April 2013 as the Bay's independent consumer champion, gathering and representing the views of the public in order to influence improvements in health



and care service provision and share good practice.

Guided by legislative requirements identified by the Department of Health, and in line with our core functions, we focus our efforts on the following areas:

- + Gathering views and understanding the experiences of people who use services, Carers and the wider community
- + Making people's views known
- + Supporting the involvement of people in the commissioning and provision of local care services, along with how such provision is scrutinized
- + Recommending investigation or special review of services via Healthwatch England or directly to the Care Quality Commission (CQC)
- + Providing advice and information about access to services and support for making informed choices
- + Making the views and experiences of people known to Healthwatch England, so enabling our parent organisation in its role as national champion.
- + NHS Complaints Advocacy.

Healthwatch Torbay achieves these functions by working in collaboration with other organisations to identify causes for concern amongst the local community and using people's views to influence relevant decision-making bodies.

Our Mission Statement

“Healthwatch Torbay is the local consumer champion influencing, responding, improving and monitoring health and social care services in Torbay. It provides local people, community and voluntary groups with a voice to influence the planning, purchasing and provision of these services and we support the public to promote better results in health for all and social care for adults”.

Organisational Structure

The involvement of volunteers is central to our success as a service user-led charitable organisation, and we are proud to work with 38 dedicated volunteers, particular our volunteer Board of Trustees. The wide range of our activities, and the number of organisations, groups and individuals with an interest in health and social care, means

that there is a need for involvement from people other than the staff at Healthwatch Torbay.

Therefore, our dedicated volunteers are integral to every level of our organisational structure as they not only support each and every staff member and steering group, but also make up our entire Governing Board of Trustees, and our Operational Directional Support, Business and Media Committees.

Our staffing comprises of:

- + Chief Executive
- + Engagement and Finance Officer
- + Information and Communication Officer
- + Administration Assistant

“The involvement of volunteers is central to our success as a service user led organisation.”





*Your views on
health and care*



Listening to local people's views

Healthwatch Torbay's main area of engagement over the past year has been our online 'rate & review' system.

The system allows service users to rate a local health or social care service online via our website, www.healthwatchtorbay.org.uk.

From April 2016 to April 2017 we received **570 reviews** of nearly **100 different local services**, and also surpassed the 1700 review mark (the system was launched in June, 2014). Feedback on local services overall has been relatively positive, with any concerns raised directly with providers and commissioners by Healthwatch Torbay.

We have also had over **11,000 visits** to our website in that time (1000+ increase on previous year) with over **600 likes** on Facebook (increase of 150+) and over **2,500 Twitter followers** (Increase of 500+).

In addition to our online presence, we have carried out a number of external engagement events to gather local public feedback, in particular our independent feedback gathering at the South Devon & Torbay Clinical Commissioning Group's New Model of Care Consultations - which covered the wider South Devon area. We have also set up regular drop in sessions, talks, coffee mornings, health & wellbeing events and community group meetings at various locations around Torbay including libraries, leisure centres and Churches.



Volunteer Eliza Lawler giving a talk at Karing in Preston

We obtain the experiences of health and social care users and understand their needs via our Freephone number, email address, textline and dedicated public-facing walk-in facility at Paignton Library.

Vulnerable Groups

Young People - Healthwatch Torbay actively worked with students from South Devon College to gather their views and focus on mental health and how to improve resilience within young people and improve preventative services. We secured a position within the student council for a Healthwatch Student Union representative, and we continue to identify and recruit Healthwatch champions in each of the main areas of the College to raise awareness of Healthwatch and how we can help.

Cared For at home - We visited vulnerable people at home who receive social care to assess the quality of the care they receive. It led to us releasing a report highlighting a number of separate concerns from users of the service, their family members and their home care workers.



What we've learnt from visiting services

Enter & View

Enter and View is where trained members of Healthwatch (staff or volunteers) are legally authorised to go into a service unannounced or announced and have a look at the work/standards in that practice. It is not an inspection, but is a practice which allows us to observe quality standards and speak to service users, their family, friends or carers. In the last 12 months, Healthwatch Torbay has undertaken a wide variety of Enter & View activity, for various reasons, including:

- + Six **care homes** identified in Paignton and Torquay to assess quality of care, with public quality reports of each created.
- + We visited a frail elderly care ward at **Torbay Hospital** as part of the 'Older People Breaking Down Barriers' project to evaluate the success of the "Take a Quarter" training for ward staff.
- + Visiting people in their own homes to undertake a piece of work around **The Family and Friends Test** and their experience of the quality assessment process to access care in the community, creating a report with recommendations.
- + To gain public insight into the success of the new **Accident & Emergency and Triage Process** at Torbay Hospital, producing a report for consideration by Torbay and South Devon NHS Foundation Trust.
- + Baytree House 6 month review - we visited and spoke to service users and carers who previously used Baytree



House **Learning Disabilities and Respite Care Unit** in Torquay to establish if the alternative providers have been adequate to meet their needs, creating a public report with recommendations for Torbay and South Devon NHS Foundation Trust.

- + Engagement and research of quality of **Hospital Transport** services at Torbay Hospital, the report from which was used to inform the shape of Torbay Community Development Trust schemes to address community transport and has been raised at Torbay and South Devon NHS Foundation Trust community transport meetings.
- + As mentioned on the previous page, our Enter & View team visited vulnerable people at home who receive social care to assess the quality of the **domiciliary care** they receive. The report indicated a pattern of "deteriorating communication" regarding the organisation of home visits, with loss of control and support for service-users and family members. It also highlighted a "growing breakdown" in the Carer - service-user relationship, with staff also reporting "demoralisation through reduced job satisfaction" and "concerns for clients' safety." We explored these concerns further and escalated our findings onto the **Care Quality Commission (CQC)**. They investigated further, placed the provider in special measures and worked together with the provider, Torbay and South Devon NHS Foundation Trust and South Devon & Torbay Clinical Commissioning Group to create an action plan to address public concerns.

Healthwatch Torbay now has regular meetings with the local authority and commissioners regarding domiciliary care and regular joint meetings with local CQC lead inspectors.



*Helping
you find the
answers*

How we have helped the community access care

We know it can be difficult to navigate the health and care system and we wanted to help you, your families and carers to access local services and to take more control of your own health and care. Here's how we have helped you achieve this this year:

- + After public requests for more copies, a new edition of the popular **Healthwatch Torbay health & social care services directory** was created bringing together all local health and social care services into one definitive brochure. This was distributed across Torbay, including to providers themselves.
- + After more public requests for more **visual information available locally** about Healthwatch Torbay, we created newly designed marketing posters, leaflets and pull up stands to encourage both service user feedback and volunteer recruitment. Our fabulous volunteers have been working hard to distribute these into care homes and other relevant organisations.
- + We created an **EASY-READ** version of our marketing literature with the help and guidance of local organisation Robert Owen Communities - who provide support services for adults and young people with learning disabilities, autism, mental health needs or physical disabilities.
- + We contacted Torbay and South Devon NHS Foundation Trust to check whether they



were complying with new sight-impaired NHS England rules that state hospitals have to produce appointment letters in at least font size 12, following a request from a local RNIB campaigner, and received confirmation that they are complying with these rules.

- + To make it more convenient for you, we continue to hold well-attended monthly drop-in **NHS complaints advocacy sessions** at our Paignton Library walk-in Centre with SEAP advocacy service, so they can personally support you with the health complaint's process.
- + We regularly update our website with local **health and social care news** and promote local community events. We also continue to maintain our online rate and review service, giving you the opportunity to not only rate local services, but see how others have rated them. We share your online reviews and concerns of local services directly with the providers, and have this year received over 50 responses to your online reviews from key organisations and providers. We make these public online via our website for your consideration. We have also added a dedicated 'HealthUnlocked' page, a free self-care service in Devon for public and patients which allows you to enter a health condition and location and find out what is there for you locally.
- + Our **social media community continues to grow**, with over 600 likes on Facebook and over 2,500 Twitter followers. This has been supported by a partnership with local community news and social media group www.wearesouthdevon.co.uk. We also continue to have registered subscribers of our regular E-newsletter, where we share local health and social care news and our own Healthwatch activities.



Healthwatch Torbay



@HWTorbay

+

*Making a
difference
together*

Have you
visited
Care Home
Rel
What was it like?

How your experiences are helping influence change

This year we have released 13 reports on a wide variety of issues, including our Enter and View reports (on page 11), which made the following positive local impact:

- + Our report into the quality of **Hospital Transport** services at Torbay Hospital was used to inform the shape of Torbay Community Development Trust schemes to address community transport and has been raised at Torbay and South Devon NHS Foundation Trust community transport meetings.
- + Our report assessing the quality of **social domiciliary care** vulnerable people receive at home was escalated to the Care Quality Commission (CQC). They investigated further, placed the provider in special measures and worked together with the provider, Torbay and South Devon NHS Foundation Trust and South Devon & Torbay Clinical Commissioning Group to create an action plan to address public concerns and issues.
- + A meeting with local MP Dr Sarah Wollaston (Chair of the Health Select Committee) provided Healthwatch Torbay with the opportunity to raise these **concerns regarding social care** and offer key recommendations during an accountability hearing with the CQC and the Government's Health Select



Committee. We also visited London to present these concerns and our investigation into local domiciliary care at a Healthwatch England Policy Network Meeting, also attended by the Local Government Ombudsman and the CQC.

- + Torbay and South Devon NHS Foundation Trust have introduced a **Homeless Hospital Discharge** service following our 2015 report into Unsafe Hospital Discharge in the homeless population.

Working with other organisations

- + The **Sustainability and Transformation Plan (STP)** is a five-year plan to transform health and care services for local people so they are fit for the future. This year Healthwatch Torbay was invited to facilitate an engagement event on behalf of local Clinical Commissioning Groups (CCGs) to set out how Devon and Torbay will work together to ensure that our services are of a high quality, effective and safe. We collated feedback from the event into a report which the CCGs used to help their understanding of the issues and longer term development of the plan for wider Devon (Devon, Plymouth and Torbay). Healthwatch Torbay is part of the STP National Group for Healthwatch England which feeds into the national group for the STP for NHS England. Healthwatch Devon, Plymouth and Torbay have been working together to raise concerns regarding the engagement process to senior stakeholders. Regular local STP meetings have also been set up to improve communication and overall service user engagement experience. The Health Select Committee has launched an

inquiry into STPs, part of which will look at how the public has been involved in the STP process. Healthwatch England will be making a submission providing a national overview using submissions like ours from local Healthwatch. To keep updated, please visit www.devonstp.org.uk.

- + This year Healthwatch Torbay shared an extensive variety of **local feedback from Torbay residents** on Torbay and South Devon NHS Foundation Trust with health regulator the Care Quality Commission (CQC), to contribute to their inspection report, including nearly 400 public reviews of Torbay Hospital from our online rate & review system. We communicated concerns with the Trust and are aware that they are working on ways to address these. We were also invited to the CQC Quality Summit to feedback the report findings and address how improvements would be implemented.

- + Healthwatch England's 2015 Safely Home report - contributed to by Healthwatch Torbay - showed that it can be difficult to access health services if you are **homeless**. But with over 4,000 people now estimated to be sleeping rough every night across England, Healthwatch England have taken another look at what local Healthwatch have been doing to understand the experiences of people in their community



- + All your feedback is logged in our system for further analysis, and, where relevant, **members of the public wanting to make an official complaint** have been referred to other organisations such as Practice

Managers, Safeguarding, NHS Patient Advice and Liaison Service, NHS England, CQC, local Health Trusts and/or SEAP advocacy service.

How we've worked with our community



- + Our major community work this year has been with the **New Model of Care Consultations** - South Devon & Torbay Clinical Commissioning Group's (CCG) public consultation on proposals to change the way services are provided locally. During the consultation process, Healthwatch Torbay played a crucial role ensuring that the public's voice is heard by those who make those decisions. We were independent to the consultation itself, separate to the CCG, and purely took part to ensure feedback was gathered independently, and effectively reported back to those in charge. Following the release of our consultation report - entitled The People's Voice - Torbay and South Devon NHS Foundation Trust evidenced that it met the parameters that needed to be in place before services can be switched to the new model of care. First steps in the transition have now been taken, with patients no longer being admitted to some community hospitals. The Trust is setting up local implementation groups and has invited local representatives, Healthwatch and key community groups to participate in

them. Healthwatch Torbay have liaised with both the CCG and the Trust to alleviate public concerns amid the circulation of inaccurate information.



Dr Sarah Wollaston MP, Michelle Harris & Debra Williams of the NHS AAA Screening Programme & Healthwatch CEO Pat Harris

- + This year we recognised local organisations for their contribution to the local health & social care community during a **special awards presentation at our 2016 Annual General Meeting (AGM)**. Local MP for Totnes Dr Sarah Wollaston gave certificates and trophies to award-winners, including: NHS Abdominal Aortic Aneurysm (AAA) Screening Programme (“Engagement using the HWT Rate & Review Tool” Award); Torbay Parent Participation Forum (HWT Champion Award); HWT Engagement Team of Volunteers (Contributing “to making a difference” award); SEAP Torbay Advocacy Service (Partnership Award). There was also a special recognition award for our Robert Owen Communities (ROC) volunteer Danny Martin.
- + This year we also worked with **Mencap** - a charity that works with people with a learning disability - to host a public Engagement Conference for attendees to

discover more about the NHS five year plan, ‘Moving Forward to 2020’, and how to ensure that local people are involved in crucial decisionmaking affecting mental health care. Local MPs Kevin Foster and Dr Sarah Wollaston gave an overview of the local and national NHS picture, with particular emphasis on the need for public consultation on healthcare services, before attendees were given the opportunity to discuss the effectiveness of current patient participation consultation processes and potential improvements.



Healthwatch Chair Dr Kevin Dixon, Kevin Foster MP, Dr Sarah Wollaston MP, John Duffin & Stephen Marks (Mencap)

How we work with other organisations

Healthwatch Torbay works collaboratively with providers and local organisations to discuss issues openly and to effectively influence the way services are provided.

We are part of a national network of 148 local Healthwatch, reporting to Healthwatch England and the Care Quality Commission. We work with all Torbay health and adult care providers and commissioners, sharing local service-user feedback at a variety of regional meetings. Here are a small selection of the organisations we work with locally:



The local care trust is working on behalf of Torbay Council coordinating the delivery of adult social Care. The Council are also responsible for providing a range of services for children, young people, and their families.



Led by local GPs, they represent GP practices and are the formal NHS body responsible for buying and devolving health services for local people.



Integrated health and social care organisation providing services in Torbay and South Devon. The Trust provides health and social care services to local people including community hospitals and Torbay general hospital.



NHS organisation that works closely with other health and social care providers across Devon to promote mental wellbeing.



South Western Ambulance Service NHS Foundation Trust

South Western Ambulance Service NHS Foundation Trust (SWASFT) works provides ambulance services and NHS 111 call-handling & triage services to the South West.



Healthwatch Torbay has had the support of the Torbay **Public Health Team** on a range of issues, on organisational development, and has worked collaboratively on a range of initiatives.



Independent watchdog for ALL health and social care services in England. The CQC inspects services to ensure they meet government-required standards. We share people's experiences and community engagement reports, helping the CQC to build an understanding of local provision.



We have been working with the Torbay Community Development Trust (TCDT) to jointly promote events and consultations, such as the TCDT's campaign 'Ageing Well,' a 6 year programme to reduce social isolation in Torbay.



We hold monthly drop-in **NHS complaints advocacy sessions** at our Paignton Library walk-in Centre with SEAP advocacy service, so they can personally support you with the health complaint's process.

Quotes from Partners



Dr Nick Roberts,
Chief Clinical
Officer at South
Devon & Torbay
Clinical
Commissioning
Group (CCG)

"The past year saw Healthwatch play a critical role in the largest consultation undertaken by the CCG.

As well as promoting the consultation to enable as many people as possible to have their say, it provided volunteer note takers at all our public meetings and other community meetings. Healthwatch was responsible for independently collating feedback and alternative proposals submitted by the public throughout the 12 week consultation into reshaping our community services. "The People's Voice" captured and summarised public views and was an important reference for the CCG as it reviewed its proposals in the light of the public feedback.

Healthwatch identified the alternative proposals put forward in relation to the model of care and formed part of the stakeholder evaluation panel which reviewed all options prior to consideration by the Governing Body.

The commitment, dedication and friendliness of Healthwatch staff and volunteers was inspiring throughout the process, as was their determination to ensure maximum public input into the process, often facilitating opportunities for the CCG to meet groups to discuss their concerns.

Participating in the consultation was just one of their many contributions in the past year to ensuring the patient voice was taken into account in developing, improving and implementing policies.

Its 'enter and view' team has provided clear insight into the effectiveness of some of our services; its reports into different aspects of health and social care has highlighted where improvements can be made; and they have helped channel patient feedback so that it could inform change.

We very much appreciate the significant work undertaken on developing a system to hear young people's voices via South Devon College. We look forward to our work benefiting from the arrangements Healthwatch and the college have developed together.

Healthwatch has provided patient representatives for different workstreams within the Devon wide Sustainability and Transformation Plan (STP) and has been a critical friend in encouraging STP organisations to raise their 'game' in relation to strengthening the patient and public voice in these change programmes.

Healthwatch staff and volunteers have been active in patient participation groups, are involved in the Trust's implementation groups, overseeing community services changes and provide a strong, consistent patient voice in responding to the challenges that face our health and social care system.

Our services would be poorer without their input and their advocacy on behalf of patients."



**Torbay Council's
Director of Adult
Services Caroline
Taylor**

"I am pleased that Healthwatch has continued to use its statutory powers to ensure the voice of the consumer is heard by the council, the CCG and the providers of services. This year it has worked with Torbay Council and the CCG to act as critical friend on a range of issues.

The council supports the 'enter and view process' as part of a range of initiatives to ensure quality of care and to enable an open dialogue with providers and families and those cared for in Torbay. It has worked with us and the provider Mears on an improvement journey and has continued to feedback on the voice of service users, to ensure we are getting the service right.

Healthwatch, as an independent body, although funded by the council, has the ability to listen and potentially receive different feedback from the community than the feedback that the council receives.

As well as listening to individual voices, Healthwatch has supported a community engagement initiative which aimed to remodel health and care in our community, and this resulted in a change in well-loved community hospitals. It acts with an understanding of community concerns and works in a strong partnership with health and care community and providers and the communities we serve.

I look forward to working with them again in the year ahead which will present a range of challenges and opportunities once again.”



*Torbay and South Devon
NHS Foundation Trust
Mairead McAlinden*

“Healthwatch is a valued partner and has played an important role in ensuring the views of our service users have been heard in a range of service change programmes throughout the year, as well as providing invaluable independent advocacy for patients, clients and carers. Healthwatch has the networks and engagement skills to engage with local people and is a trusted and independent body in analysing feedback from the people we serve, which is vitally important as we progress the delivery of our integrated care model.

This year, the Healthwatch teams in Torbay and Devon supported the South Devon and Torbay CCG’s public consultation with local people on changes to community services across the whole of the Trust’s area. They facilitated a wide range of engagement events, providing an objective and independent Chair for each meeting, facilitating discussion on the key points and taking, analysing and reporting back on the issues and concerns raised which was hugely important to the success of the consultation. Healthwatch has also provided extremely useful insights into service user feedback on the services provided through our partnership with Mears plc which has proved very useful in focusing our joint improvement plan for these services.

We value and appreciate Healthwatch’s commitment and determination that local people’s opinions to be heard, their approach has been one of partnership for improvement and as a result I believe that by working together the voice of local people has been heard loud and clear and has been at the forefront of service change.



*Care Quality Commission (CQC) Deputy
Chief Inspectors for South Region*

“CQC’s priority has always been for the safety of people using health and social care services throughout England.

“In our region the relationship we have with Healthwatch Torbay has provided us with some excellent joint working opportunities.

“It has demonstrated the results that can come from our joint working. Mears Care is a prime example of this ideal and something which should resonate in all stakeholder partnerships across our region.”

A woman with dark hair, wearing an orange blazer and a pink lanyard, is shown from the chest up, looking slightly to her left and speaking. She has pink nail polish. Two large, semi-transparent circular overlays are present: a blue one on the left and a green one on the right. The text "It starts with you" is written in white, italicized font within the blue circle. The background is a plain, light color.

*It starts
with you*

#ItStartsWithYou

On this page we want to show you some case studies which show how people's experiences of health and care services have improved in the past year due to our involvement as part of the national Healthwatch network's #ItStartsWithYou campaign, please visit www.healthwatch.co.uk.

Your Stories



"I visited Healthwatch Torbay as I was unhappy about the available care packages for my wife - who suffers from severe dementia.

She recently had a severe chest infection and had to visit hospital where she fell during the night and had to stay longer. When the time came for her to be discharged, she was classed as needing significant care at home, but none was available and we were told she would have to go in a care home.

We were offered a place but neither of us liked it or felt confident there. I was really worried that she would become very confused and her health might go backwards if she was forced to go to a care home that might not be able to cater for her needs properly and didn't know what to do next.

I visited Healthwatch Torbay to share my concerns. They logged them for further monitoring and escalated my concern to the hospital discharge team and other support services.

Thanks to Healthwatch Torbay's intervention, escalating my concern to those in charge, my wife has since been able to work with another care provider and has been offered a care package that we are both now very happy with."

"It's an emotional strain doing this alone and Healthwatch Torbay has been wonderfully supportive, taking pressure away with their backing.

For anyone out there in Torbay looking for this kind of help and support, Healthwatch Torbay is highly recommended."

Your Stories



"Healthwatch Torbay visited me at home as I was unhappy about the quality of care my domiciliary care provider was giving me.

I live with rheumatoid arthritis and pneumococcal septicaemia and rely on carers, but it's not the carers themselves I felt let down by, it's the company.

Having unallocated carers is disconcerting, not knowing who your daily carers were going to be and having a complete stranger walk into your house. On top of that, you might not even know just when the carers were going to turn up.

I've been really struggling to get any kind of meaningful response to my concerns from the company.

Healthwatch Torbay released a report to the Care Quality Commission, who investigated and placed the company in 'special measures'. A meeting was held with the organisations involved where they created an action plan to address the main issues.

Some of these are still occurring, however, and I continue to share my experiences with Healthwatch Torbay in the hope that things will change for the better.

It's an emotional strain doing this alone and Healthwatch Torbay has been wonderfully supportive, taking pressure away with their backing.

For anyone out there in Torbay looking for this kind of help and support, Healthwatch Torbay is highly recommended."



Our plans for next year

What next?

Healthwatch Torbay's role is to work collaboratively with providers, local organisations and service users to facilitate an open conversation about how services should be delivered.

One of the challenges faced by Healthwatch Torbay is the complex local health & social care landscape. Both locally and nationally there are a number of key changes that will significantly impact local people and stakeholders, particularly next year with the Sustainability and Transformation Plans (STP). A range of stakeholders are involved in progressing this, including local authorities, clinical commission groups, health trusts and also a wide range of voluntary organisations without which the whole structure of care would face significant challenges. This is why, regardless of operational boundaries, **it is essential that we find ways to work effectively together to support integrated care across the Bay.** In 2017-18 we will look to:

- + Further develop our online Rate and Review service so that it is integrated with other local information systems, and work with partners to integrate their data into our reporting framework.
- + Work closely with strategic partners, providers and user groups to ensure that the views of the public are taken into consideration throughout the implementation of the wider Devon Sustainability and Transformation Plans (STP).
- + Fully implement a new Customer Relationship Management system to

organise, automate, and standardise our data input and analysis.

- + Continue to promote our service to all sections of the local community and share our findings widely so that local people can understand the impact of their feedback and encourage others to do the same.
- + Develop our volunteer base by investing in support, training and supervision.
- + Further develop our close relationship with the national regulator the Care Quality Commission (CQC). We will maintain and improve our collaboration with CQC teams and Public Engagement teams.
- + Continue to influence policies that impact on local communities, committing our resources to regional and national policy work.



A portrait of a smiling Black man with a stethoscope around his neck, wearing a black button-down shirt. The image is overlaid with large, stylized letters 'S' and 'E' in red and green. The text 'Our people' is written in white script font over the red 'S'.

Our people

Decision making

The involvement of volunteers and the citizens of the Bay is central to the success of Healthwatch Torbay.

A volunteering strategy has been developed which details how we believe volunteers enhance different aspects of our work. The strategy is supported by policies covering how we recruit, support and develop volunteer roles in Healthwatch Torbay. These include Healthwatch:

- + ‘Champions’ - who act as ambassadors
- + Researchers
- + Event organisers
- + Administration volunteers
- + Enter & View Assessors

Healthwatch Torbay relies heavily on our volunteers to help us gather even more feedback and ensure Healthwatch is embedded into the local community.

To support and promote our work, Healthwatch Torbay has a dedicated volunteer Executive Board of Trustees with overall responsibility for our organisation. They sit (with other appropriate volunteers) on our steering groups and committees to make relevant organisational and strategic decisions. These include our Operational Directional Support, Business and Media Committees.

Board members and other volunteers also sit on an extremely wide variety of local and regional meetings in order to share valuable information with stakeholders. These include: NHS Quality Surveillance Group Meeting; Torbay Hospital and South Devon and Torbay Clinical Commissioning



Our 2016-17 Volunteer Board of Trustees

Group Patient Engagement Committees; Safeguarding meetings; Joint Healthwatch Torbay, Plymouth, Devon & Cornwall Area Team meetings; the South West NHS Senate; the South West NHS Senate’s Citizens Assembly; NHS Clinical Advisory Group Meeting; and the Health Overview and Scrutiny Board. Of particular importance is the Torbay Health and Wellbeing Board - where leaders from the health and care system within Torbay work together to improve the health and wellbeing of the local community.

We support these volunteers by providing local intelligence received from the public. This data is shared at these forums and utilised to inform service monitoring and development and ultimately improve the health and social care landscape for all in Torbay.

We are always looking for volunteers to help support us in a variety of flexible roles. Whether you can spare 30 hours a week or 30 minutes, if you are interested please get in touch by calling free on 08000 520 029.

“The involvement of volunteers and the citizens of Torbay is central to the success of Healthwatch Torbay”



Our finances

www.healthwatch

Healthwatch

Our Financial Report *1st April 2016 - 31st March 2017*

- + **Healthwatch Torbay Registered Office:** Paignton Library and Information Centre, Room 17, Great Western Road, Paignton, Devon TQ4 5AG
- + **Tel:** 08000 520 029
- + **Email:** info@healthwatchtorbay.org.uk
- + **Web:** www.healthwatchtorbay.org.uk
- + Registered Company number: 8396325
- + Charity number: 1153450
- + **Healthwatch Torbay Accountants:** Barretts Chartered Accountants & Chartered Tax Advisers, 22 Union Street, Newton Abbot, Devon TQ12 2JS
- + Independent examiner of accounts: Ian Barrett, FCA FCIE

Income and Expenditure Accounts for 2016/17 (Pre-audited figures)

Income	£
Funding received from local authority to deliver local Healthwatch statutory activities - Local Authority	£135,000
Additional income / grants	£ 53,160
Total income	£188,160
Expenditure	
Staffing costs (Salaries, NI, pension)	£103,270
Office costs	£23,533
General Overheads	£4,114
Staff Expenses	£1,933
Volunteer Expenses	£3,000
Meeting room hire/refreshments/Events	£1,025
Projects and Research	£17,511
Total expenditure	£154,386
Balance brought forward	£33,774



Contact us

Address: Healthwatch Torbay
Paignton Library & Information Centre
Room 17
Great Western Road
Paignton
Devon
TQ4 5AG



Healthwatch Torbay



@HWTorbay

Phone number: 08000 520 029

Email: info@healthwatchtorbay.org.uk

Website: www.healthwatchtorbay.org.uk

Address of contractors: Torbay Council
Town Hall
Castle Circus
Torquay
TQ1 3DR



Paignton Library and Information Centre

We will be making this annual report publicly available on 30 June 2017 by publishing it on our website and sharing it with Healthwatch England, CQC, NHS England, Clinical Commissioning Groups, Overview and Scrutiny Committee, 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 licence agreement.

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

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