

# Speak Out Newsletter



Healthwatch Derbyshire (HWD) is an independent organisation that represents people using health and social care services in the county. We want to hear from you about GPs, hospitals, dentists or any NHS service, as well as social care, such as care homes.

By gathering as much feedback as we can we are able to identify common themes or trends in what people are telling us.

This is not a substitute for making a formal complaint about a service if you are dissatisfied. However, it can work alongside this system by helping to shine a spotlight on issues that are being experienced by a number of people, thereby strengthening the patient voice.

## Engagement Service Gives Local People Greater Say In Mental Health Services

Healthwatch Derbyshire has been appointed to ensure that people who use mental health services and their carers are given a greater voice in how health and social care services are run, and changed.

We are currently in the process of setting up a new Mental Health Service Receiver and Carer Engagement Service on behalf of Derbyshire County Council and the Clinical Commissioning Groups across the county.

A wide range of mental health service receivers and their carers will be invited to get involved in the service, which includes people with Dementia and Autism. They will be invited to share their experiences of all health and social care services, not just those specifically for Mental Health.

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## Engagement Service Gives Local People Greater Say In Mental Health Services

Healthwatch Derbyshire Chief Executive Karen Ritchie explained that it was vital to give mental health service receivers and carers a greater voice in how health and social care services were provided in the county.

A report by the independent Mental Health Taskforce to the NHS in England 'Five Year Forward View for Mental Health' has highlighted that, for far too long, people of all ages with mental health problems have been stigmatised and marginalised - all too often experiencing an NHS that treats their minds and bodies separately. The report recommends that services change to:

- include a seven-day NHS;
- better integration of mental and physical health services;
- and more emphasis on prevention and health promotion to help people lead better lives as equal citizens.

“ This will be part of Derbyshire's over-arching Sustainable Transformation Plan 'Joined Up Care' that is currently on the table looking at how we can significantly change how health and social care services are delivered in the future.

*Key to the success in these plans will be to ensure that services are led by the needs of the individual and not the system.*

*Meaningful engagement with patients, receivers and carers of mental health services across Derby and Derbyshire is therefore more important than ever.*

*By bringing professionals together alongside Service Receivers and Carers, we can help to ensure that services are joined up, coordinated, efficient and of high quality - working in the best way possible for the people that use them.*

*We are therefore delighted to have been appointed to deliver the mental health engagement service.”*



**Karen Ritchie**  
Healthwatch  
Derbyshire Chief  
Executive

# Annual Report 2017

Healthwatch Derbyshire is part of a Healthwatch network which covers the whole of England. This network is overseen by Healthwatch England who offer information, support and guidance.

Each year we are required to produce an annual report reporting on our statutory activities. This report includes information on the impact that our work has had on the commissioning, provision and management of local health and social care services.

If you would like to read a copy of our report, it can be viewed on our website, alternatively get in touch and we'll send you a copy.

## CONTACT US

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*Key to the success in these plans will be to ensure that services are led by the needs of the individual and not the system.*

A team of staff are now in place to start delivering the service, and the work of the service will be overseen by a User-Led Steering Group who will link into the Healthwatch Derbyshire's Board.

The service will work in partnership with the Mental Health Action Group (MHAG) which has operated in the city and county for more than 20 years.

MHAG coordinator Niki Glazier said that the group's members would have a valuable role in the engagement service.

*“MHAG has given people a voice for many years and our involvement in the engagement service will take this further.*

*It will bring our members around the table with commissioners and providers of mental health and social care services which is a positive step forward.”*





# Derbyshire County Council Enter and View Visits Summary

The Enter and View programme provides Healthwatch Derbyshire with an opportunity to see how a service is run. It also gives an opportunity to hear the views of services users, patients, carers and staff at the point of service delivery.

Enter and View visits focus on a layperson's view of the care that people receive and to ensure they are delivered with dignity and respect.

In 2016 Healthwatch Derbyshire was commissioned by Derbyshire County Council (DCC) to carry out unannounced Enter and View visits to all DCC run care homes. This was to provide them with additional independent information to complement their own internal quality assurance systems.

We visited 22 care homes that support older people and 4 services supporting people who have learning disabilities. During the course of our visits we gathered information from 94 residents, 39 relatives and 83 members of staff.

There was a significant range of evidence gathered reflecting very positively on the quality of care provided to residents:-

- The services provide a homely, welcoming and comfortable environment
- There was a high degree of satisfaction and confidence expressed by both residents and relatives regarding the commitment, enthusiasm and skills of the staff
- Staff/resident relationships reflected care, sensitivity and respect for each individual
- Staff practices reflected the importance of choice, control, independence and personalisation for residents in their care
- Residents and relatives felt confident in raising any concerns if they had any
- The homes had good facilities for visitors and in many homes overnight stays were available if needed.
- Residents were clean, well dressed and tidy in appearance
- High standards of cleanliness and freshness were evident within the homes
- Meals were of a very good standard and residents were highly satisfied with the choice and quality.





Following the visits a number of recommendations were made. These recommendations were generally addressed positively by managers/DCC and the table below illustrates some of the more common 'themes of concern' within recommendations and the responses received as a consequence.

RECOMMENDATIONS THEME	SERVICE RESPONSES
We found external signage to some homes and clear information/signage for visitors on entry, was limited.	Individual homes introduced additional signage wherever possible.
We found that across all homes 'staff information boards' were not consistently displayed for visitors in the entrance/reception areas.	DCC reviewed their position on the necessity of these and decided that they add little value to what are essentially consistent resident, staff and visitor groups associated with the homes.
We found that a number of the homes were struggling to maintain their gardens and outside spaces.	DCC reassessed the needs of each home and now provide an improved regular low maintenance landscape service programme.
We found that the number and location of hand sanitisers was variable throughout the homes.	Homes where this was identified introduced more hand-gel units and/or provided staff with personal hand-gel bottles to use.
We found that resident hand hygiene did not always appear to be consistently provided prior to and/or after meals.	DCC have asked Managers to raise this concern with their staff teams and to observe the practice on a daily basis.
We found that there was variation between the homes in the provision and/or quality of dementia-friendly signage.	DCC have assured us that Internal signage for the care homes has now been ordered.
We found distinct differences in the quality of facilities, such as bedroom en-suites, particularly between the older and more modern homes. In some other homes the choice of baths or shower facilities was restrictive.	In 2016 DCC told us that a £4.1m capital expenditure on Direct Care Homes for Older People had been approved and will include refurbishment in some homes and others having money to improve bath/ shower facilities.

# Best Practice Guide to Public Consultation

Healthwatch Derbyshire have put together a Best Practice Guide to Consultation. This can be found on our website under 'service change' or you can request a copy by email, or phone.

The purpose of the Best Practice Guide to Consultation is to promote 'meaningful public engagement' in decision making about significant changes to health and social care services in Derbyshire.

Meaningful engagement is where members of the public are encouraged to input their views and ideas into the planning of changes, and the possible proposals that might be put forward for change. This should be right at the beginning of the process when it is first discussed that change is needed. Members of the public need to be part

of creating shared solutions to the problems that the NHS and Social Care are currently facing, and not just be part of a box ticking exercise when they are only consulted when it would appear decisions have almost been made.

Our guidance outlines best practice and legal requirements that should be followed, and is accompanied by a 'Consultation Checklist' which will enable public sector organisations, considering changes to services, to meet the best practice guidance.



## C&YP Outcomes



During a visit to a school in Derbyshire we talked to a group of pupils, aged 11-14, regarding their experiences of visiting the pharmacy. We received feedback from the children on how comfortable they felt accessing their local pharmacy, and also listened to what they felt could be done to improve services.

Some examples of the feedback we received ...

- When I walk in they always speak to my mum.
- They never let me hand in my prescription. I am not allowed to get it, they have to give it my mum.
- You often have to wait a long time and there is nothing to do.
- They give you advice and they always say 'good morning' to me. This is good as often people ignore us if we are with adults.

We collated the information and passed it through to the Assistant Superintendent Pharmacist for the group of pharmacies concerned. She replied

acknowledging the need to do more to engage with children and adolescents to ensure they felt comfortable visiting their pharmacy for healthcare advice.

Each of the pharmacies we received feedback on were forwarded guidance from a Department of Health publication on making healthcare services more welcoming to teenagers. The Assistant Superintendent Pharmacist is set to follow up with the teams and area managers of the pharmacies to see if they have implemented any changes, or reviewed the manner in which they engage with their younger patients.

# Dementia Engagement Topic

As the number of people living with dementia grows, the impact it has on those living with the progressive disorder and on their friends and family, has become an increasingly common talking point.

Furthermore how the health and social care system plans to deal with the effects of this rise, both in terms of cost and the support available for those affected, is beginning to come under closer scrutiny.

In simple terms, dementia affects how your brain works and, in particular, the ability to remember, think and reason. It is not a disease in itself – but a group of symptoms that may accompany a number of diseases that affect the brain such as Alzheimer's disease.

It is not a consequence of growing old but the risk of having dementia increases with age and, with an ageing population, is something that will touch more and more people's lives as time passes.

As part of our role to give local people a voice on health and social care issues, Healthwatch Derbyshire is planning a major piece of work around dementia.

We will be talking to people living with dementia as well as their family and carers about their experiences and views on the care and support that they receive.

This work will further explore comments received by Healthwatch Derbyshire and will enable us to have a greater understanding of what is working well and what could be improved both for people living with dementia and for their carers.

We will be arranging to visit various groups across the county to gather people's experiences, we will then produce a report that will be shared with the relevant service providers and commissioners.

This will include recommendations and the service providers would be asked to respond, to let us know how they intend to use this information to improve their services.

If you would like to get involved in this engagement and share your experiences, or to be kept up to date with our planning, please contact: **[hannah@healthwatchderbyshire.co.uk](mailto:hannah@healthwatchderbyshire.co.uk)**; call **01773 880786** or text **07943505255**.







## Wedding Congratulations

Congratulations and best wishes to Healthwatch Derbyshire staff members Helen Hart (now Helen Henderson-Spoors) and Helen Walters (now Helen Clements) who got married within days of each other in June.

As you can see, they looked fantastic on their wedding day and we wish them both long and happy marriages.

## Healthwatch Derbyshire Learning Disabilities Celebration Event including Annual General Meeting

This year we are celebrating the strong partnership Healthwatch Derbyshire (HWD) has developed with people who have learning disabilities, family carers and professionals. All parties have been happy to work together to improve the health of people with learning disabilities and family carers.

We would like to showcase our work with the Good Health Group, the sub group of the county Learning Disability Partnership Board. With support from the national charity MacIntyre, we are also proud to introduce our newly trained volunteers whose specialist learning disability experiences have already made a positive difference to our 'Enter and View' visits to care homes across Derbyshire.

Date: **Friday 6th October**

Time: **9.30am - 12.30pm**

Where: **Imperial Rooms:** Imperial Road, Matlock, Derbyshire DE4 3NL (Light refreshments available)

If you're interested in attending please get in touch.



▲ Paul and Helen Henderson-Spoors



◀ Paul and Helen Clements

**EVERY COMMENT COUNTS, PLEASE GET IN TOUCH...**

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