

## **Staffordshire Health and Wellbeing Board – 09 June 2022**

### **Healthwatch Staffordshire**

#### **Recommendations**

The Board is asked to:

- a. Note the content of the report.

#### **Summary**

1. This report sets out the new Healthwatch Staffordshire service, with an emphasis on how it looks different to that before. Members of the Board are asked to note the report and welcome the new team. Members of the Board may wish to give a view on how they would like to see Healthwatch report back to the Board on a regular basis, for example, by means of a regular dashboard.

#### **Healthwatch Staffordshire update**

2. Support Staffordshire were awarded a three-year contract to run a refreshed Healthwatch Staffordshire which commenced 1<sup>st</sup> April 2022.

#### **Healthwatch Committee**

3. A Healthwatch Committee has been established as part of the Support Staffordshire governance which holds delegated decision-making powers to set the Healthwatch agenda. Four (unpaid) Support Staffordshire trustees and at least two independent lay members will form the committee. We are currently recruiting for Lay Members and have received three potential applicants to date.

#### **Healthwatch Team**

4. Baz Tameez is the new Healthwatch Staffordshire Manager in place from the 30<sup>th</sup> March 2022.
5. The new organisational structure for Healthwatch Staffordshire is:
  - a. 4 x Engagement Officers covering Southwest, Southeast, North and a Social Care focussed post. All posts are 30hrs p/w.
  - b. 1 x Project Worker/Data Analyst – 22.5hrs p/w.
6. Four employees transferred from ECS (Engaging Communities Solutions) to Support Staffordshire on 1<sup>st</sup> April 2022 and three have been

redeployed. Now that TUPE processes have been completed, we have gone out to recruitment for two posts, to cover Southwest and Social Care). Interview dates are 6<sup>th</sup> and 7<sup>th</sup> June 2022.

### **Collaborative working and Volunteers**

7. ECS have now passed on the volunteer list. Meetings have taken place with Expert Citizens about their volunteers working alongside Healthwatch Engagement Officers. Expert Citizens are showing interest in supporting Healthwatch Staffordshire to engage with seldom heard communities. Healthwatch Staffordshire will be working closely with Support Staffordshire Social Prescribers.
8. To improve on good practice and implement 'best practice' Healthwatch Staffordshire is working collaboratively with Healthwatch England to standardise Healthwatch Staffordshire website to be in line with Healthwatch England. Ongoing meetings and communication between Healthwatch England and Healthwatch Staffordshire are taking place.
9. We have reached out to Healthwatch Stoke-on-Trent to establish a collaborative working relationship to support the local health and social care system.

### **Engagement and Intelligence**

10. We will establish a Healthwatch Intelligence Network to engage multiple platforms for gathering health and social care data. These will include Support Staffordshire VCSE Locality Forums, VCSE Healthy Communities Forums and local Healthwatch Staffordshire events with relevant VCSE groups and communities. We will also work with the Patient Participation Groups (PPGs).
11. We have included a grant fund to enable engagement with community groups and expect this fund to be focussed on extending our reach, in particular to those with protected characteristics and into rural communities.
12. There will be a focus on social care by our Social Care Engagement Officer with the aim of increasing social care feedback and not duplicating efforts.
13. Other intelligence feeds include our website feedback centre, freephone, email, face to face and events engagement.
14. In addition to using the data we gather we are seeking a far closer working relationship with Staffordshire Observatory, to share data in both directions for mutual benefit.

## **Focal investigations**

15. In addition to gathering resident and patient views in the round, each year we will identify 3-4 focal topics for further investigation, reporting and recommendations. In future years these will be based on patient feedback. In year one they will be based on lessons learnt through the pandemic.
16. Potential year one areas of focal investigations are:
  - a. Health in parents of young children (0-4)
  - b. Root causes of good and poor teenage mental wellbeing
  - c. Health outcomes when you have been in care as a child
  - d. Healthy and unhealthy places of work
  - e. My health is not just my disability/diagnosis
  - f. Being an LGBTQI+ patient/resident in the health and care system
  - g. Accessing primary care face to face - when I want to and when I need to
  - h. The role of and accessibility of residential care by friends and family
  - i. How and why, we ignore the inevitability of death and dying
  - j. Frailty
  - k. Older people accessing services
  - l. Transitions in/out of hospital

## **Enter and View**

17. Healthwatch has a statutorily backed right to 'enter and view' any health or care premises within certain parameters. Historically this duty has been used primarily to enter and view residential and nursing homes in the private sector. We will be reviewing how we use this power, with a view to greater coordination with statutory quality and safety teams at the council and NHS.

## **Communicating our role and our outcomes to the public**

18. Healthwatch Staffordshire website has been inherited from ECS and been refreshed to reflect the changes and now being provided by Support Staffordshire. HWS is working with HWE to implement to their standard website template. There are still updates required but is fully operational to be used by the public.
19. Likewise, social media tools are in the process of being accessed by all staff and updated.

## **IAG Leadership**

20. HWS will be working with partners to ensure good local Health & Care Information, Advice and Guidance (IAG) is available and accessible. This is good timing with the current review of Staffordshire Connects. This function includes connection to NHS Complaints Advocacy, now delivered by Asist.

## **System Change**

21. HWS will be engaging with statutory organisations, partnerships, and boards to present our findings and influence system change. In addition to council structures these will include Health & Wellbeing Board, Integrated Care Board and Partnership, NHS Patient Engagement structures, NHS Quality Teams, District Councils, HW Stoke-on-Trent and HW England.

22. Healthwatch Staffordshire and Staffordshire Health and Care Overview and Scrutiny Committee have engaged to further develop working together. Joint guidance has been produced and working relationship established.

## **Contact Details**

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