

Local Members Interest
N/A

Health and Overview and Scrutiny Committee – Monday 11 July 2022

Healthwatch Staffordshire update

Recommendation(s)

I recommended that the Committee:

- a. Consider and note the information provided on the progress being made by the new Healthwatch Staffordshire service.
- b. Consider and comment on the information provided which highlights the 2022-23 outline focus and approach, including the potential areas for Focal Investigations.

Report of: Baz Tameez, Healthwatch Staffordshire Manager

Summary

1. The purpose of this paper is to update members of the Health and Care Overview and Scrutiny Committee on the progress and mobilisation of the new Healthwatch Staffordshire service (under Support Staffordshire as the new provider). It also highlights Healthwatch Staffordshire's 2022-23 outline focus and approach.
2. This provides opportunity for Committee Members to consider and comment on the intended approach, along with considering future opportunities for how Healthwatch Staffordshire and the Overview and Scrutiny Committee may wish to work together.
3. The comments and conversation with the Overview and Scrutiny Committee will both help to further inform Healthwatch Staffordshire's work programme, and to identify where further collaboration can add value to the Committee's future work programme.

Background

Healthwatch Staffordshire – new service and mobilisation

4. Support Staffordshire were awarded a three-year contract (with a 1 year extension option), with the annual budget for the Service is £205,000 to run the new Healthwatch Staffordshire service, commencing 1st April 2022.

5. The overarching vision is *'To help people get the best out of their local health and social care services; both to improve them today and helping to shape them for tomorrow'*. The high-level outcomes are focused on:
 - 5.1 Engagement - all residents can express their views and have their voice heard.
 - 5.2 Intelligence and evidence – harnessing the residents voice to influence services, providers and commissioners.
 - 5.3 Information – an integrated approach to information, advice and support (including through the Staffordshire Integrated Advocacy Service).
6. An independent Healthwatch Committee has been established (as part of the Support Staffordshire governance), which holds delegated decision-making powers to set the Healthwatch agenda. This committee consists of four (unpaid) Support Staffordshire trustees and at least two independent lay members. We are currently recruiting for Lay Members and have received 3 potential applicants to date.
7. The new Healthwatch Staffordshire Team and organisational structure is:
 - 7.1 Baz Tameez - Healthwatch Staffordshire.
 - 7.2 4 x Engagement Officers covering: Southwest, Southeast, North and a Social Care focussed post. All posts are 30hrs p/w.
 - 7.3 1 x Project Worker/Data Analyst – 22.5hrs p/w.
8. Four employees transferred from the previous provider to Healthwatch Staffordshire on 1st April 2022 and three have been redeployed. Following TUPE processes being completed the necessary recruitment for two Engagement Officer posts has been concluded (start dates are: Southwest Officer 13/06/2022 and Social Care Officer start date is 30/06/2022). This ensures that the new service is at full strength to further deliver on the targeted engagement focus and important collaboration with residents and partners across the local health and social care system.

Healthwatch Staffordshire – our approach and 2022-23 priorities

9. **Volunteers:** As part of expanding and diversifying the important role of Healthwatch volunteers, meetings have taken place with 'Expert Citizens' about their volunteers working alongside Healthwatch Engagement Officers. Expert Citizens are showing interest in supporting Healthwatch Staffordshire, with a view to enhancing the

engagement with seldom heard voices/ communities. Other avenues to diversify and add value to our volunteer base are also being explored, including around student Nurses / Social Workers.

9.1 The previous provider has passed on the previous volunteer list and the process has commenced to reach back out to these volunteers.

10. **Further collaborative working:** Healthwatch Staffordshire will:

10.1 Work closely with the VCSE, public and private sectors- ensuring high quality care is based on patient/ resident feedback.

10.2 Take a collaborative approach with key partners, stakeholders and volunteers in the pursuit of best practice, informed by the public's opinion.

10.3 Contribute to the local voice and to deliberations and strategy of Health and Wellbeing Board, Integrated Care System and commissioners across the health and social care system.

11. We have reached out to Healthwatch Stoke-on-Trent to establish a collaborative working relationship to support the local health and social care system and will also work closely with Support Staffordshire Social Prescribers.

12. To improve on good practice and implement 'best practice' Healthwatch Staffordshire is working collaboratively with Healthwatch England (including ongoing Healthwatch England meetings and communication, as well as work to standardise website to be in line with Healthwatch England).

13. **Engagement and Intelligence:** A Healthwatch Intelligence Network (HWIN) is being established to engage multiple platforms for gathering health and social care data. This will 'network the network' to pull together community voice and feedback, only undertaking new engagement activities where there are gaps or clear rationale for doing so.

13.1 The place-based engagement, through the Engagement Officers and the HWIN will include; local Healthwatch Staffordshire events with relevant VCSE groups and communities, Support Staffordshire VCSE Locality Forums, VCSE Healthy Communities Forums. We will also work with and maximise the collaboration with the Patient Participation Groups (PPGs).

- 13.2 A grant fund will be available linked to the above, to enable engagement with community groups, which is intended to be focussed on extending our reach, in particular to those seldom heard voices / protected characteristics and into rural communities.
- 13.3 There will be a focus on social care including through the Social Care Engagement Officer, with the aim of increasing social care feedback (and not duplicating efforts).
- 13.4 Other intelligence feeds include our website feedback centre, freephone, email, face to face and events engagement.
- 13.5 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. Similar opportunities with NHS partners are also being explored.
14. **Focal investigations:** In addition to gathering resident and patient views in the round, we are taking a prioritisation approach to more effectively deliver a focused and targeted work programme. Each year 3-4 focal topics for deeper investigation will be identified, with reporting and recommendations, to further help inform and influence system change.
- 14.1 In year one (2022-23) the focus will be informed by lessons learnt and key emerging issues from the pandemic, with future years' topics further informed by patient / resident feedback. The longlist for potential 2022-23 focal investigation topics are:
- 14.1.1 Health in parents of young children (0-4)
 - 14.1.2 Root causes of good and poor teenage mental wellbeing
 - 14.1.3 Health outcomes when you've been in care as a child
 - 14.1.4 Healthy and unhealthy places of work
 - 14.1.5 My health isn't just my disability/diagnosis
 - 14.1.6 Being an LGBTQI+ patient/resident in the health and care system
 - 14.1.7 Accessing primary care face to face - when I want to and when I need to
 - 14.1.8 The role of and accessibility of residential care by friends and family
 - 14.1.9 How and why we ignore the inevitability of death and dying
 - 14.1.10 Frailty
 - 14.1.11 Older people accessing services
 - 14.1.12 Transitions in/out of hospital

- 14.2 Informed by ongoing and early engagement with partners and the public the emerging themes for the 2022-23 shortlist include; Mental Health and wellbeing; Older and younger people; Seldom heard voices; and health and social care experiences across LGBTQI+ patients / residents.
15. **Enter and View:** 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 Staffordshire County Council and the NHS.
16. **Information Advice and Guidance:** Taking a focus on Information Leadership, Healthwatch Staffordshire will be working with partners to ensure good local Health and Care Information, Advice and Guidance (IAG) is available and accessible.
- 16.1 This will usefully link in with the current review of Staffordshire Connects, and along with further linking with and building on the existing IAG direction, this will help inform and maximise Healthwatch Staffordshire's impact around Information Leadership.
- 16.2 This function also includes the connection and relationship with the Staffordshire Integrated Advocacy Service, now delivered by Asist. This will be built on further, including for example in exchanging data / insight, helping to draw out key themes and to understand any emerging issues alongside wider Healthwatch Staffordshire engagement.
17. **Communicating our role and our outcomes to the public:** The inherited Healthwatch Staffordshire website has been updated to reflect the new provider changes. Work is underway with Healthwatch England to implement to their standard website templates, whilst some further developments / updates are required, this has smoothly transitioned and is fully operational for public use.
- 17.1 Likewise, social media tools are in the process of being accessed by all Healthwatch Staffordshire staff and to keep regularly updated.
- 17.2 The further consideration of future opportunities for how Healthwatch Staffordshire and the Overview and Scrutiny Committee may wish to work together will also help inform opportunities around further communicating our outcomes.

18. **System Change:** As a key part of the wider and developing Integrated Care System, Healthwatch Staffordshire will be further engaging with statutory organisations, partnerships and boards to present our findings and influence system change. These important relationships will help to ensure that the independent residents voice is central to local health and social care services, both to improve them today and helping to shape them for tomorrow.
- 18.1 In addition to the Health and Care Overview and Scrutiny Committee, and wider County Council structures, these will include; Health and Wellbeing Board, Integrated Care Board and Partnership, NHS Patient Engagement structures, NHS Quality Teams, District / Borough Councils, Healthwatch Stoke-on-Trent and Healthwatch England.
- 18.2 Alongside today's initial update and conversation with Overview and Scrutiny Committee Members, we will also build further on the positive first Health and Wellbeing Board conversations in June.
19. As the new Healthwatch Staffordshire service beds in further, the performance monitoring / measures of success are currently being further developed with County Council colleagues.

Conclusion and recommendations

20. This paper updates on progress and mobilisation of the new Healthwatch Staffordshire service and the outline focus and approach for 2022-23. Building on this, it is recommended that the Committee:
- 20.1 Consider and note the information provided on the progress being made by Healthwatch Staffordshire.
- 20.2 Consider and comment on the information provided which highlights the 2022-23 outline focus and approach, including the potential areas for Focal Investigations.
21. The comments and conversation with the Overview and Scrutiny Committee will both help to further inform Healthwatch Staffordshire's work programme, and to identify where further collaboration can add value to the Committee's future work programme.

Link to Strategic Plan

Healthwatch Staffordshire is an independent consumer champion role, helping drive up the quality of local services; resulting in improved

experience and outcomes for people who use services. The delivery of this will also help to inform the Strategic Plan priority to 'Encourage good health and wellbeing, resilience and independence'.

Link to Other Overview and Scrutiny Activity

There is not currently and links to planned work by other Overview and Scrutiny committees.

Community Impact

Healthwatch Staffordshire strives to ensure that the diverse health, social care, cultural and all other needs of the population are represented as fully as possible by the organisation.

Contact Details

Report Author: Baz Tameez
Job Title: Healthwatch Staffordshire Manager
Telephone No.: 07563397802
E-Mail Address: baz.tameez@healthwatchstaffordshire.co.uk

