

Agenda Item: 6.6



Healthwatch Telford and Wrekin Board Meeting

Date of meeting:

6 - July - 2016

Title:

Enter & View Report

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For Information

Executive Summary

Report to Board on the Enter & View Programme, and Report from Enter & View Committee

Financial Implications:

None specifically

Equality and Diversity:

None specifically

Public Engagement:

None specifically

Legal Impact:

None specifically

HR Impact:

None specifically

Recommendations:

Healthwatch Telford and Wrekin Board are recommended to note the contents of this report

Is there a need to consider inclusion in the Corporate Risk Register?

No

Enter and View Report - Public Board Meeting, July 2016

Since April 2016, 6x Enter & View visits were completed, with 1x visit conducted jointly with Healthwatch Shropshire. No 'Unannounced' visits were conducted. The visits were conducted to Care Homes, and Units of the SATH PRH Maternity Unit. No Safeguarding alerts were raised with T&W Adult Safeguarding Unit connected to these visits

Visits were initiated arising from various sources, and were approved by the Enter & View Committee for inclusion in the HWTW Enter & View Programme. We received requests from SATH, the 'Shropshire and Telford Provider Information Sharing Group' (Telford & Wrekin and Shropshire Council, CCG, SPIC, Healthwatch Shropshire, Scrutiny, and CQC), and T&W CCG Board, as well as "soft intelligence" including public feedback. The visits were discussed and approved to be incorporated into the HWTW Enter & View Dignity and Respect Programme, as well as having specific purposes for the visits aligned with the requests.

1x visit was returning to a service provider who had previously been visited, and 1 additional visit was arranged because the team judged there had been insufficient patients available to seek their feedback on the original visit. Some planned visits for this quarter were delayed for various reasons including shortfall of visit Leads, and a change in Service Provider's practices which necessitated a re-think of approach and timing. Service providers visited included:

- The SATH PRH Maternity Unit - visiting Mid-Wife Led Unit, Day-Assessment Unit, and Consultant-Led Unit.
- Standford Home, and Beaumaris Care Home - both under the management of Care Port organization.

Follow-up communications were made to some Service Providers where no response had been received from sending a Draft Visit Report - for factual accuracy checking, and response to the findings and recommendations. The Committee hope this can be improved, but it is a commonly reported issue with other local Healthwatches. The Board reluctantly approved the publication of the Draft Reports as finalized Reports and they have been uploaded on the Healthwatch website.

We were able to follow up on the E&V Workshop and offer a "Training Visit" opportunity to one new volunteer. Other opportunities will be included in some of the visits planned for the next few months.

The Enter & View Board Committee have met monthly and reviewed the progress of the programme including planned and completed visits and have discussed re-prioritization. One of the next tasks for the year to come is to follow up on past E&V visits to establish whether findings were addressed by the Service Provider, and whether any recommendations were implemented. We were pleased to note that Care Quality Commission (CQC) had referenced one of our E&V visits in their own CQC inspection Report. The Committee have also discussed improvements needed in making the E&V Visit arrangements and co-ordination more efficient, effective and responsive to needs.

We have a full plan of GP Surgery visits over the next period, as well as visits to PRH A&E, and some more Care Home Visits, including 2 that we have been requested to do by the 'Shropshire and Telford Provider Information Sharing Group'. E&V will be contributing to a HWTW Hospital Discharge Project, and we are expecting to include Dental Practices in our plans for the programme later in the year.