

## Update on activity for the Suffolk Health Scrutiny Committee July 2016

### 1. Annual Report 2015/16

Healthwatch Suffolk has published its annual report for the year 2015/16. It shows the difference that has been made throughout the year for people using health and social care services in Suffolk, how it has involved local people in its work and how it has put people in touch with information and support.

The report is available in a range of formats (easy read summary coming soon) via the following link: <http://www.healthwatchesuffolk.co.uk/news/healthwatch-suffolk-strengthens-its-influence-in-201516-to-make-a-difference-for-suffolk-residents>

A short video highlights reel has also been created and is available to view now on YouTube: <https://www.youtube.com/watch?v=Ox5eZkzDec8>

2015/16 has seen Healthwatch Suffolk continue to raise its profile in the county, reaching more people for their views than ever before. It has highlighted a number of notable outcomes from its work, including the following examples:

- Ipswich Hospital revised its policy to allow birthing partners to stay with mum overnight so that they might provide much needed support with baby care and emotional wellbeing.
- It visited seven care homes to talk to residents about their care and treatment. Recommendations were made which have led to a good number of improvements in services.
- It influenced the decision to slow down the implementations of new domiciliary care services in the county so that people could have more time to make better decisions about how they wanted their care to be delivered.
- West Suffolk Hospital improved support and information for carers and implemented actions to address concerns about poorly coordinated care for patients at the end of life.
- Ipswich Hospital took action to address negative feedback about the way it had treated a patient with end term cancer.
- The Care Quality Commission worked closely with Healthwatch Suffolk to hear the views of local people when inspecting local services.

### 2. Restriction of services provided by Psychiatric Liaison Service Team (PLS) at West Suffolk and Ipswich Hospitals

Healthwatch Suffolk understands, based on information it has received, that a reduction in investment of £200,000 has led to a decision by the Norfolk and Suffolk NHS Foundation

Trust (NSFT) to curtail its expanded Psychiatric Liaison Service (PLS) within hospitals without warning or consultation.

At West Suffolk Hospital, the reduced funding has resulted in a reduction of activity by the PLS team across a range of departments other than Accident and Emergency, F7 and F8 wards. There will be no services provided to non-acute wards or children and young people. The hours have also been changed from 9am until 8pm (Monday to Saturday) to 9am until 5pm (Monday to Friday). The Ipswich Hospital PLS team will not provide any service to non-acute wards and will focus on people aged 13 years or older. Delivery will be focused on A&E, Clinical Decision Unit (CDU) and acute medical wards.

Healthwatch Suffolk believes that the changes will mean other services will be stretched further to cover the gap in service that will now exist. This includes the NSFT Access and Assessment Team (AAT) and staff from the Wedgewood Unit or Woodlands located next to the hospital sites. It is concerned that the responsibility to ensure patients receive the right information at the right time to help with their condition may fall onto the already stretched hospital staff who will be required to signpost to other services.

Any service change should be made on the strength of good consultation and an assessment of the needs of people who use services in the county. Healthwatch Suffolk is concerned that this change has been implemented without notice. It is also wary about the capacity of other NSFT teams to adequately cover the work of the Psychiatric Liaison Team.

Having written to leads within the NHS Ipswich and East and West Suffolk Clinical Commissioning Groups, West Suffolk NHS Foundation Trust and Ipswich Hospital NHS Trust, Healthwatch Suffolk has received conflicting information regarding the decision making that led to this sudden service change. It remains concerned about the impact of these changes on the experience, safety and wellbeing of patients and will continue to challenge the services in the hope of intervention.

### 3. Mental Health in Suffolk - The Healthwatch Suffolk AGM

The third Healthwatch Suffolk Annual General Meeting is due to take place on 27th October 2016 in the Chamberlain Room at Blackbourne Hall, Elmswell. It will include opportunities to hear about our work to improve health and social care services in Suffolk. This year's AGM will be on mental health. This is because it is a priority for Healthwatch Suffolk and it is also a key focus of the Suffolk Health and Wellbeing Board. There are two notable speakers booked as follows:

- Norman Lamb MP
- Natasha Devon MBE

Attendance is free. People can register now by visiting the following link (limited places): <http://healthwatchesuffolkagm2016.eventbrite.co.uk>

#### 4. Video: What did people tell Healthwatch Suffolk about their experiences at the Suffolk Show 2016?

Healthwatch Suffolk asked people visiting the Suffolk Show 2016, to share their stories of care within Suffolk health and care services. You can watch the result via the following link: <https://www.youtube.com/watch?v=T6YiT56caaE>

#### 5. How are we doing? The Healthwatch Suffolk Stakeholder Survey 2016

Healthwatch Suffolk launched its first ever stakeholder survey for professionals and the public in March 2016. It is intended that the responses provided will help it to provide the best service possible and inform its service strategy for the next three years. The findings will be made available to the public in the near future. See the Healthwatch Suffolk website for more information.

#### 6. Maternity project

In the summer of 2015, the maternity services at Ipswich Hospital NHS Trust approached Healthwatch Suffolk to check whether the experiences for women's birthing partners could be improved and an innovative engagement project was undertaken. This has been an important project as there is a lack of engagement research both locally and nationally (in the whole of the UK) for birthing partners to share their experiences of the maternity pathway. It is understood that this is the first time engagement work has been conducted with birthing partners within the Healthwatch network and in Suffolk.

There has already been one welcome outcome from the project, which will see the partners of women who are having their babies at Ipswich Hospital NHS Trust having the option to stay overnight so that they can offer vital support to their partner while bonding as a family. This development has been introduced on all three of the hospital's maternity wards - Orwell, Brook and Deben - and aims to help reduce any anxiety or stress for mums-to-be while giving partners the chance to bond with their newborn.

While partners have always been welcome to stay during labour and birth Ipswich Hospital have now extended this offer so partners can stay overnight before labour and after their baby has been born and will be offered a reclining chair, blanket and pillow to make them comfortable. Previously, they needed to leave at 9pm, which meant that anyone whose baby was born in the evening could only spend a short time with mother and baby before having to go home.

The full report about Ipswich Hospital NHS Trust is available to download from the Healthwatch Suffolk website: <http://www.healthwatchsuffolk.co.uk/news/supporting-mum/>

Alternative formats are available on request. A final report will be published by Healthwatch Suffolk soon, which will combine data from mums and birthing partners who

visited other hospitals in Suffolk including West Suffolk NHS Foundation Trust and James Paget University Hospitals NHS Foundation Trust.

### **7. Informing the Care Quality Commission (CQC) Inspection of the Norfolk and Suffolk NHS Foundation Trust (NSFT)**

Healthwatch Suffolk and Healthwatch Norfolk have been taking a proactive approach to informing the Care Quality Commission inspection of the NSFT, which is due to take place in July 2016. A short campaign was launched called "Let's talk about improving mental health care in Norfolk and Suffolk". It was supported by a communications plan and relevant branded materials.

To date, the campaign has been successful in encouraging people to share their feedback about the full range of mental health services in the county. A briefing document is currently in production that will bring together all of the feedback collated. All of the individual comments will be shared with the CQC in advance of the inspection.

### **8. Carers of patients within West Suffolk Hospital will receive more support after Healthwatch Suffolk raised concerns**

Carers of patients within West Suffolk Hospital will receive more support after Healthwatch Suffolk raised concerns about feedback regarding the care for patients at the end of life and the support available to carers.

The feedback received indicated that care for patients could be coordinated better from within the hospital. In particular, there were issues with regard to poor communication, continuity of care and a lack of support for carers. Information that should be given to families about support had not been made immediately available and there were significant problems with discharge planning.

The hospital will now support its staff to identify carers earlier. This includes:

- By placing envelopes in outpatient areas containing support information.
- Updating information contained in carer packs, which will be added to the carers webpage on the hospitals website.
- Further family carer awareness training will be delivered to wards to emphasise the benefit of packs for carers.
- Carers champions have been nominated across wards and departments.
- The detail of the case raised with the hospital will be used as a learning tool for staff training.

As a result of our letter and other episodes of poor communication between the NHS West Suffolk Clinical Commissioning Group and West Suffolk Hospital discharge planning team, a daily teleconference has been established to discuss all cases awarded continuing healthcare funding and waiting for care packages to be started or care placements to be

found. This will, in turn, improve communication between the discharge planning team, patients and their families and carers.

The hospital has also informed Healthwatch Suffolk that it is currently reviewing how it can improve continuity of care for unplanned admissions to Oncology by focusing on whether patients admitted to the Macmillan Unit can bypass the emergency assessment unit to be admitted straight to a medical ward. A poster has been developed as a reminder for patients to contact the Macmillan Unit (MACU) if a patient becomes unwell.

With regard to end of life care within the Trust, an action plan that was in development prior to Healthwatch Suffolk's contact with the hospital, highlights the following outcomes:

- A new End of Life Care Champion has been identified for ward F7.
- Focused staff training sessions are planned regarding end of life care issues and the referral process.
- An End of Life Care Review was completed on ward F7 in March 2016.

#### 9. Making a difference by safeguarding people from harm

Sometimes people share things with Healthwatch Suffolk that indicate a person may be at risk from harm or abuse, which can take various forms. When it receives such feedback, Healthwatch Suffolk takes immediate action to raise the issues shared with it as a matter of safeguarding with all relevant authorities and according to internal policies.

It recently received feedback that a deaf blind person was receiving poor treatment within their care home. The feedback received indicated that staff within the service were not able to communicate with the individual and that their post and phone messages were not being communicated. The person was unaware of what was being said about them during doctors visits because an interpreter was not available.

Healthwatch Suffolk has been informed that the care home concerned is now receiving support and training to enable their staff to communicate with all residents including those with additional support needs.

#### 10. Diabetic foot care in Suffolk

Healthwatch Suffolk is working with Dr. Gerry Rayman (Consultant Physician of Diabetes and Endocrinology at the Ipswich Hospital NHS Trust Diabetic Centre) on a new project to explore local experiences of using diabetic foot care services in Suffolk.

Healthwatch Suffolk is keen to explore whether people at high risk of developing complications in Suffolk are receiving appropriate care in line with national guidelines. The ultimate aim is to ensure that these vital services are informed by the experiences of the people using them.

The survey has now closed and a final report with recommendations will be made available on the Healthwatch Suffolk website in July 2016.

### 11. Engaging young people in Sudbury at the Thomas Gainsborough School

The Children and Young People's Emotional Wellbeing Plan (EWB 2020) aims to transform local services to deliver a joined-up, family focused emotional wellbeing response which will result in earlier help and better outcomes. The plan has been created by service users and their families, Suffolk County Council, NHS Ipswich and East Suffolk and NHS West Suffolk clinical commissioning groups and voluntary and community sector groups. It is based on Five Big Ideas and Ten Priorities which we will all deliver together over the next five years.

To support this work, Healthwatch Suffolk published its report following a pilot project in partnership with the Thomas Gainsborough School in Sudbury and Unity and Diversity, through which it collected the views of pupils about their use of current services as well as the ambitions of the EWB2020.

The project gave over 400 young people the opportunity to take part in a live interactive survey and share their feedback about using services. Healthwatch Suffolk also ran sessions with GCSE students about the importance of speaking up and to ask for their views on key areas identified within the EWB2020.

Findings from the project indicated that:

- Generally, students did not know how to access services.
- Students expressed fear in seeking help.
- Students noted that they do not have enough Personal, Social, Health and Economic (PSHE) education lessons.
- Pupils wanted to hear real stories of people that have suffered poor mental health to breakdown stigma and increase students' awareness of services throughout Suffolk.

Overall, pupils were dissatisfied with their PSHE lesson content and wanted the school to run mental health awareness workshops. An outcome has been that staff and Sixth Form students at the Thomas Gainsborough School will now receive mental health awareness training from Suffolk MIND, which will go some way to addressing this important need.

The final report and findings will be shared with health and social care decision makers to support the continued development of the EWB2020.

## 12. My Health, Our Future - A new Healthwatch Suffolk project as part of the Children and Young People's Emotional Wellbeing Plan

Following on from the project with the Thomas Gainsborough School in Sudbury and Unity and Diversity, Healthwatch Suffolk will soon begin a new project called "My Health, Our Future" with more schools across east and west Suffolk. The aim will be to obtain the views of young people and their teachers about mental health and wellbeing support in school and at home.

The project will help schools to identify the needs of pupils in respect of mental health and wellbeing so that steps can be taken to increase support and promote healthy psychological development. Pupils will have the opportunity to talk about their views on mental health and wellbeing and about how their school could improve its approach to maintaining the wellbeing of pupils.

This work will inform plans to develop services for children and young people in the future as part of the Children and Young People's Emotional Wellbeing Transformation Plan 2020.

## 13. Enter and View

Healthwatch Suffolk has visited the following services:

- Chilton Croft Nursing Home
- Davers Court
- Drummond Court
- Hazeldell Residential Care Home
- Mildenhall Lodge Residential Care Home
- Woodfield Court

A number of reports will be due for publication in the near future. All reports from Enter and View visits are available to download from:

<http://www.healthwatchesuffolk.co.uk/our-reports-2/>

## For more information

For further information on any of the content featured in this update, please contact the Information Team at Healthwatch Suffolk on 01449 703949 or by email to [info@healthwatchesuffolk.co.uk](mailto:info@healthwatchesuffolk.co.uk).

