

## Adults, Health & Public Protection Policy & Scrutiny Committee

### Healthwatch Westminster update:

1. In October Healthwatch Central West London (CWL) held its second Three Borough Patient and Public Forum on community mental health services. Members were generally pleased with the holistic model of care proposed. Comments included:
  - questions on the feasibility of the model of care in times of financial constraints;
  - concern about inadequate support available for patients who are stepped down from secondary to primary care;
  - patients feedback stated that they were not being always treated with dignity in wards;
2. Healthwatch CWL is making progress with its 2015-16 priorities. To date, we have established project management groups for home care, maternity, urgent care (18-35 years old). Common feedback on home care services include ongoing concern regarding late and missed appointments by carers, a lack of attention paid to care plans, and concerns regarding a lack of continuity of care.
3. We have produced a concise home care charter in collaboration with the complaints team at the council for service users to inform them of the standard of care they should be receiving.
4. Healthwatch is working closely with commissioners to ensure that there is a safe roll-out of the new homecare contract and working with commissioners to define the Healthwatch role in monitoring the contract.
5. The Dignity Champions reports for The Gordon hospital and the Butterworth Centre have now been published with action plans attached.
6. There have been concerns raised regarding low staffing levels and poor care given on the maternity unit at St Mary's hospital. Dignity Champions will be assessing the ward in the next month.

If you have any queries about this Report or wish to inspect any of the Background Papers please contact: [melanie.christodoulou@hestia.org](mailto:melanie.christodoulou@hestia.org)