

Adults, Health & Public Protection Policy & Scrutiny Committee

Date:	24th September 2015
Classification:	General Release
Title:	HEALTHWATCH WESTMINSTER
Report of:	Healthwatch Central West London
Cabinet Member Portfolio	Adults & Public Health
Wards Involved:	All
Policy Context:	Health and Social Care Act 2012
Financial Summary:	N/A
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- 1.1 The procurement process for the local Healthwatch in 2016 has now begun. The current Healthwatch Central West London Board of Trustees are planning to bid for this contract with support from Hestia.
- 1.2 Healthwatch CWL is pleased to announce the appointment of our interim director Anne Green. Anne joins us with experience as operations director for a national charity and in international consultancy. Our current Director, Paula will support us through the procurement process and then move to a new role in our parent charity, Hestia. The Board wishes to express appreciation of Paula's contribution over the past 5 years in establishing Healthwatch and its predecessor the LINK.
- 1.3 In June, Healthwatch CWL held its first three borough patient and public forum on district nursing and on assistive technologies. Members expressed concern about the impact of district nursing shortages on holistic care provision and safeguarding. Attendees were generally very supportive of the roll-out of assistive technologies. Comments were made on:
 - The need for a transparent, person-centred multi-disciplinary assessment to include health and care needs

- The need for a clear information offer for customers wishing to purchase assistive technology (not eligible for Adult Social Care funded provision)
- The importance of integrating with health and self-management to enable access to assistive technology through social prescribing
- The need to ensure assistive technology does not replace human contact for many already isolated individuals.

The next Forum will be on October 21st, from 2pm to 4.30pm, in Committee Room 1, Kensington Town Hall and will focus on community mental health services.

- 1.4 Our dignity champions have recently assessed one local care home and two CNWL sites
- Penfold hub dementia unit (report now published)
 - The Butterworth centre, (report available mid-October)
 - The Gordon hospital (CNWL) the report will be available at the end of October.
- 1.5 Following the recent CQC inspections, we joined the visit by Councillors (Westminster and RBKC) to Redwood ward in the St Charles Mental Health Unit. We were pleased to note improvements to privacy, the reduction in sleeps out/ sleep-overs and the provision of psychiatric consultancy on each ward. We still have concerns about staffing levels and delayed discharge.
- 1.6 Our final report on Child and Adolescent Mental Health Services is now available. Our report analysed the lived experiences of people using, caring for and/or working with young people who have been referred to mental health services. Key recommendations include:
- Clarity is needed about the role of Tier 1 early intervention support services
 - The need for a young adults mental health service to lessen the impact of transitioning should be explored further
 - The need for improved understanding of the 'Think Family' approach with greater clarity on the parental role in recovery, especially in Tier 1 is needed
 - Optimising school services as a gateway to CAMHS
 - Ensuring mental health is part of a wrap-around offer of wider well-being services coordinated across schools, health and voluntary organisations.
- 1.7 Healthwatch England has recently published a new report 'Suffering in silence: Listening to consumer experiences of the health and social care complaints system.'

1.8 Healthwatch CWL is delighted to have supported and celebrated a number of local upcoming community events:

- Silver Sunday
- The Carers Awards.

If you have any queries about this Report or wish to inspect any of the Background Papers please contact: paula.murphy@hestia.org