

healthwatch

Kingston upon Hull



Service User Guide

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1. What is Healthwatch?

Healthwatch is an independent consumer champion for local health and social care. Essentially, we listen to the public's lived experiences of health and social care services ensuring their voices are heard by providers and commissioners of the services.

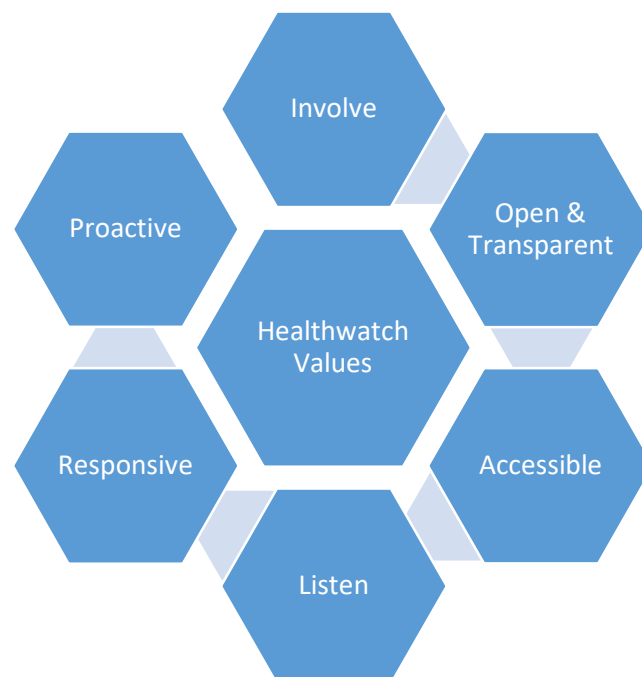
2. Vision & Mission Statement

The vision of Healthwatch Kingston upon Hull is to be an independent champion for local people, enabling them to improve local health and social care services.

Our Mission is to listen to local communities and use their views to challenge providers and commissioners of health and social care to make improvements to services.

3. Healthwatch Values

Our values underpin the ethos of Healthwatch Kingston upon Hull.



Involve - *“we will not exclude people from being involved in the work that we do on the grounds of their gender, race, religion, belief, sexuality, disability and those that form other protected characteristic groups”*

Open & Transparent - *“We will be open and honest about the work that we do”*

Accessible - *“We will seek out those seldom heard voices and hard to reach groups to ensure we capture their views on local services”*

Listen - *“We will listen to what people have to say about local health and social care services, as well as our own service, and will work hard to ensure improvements are made”*

Responsive - *“We will listen well and take note of what people say, and monitor and take action where appropriate”*

Proactive - *“We will develop a proactive tailored approach to seeking out the views of people and raising the profile of Healthwatch and the work that we do”*

4. Who is part of the Healthwatch Network?

The Healthwatch network is made up of two parts, Local Healthwatch and Healthwatch England; both of which play an important role in ensuring we understand the needs, experiences and concerns of people who use health and social care services and speak out on their behalf.

5. Local Healthwatch

- 151 local Healthwatch across England
- Collect and analyse people’s experiences and views of health and care
- Make sure the data we collect helps shape the health and care support that people need
- Provide advice about local health and social care services

There is a local Healthwatch in every area of England. Each local Healthwatch receives funding from their local authority and are independent bodies that work for the good of their community.

Healthwatch are here to listen to what people like about services and what they think could be improved. We share these views with those with the power to make change happen.

We also help people find the information they need about services in their area.

Local Healthwatch share local views and the difference they have made in their area with Healthwatch England who make sure that the Government, and those in charge of services, keep people at the heart of their decision making. Our sole purpose is to help make care better for people.

6. Healthwatch England

- Provide leadership to the network of 151 local Healthwatch
- Support local Healthwatch to do the best job possible in providing a voice for their community to speak up about health and social care issues
- Use the evidence that local Healthwatch collects to help improve health and social care policy and practice at a national level

Healthwatch England is the independent national champion for people who use health and social care services. They’re here to make sure that those running services, and the government, put people at the heart of care.

7. Understanding Healthwatch legislation

Healthwatch is a statutory service, meaning that it was set up by an Act of law and therefore has to be in place.

The main legislation governing Healthwatch is the Local Government and Public Involvement in Health Act 2007 along with the Health and Social Care Act 2012 which require local Healthwatch to carry out particular activities and include:

- Promoting and supporting the involvement of local people in the commissioning, provision and scrutiny of local care services.
- Enabling local people to monitor the standard of provision of local care services and whether and how local care services could and ought to be improved.
- Obtaining the views of local people regarding their needs for, and experiences of, local care services and importantly to make these views known.
- Making reports and recommendations about how local care services could or ought to be improved. These should be directed to commissioners and providers of care services, and people responsible for managing or scrutinising local care services, and also should be shared with Healthwatch England.
- Providing advice and information about access to local care services so choices can be made about local care services.
- Formulating views on the standard of provision and whether and how the local care services could and ought to be improved; and sharing these views with Healthwatch England.
- Making recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews or investigations (or, where the circumstances justify doing so, making such recommendations direct to the Care Quality Commission); and to make recommendations to Healthwatch England to publish reports about particular issues.
- Providing Healthwatch England with the intelligence and insight it needs to enable it to perform effectively.

In addition to statutory activities, Healthwatch can also use their legal powers to carry out what are known as Enter and View visits to health and care services by trained staff and volunteers. These Enter and View visits allow Healthwatch to speak to people using services, along with their relatives and carers, to find out more about their experiences and views as well as observe the nature and quality of services. Healthwatch report these findings to providers and sometimes other bodies such as regulators, the local authority and the local NHS on what was found during their visit. Enter and View visits are required to follow procedures set out in regulations, including acting in a reasonable and proportionate manner.

8. Healthwatch Volunteers

The Healthwatch network is supported by thousands of volunteers who help make a difference to health and care across the country.

Healthwatch Hull will be supported by volunteers in a range of different roles such as:

- Listening to people's experiences of health and social care services at Healthwatch events or when out and about in the community
- Visiting health and social care services on Enter and View visits
- Providing information about local services
- Raising awareness of the role of Healthwatch
- Representing Healthwatch at meetings with external organisations
- Helping to analyse and report what people say about their health and social care service

We have developed a range of volunteering opportunities to help us meet our statutory duties, including:

- Healthwatch Independent Strategic Advisory Body (ISAB) members
- Sector Champion
- Administration
- Children and Young People's Volunteer
- Community Champion
- Community Engagement Volunteer
- Enter & View Ambassador
- Mystery Shopper
- Reading Panel
- Volunteer Support Mentor

For full details, please check-out our website or alternatively please contact Julia Scardone on 01482 595529 or email

JScardone@healthwatchkingstonuponhull.co.uk

9. Who do Local Healthwatch work with?

Local health and social care services

How health and social care is organised and delivered is complex so Healthwatch have to work with a wide variety of different organisations. The NHS provides health services such as hospitals and GPs. The council is responsible for social care services like care homes and home care. People often don't know who to ask when it comes to questions about what services they should be using, or what to do if they are not happy with them. A role of local Healthwatch is to help people navigate this complex system and help find the right support for them.

Organisations that we work with

Providers

Organisations that run health and social care services are known as providers, such as NHS Trusts, NHS Foundation Trusts, companies that run care homes and some voluntary sector organisations. Local Healthwatch might work with providers by giving them feedback on what people have told them they like about their service, and what could be improved.

A provider will run sites that services are delivered in, e.g. an NHS Trust may provide services at a hospital. Local Healthwatch might also carry out Enter and View visits to providers.

Voluntary and community groups

Healthwatch work with a wide variety of voluntary organisations such as Age UK and Mind and community groups such as luncheon clubs or carers groups who provide support and can help Healthwatch reach people in the local community.

The Safeguarding Adults Team and the Early Help and Safeguarding Hub for Children

Local Healthwatch signpost or refer a person who is at risk of harm or is concerned about someone being at risk of harm, to their Safeguarding Adults Team and the Early Help and Safeguarding Hub.

We also attend the Hull Safeguarding Adults Board meetings.

Commissioners

Commissioner's plan and pay for health and social care services. For example, the Clinical Commissioning Group plan and pay for local NHS services and the Local Authority plan and pay for social care services. Both commissioner's plan and pay (joint commissioning) for integrated services. Some specialist services are commissioned nationally by bodies such as NHS England, whose role also includes setting national priorities for the NHS. Local Healthwatch work with commissioners by giving them feedback on what people have told them about their experience of using a type of service, e.g. Care Homes.

Care Quality Commission (CQC)

CQC monitor, inspect and regulate health and social care services. They publish what they find, including ratings to help people choose care. Locally CQC will carry out inspections to services that provide health and social care. Their teams are organised into Primary Medical Services (including GPs and NHS 111), Adult Social Care (including home care services) and Hospitals (including NHS trusts and Mental Health services). Local Healthwatch often work closely with their local CQC team, by sharing feedback and concerns about services.

Health and Wellbeing Board

Hosted by the Local Authorities, the Health and Wellbeing Boards bring together the NHS, Public Health, Adult social Care and Children's Services, including elected representatives and Local Healthwatch, to plan how best to meet the needs of their local population and tackle local inequalities in health. Local Healthwatch may work with the Health and Wellbeing Board by using their statutory seat to feedback system wide health and social issues that the public have told them.

Local Public Health

Local Authorities are responsible for improving the health of their local population and for public health services including most sexual health services and services aimed at reducing drug and alcohol misuse. Local Healthwatch inform the public health team's about people's experience of accessing these services and help to promote information about keeping healthy.

Advocacy

Advocacy services support people to express their views and wishes who may otherwise find it difficult. Complaints Advocacy can support someone to make a complaint about their health or social care.

10. Quality monitoring

Healthwatch England have developed a Quality Framework tool, designed to be used on a self-assessment basis. The Quality Framework is made up of six domains. Each domain is accompanied by a series of questions and prompts that can be used to understand and evidence our effectiveness.

The framework tool was developed:

- To take stock of which aspects of our service are working well and where we can make improvements.
- To help local councils develop a more consistent approach to commissioning and monitoring local Healthwatch services.
- To help Healthwatch England identify where we need to provide more support and training, as well as the individual services which might need more help.

Healthwatch is always looking at ways to improve its service that we offer to the public and would love to hear from members of the public and organisations on their ideas on how we can improve. We have developed a quality assurance questionnaire for our signposting and information service to capture the views on how we have made a difference.

To help us improve the communication and engagement that we do with the public, we have also developed a quality assurance questionnaire. The feedback that we receive, helps us make continuous improvements.

11. Complaints

Equally, Healthwatch has its own complaints policy in place and is accessible on our website or upon request. Essentially, if a person wishes to make a complaint, they can contact the Delivery Manager directly.

12. Contract

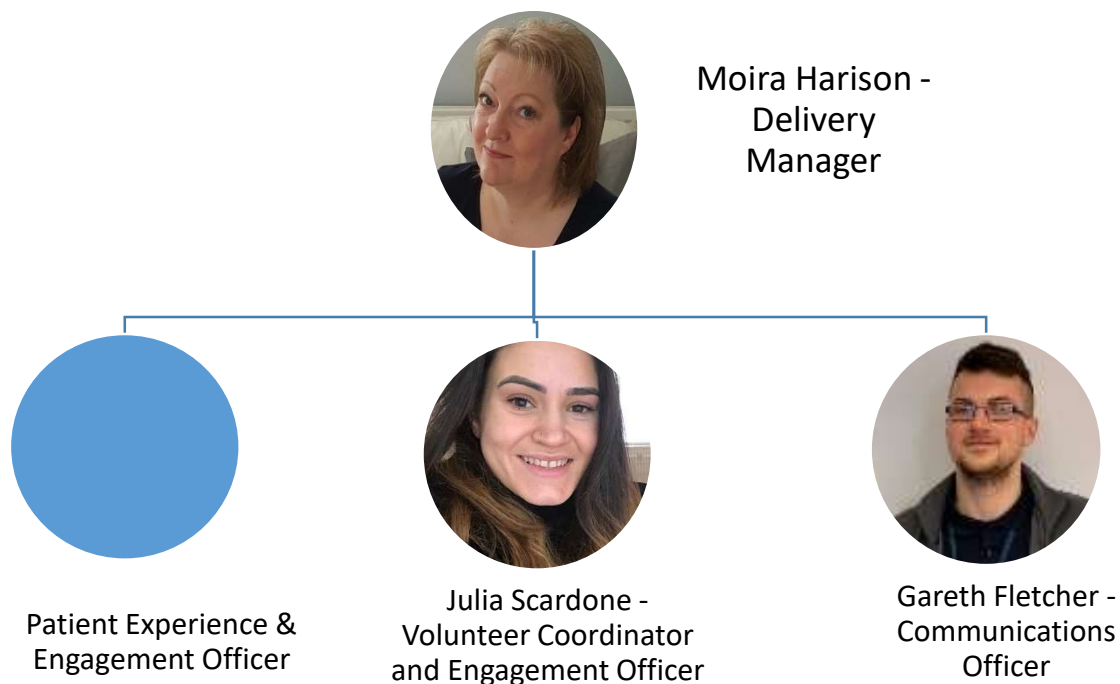
Hull CVS are the contract holders for Healthwatch Kingston upon Hull. They successfully obtained the contract in October 2019 for a 3-year period.

Hull CVS will be accountable for ensuring that Healthwatch is meeting its statutory and contractual requirements during the contract period. Overseeing the day to day operations of Healthwatch will be the responsibility of the Healthwatch Delivery Manager in conjunction with the Deputy Chief Officer of Hull CVS, however the Independent Strategic Advisory Body (ISAB) will provide added independent lay insight and overview regarding delivery of the annual strategic work plan.

Delivery of the contract against the specified outcomes will be closely monitored by Hull CVS and the Local Authority Commissioner as part of the contract management process.

13. Team members/roles

The team consists of 4 staff member, 3 full time and one part-time staff member.



14. Contacting Healthwatch

We are open Monday to Friday from 9 am to 4 pm

Address

The Strand
75 Beverley Road
Hull
HU3 1XL

You can also contact us in the following ways:



01482 505590
07593 261312



enquiries@healthwatchkingstonuponhull.co.uk



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By Appointment