

healthwatch Lewisham



Enablement and Integrated Care Report Key Issues and Outcomes April-October, 2014

Contents

- 1. Introduction**
- 2. Background**
- 3. Executive Summary**
- 4. Community Engagement**
- 5. Findings: Key Issues**
- 6. Interventions on Key Issues**
- 7. Outcomes: You Said We Did**
- 8. Next Steps**
- 9. Conclusion**

Introduction

Healthwatch is made up of 152 local Healthwatch organisations that were established throughout England in April 2013, under the provisions of the Health and Social Care Act 2012. The dual role of local Healthwatch is to champion the rights of users of health and social care services and to hold system to account for how well it engages with the public.

The remit of local Healthwatch is to be an independent health and social care watchdog, to be the voice of local people, and to ensure that health and social care services are safe, effective and designed to meet the needs of patients, social care users and carers.

Local Healthwatch gives children, young people and adults in each borough a stronger voice to influence and challenge how health and social care services are purchased, provided and reviewed within the borough.

This report describes how Healthwatch has listened to local people's experiences and views concerning Enablement and Integrated Care. It describes the findings from Healthwatch's extensive community engagement programme for providers, commissioners and other stakeholders while communicating what action and outcomes have been taken as a result of this engagement. It concludes an easy-to-read 'you said we did' work framework and sets out 'Next Steps' for this particular work stream over the coming months.

Background

In November 2013 Healthwatch Lewisham hosted a Wellvember event which was attended by over 100 local residents of Lewisham. During this event local people determined four key priorities on which they wanted Healthwatch Lewisham to focus their work. In January 2014 a Healthwatch Lewisham Reference Group was established and these four priorities were looked at in more detail to determine a work stream on each area.

Healthwatch Lewisham Priorities:

1. Access to Primary Care
2. Enablement
3. Mental Health
4. Integrated Care

This report describes the outcomes for the work streams on Enablement and Integrated Care. Healthwatch has also produced reports on Access to Primary Care and

Mental Health work streams which are available on the Healthwatch Lewisham website under reports.

What is Enablement and Integrated Care?

Enablement (sometimes called reablement or re-enablement) is about helping people become more independent and improve their quality of life.ⁱ

Integrated Care is both person-centred and co-ordinated.ⁱⁱ

Healthwatch Lewisham's engagement for this report focuses on the following areas of enablement and integrated care:

- Whole pathways back to wellness, including activity, physiotherapy and food in hospital
- support for carers
- discharge packages and arrangements
- Services at home and in the care home
- Social isolation and the role of the voluntary sector.

People told us the following principles are important to them:

- Time
- Accessibility
- Smooth Proactive Pathways
- Empowerment of the Patient
- Professionalism, Skill, Sensitivity, Listening
- Sees the person and the social situation not just the condition

Executive Summary

Between April and October 2014, Healthwatch Lewisham has engaged with a variety of service users, carers, community and voluntary sector groups and staff, as well as the local residents in Lewisham to listen to their experiences of enablement and integrated care.

The most common themes found in this report are:

- Co-ordination of services
- Quality of community care services
- Lack of awareness and access to local community-based services/organisations

As a result of this investigation, Healthwatch has:

- led an inquiry to define what quality looks like in community healthcare services through a participative, appreciative approach
- instigated an inquiry into unsafe discharge processes in Lewisham as part of a Healthwatch England national inquiry
- influenced local health commissioners' plans such as the 'Our Healthier South East London' strategy and Lewisham CCG's commissioning intentions
- Healthwatch has listened to and reported service users' and carers' complaints about district nursing services in Lewisham.
- increased access to local services through a signposting and information service
- increased public engagement in local commissioning and engagement processes.

Community Engagement

With the help of dedicated Healthwatch volunteers Healthwatch Lewisham has engaged with approximately 400 service users, carers, community and voluntary sector groups and staff, and local residents in the borough to record their views and experiences of enablement and integrated care between April and October 2014.

Healthwatch Lewisham used the following methods to engage with service users and members of the public:

- One-to-one interviews
- Focus and discussion groups
- Presentations
- Forums
- Drop-in sessions
- Art based activities including a Healthwatch story tree.

Healthwatch went out to visit the following groups or places to engage with members of the public:

- The Diamond Club
- The Stroke Association's Support Group
- Lewisham Speaking Up Women's event
- Lewisham People's Day
- 60 and Up Honor Oak and Bellingham older people's groups
- NHS Falls Exercise group at Lewisham hospital
- Retired Civil Servants meeting - Catford
- Lewisham Central Library's visitors
- Patients at the South Lewisham Group Practice
- Tesco's Catford customers
- The Artful Dodgers Heart Support Group
- Adult Health and Social Care CVS Forum

Findings: Key Issues

The most common themes found in this report are:

- Co-ordination
- Quality
- Awareness

Through extensive community engagement activities throughout the borough Healthwatch Lewisham has identified the following key issues around enablement and integrated care:

Co-ordination

- Healthwatch has collected evidence of unsafe hospital discharge. This evidence has been fed into a recent local and national inquiry into discharge processes which will be published in March 2015
- Care is often not joined up or not adequately co-ordinated between different agencies. People would like to see their care provision joined up
- Having different agencies visiting vulnerable older people in their homes can create safety concerns. Healthwatch has heard examples of professionals not always wearing or showing identification badges when arriving
- Lack of support for carers and lack of involvement of carers and young carers in decision making is an ongoing issue Healthwatch hears from carers in Lewisham
- People have experienced difficulties with hospital transport. Healthwatch has collected evidence of patients, particularly older people in care homes being picked up at inappropriate times.

Quality

- Healthwatch has listened to service users' and carers' complaints about district nursing services in Lewisham
- Through an Appreciative Inquiry into community care services, people have told us they are concerned about the impact of budget reductions on the quality of community healthcare services; accessing services, staff shortages, lack of time with patients and having the right resources all feature. People have fears about the impact of privatisation

- Stroke survivors who have communication difficulties as a result of a stroke have told us they have experienced difficulties in communicating what they need when using health and social care services
- Inconsistency of quality in homecare provision; language and communication difficulties experienced between service users and carers; carers short of time or rushed
- Link-line is really appreciated and is seen as a service that is working really well: staff are kind, attentive and arrive in minutes if necessary. Having access to the house is reassuring for carers and family members
- Food in care homes and hospitals is of low quality, the cheapest option is provided which doesn't help the rehabilitation and recovery process. Patients in hospital and at care homes who have special dietary requirements like Halal food or are not accustomed to eating western food are not catered for.
- The high cost of TV rental in hospital isn't accessible for many older patients on low incomes. A limited number of activities provided for patients coupled with the high cost of TV rental doesn't help people's recovery.

Awareness

- Community groups and community-based activities have a positive impact on the health and wellbeing of vulnerable, older and isolated people
- Need for falls victims to access local exercise groups back in their local communities. Transport is a barrier

There is a lack of knowledge amongst patients, GPs, CVS groups and statutory partners about community services that provide additional support for patients and carers. Healthwatch plays a key role in connecting groups, organisations and members of the public to local services.

Interventions on the Key Issues

Healthwatch has listened to service users' and carers' complaints about district nursing services in Lewisham

In March 2014 Healthwatch Lewisham carried out interviews with patients and carers of district nursing services for Lewisham Clinical Commissioning Group (LCCG) to

ensure service users had a voice in a review of district nursing services. A [report](#) was written and presented to LCCG highlighting key issues, areas of improvement and recommendations. Subsequently, Healthwatch Lewisham participates in monthly district nursing stakeholders meetings to ensure patients' voices are heard in the redesign, integration and improvement of the district nursing service. Healthwatch has been pleased to be involved in the redesign of this service and has noted the implementation of the following recommendations:

- Service users are now provided with a complaints procedure in the documentation provided upon entering the service
- A contacts sheet is being designed to provide useful information for patients including the central call centre's contact details, how to make a complaint, out-of-hours contact, and a list of other organisations that can provide support
- The service is using the Healthwatch interview framework to for a new patient satisfaction survey to track progress following the original Healthwatch review in April 2014
- Nurses are now working towards arriving within a 2-hour time slot given to patients in advance as recommended by Healthwatch Lewisham
- Healthwatch are pleased to hear that significant changes to the call centre system are taking place, that the service will be working more closely with other agencies, and that district nurses have been supplied with uniforms.

Healthwatch has collected evidence of unsafe hospital discharge

Having heard of worrying examples of unsafe discharge from hospital and service settings Healthwatch Lewisham decided to join Healthwatch's England's 'Then What?' national inquiry into unsafe discharge processes to address issues and problems experienced during the discharge process at a local level.

During the inquiry we developed an online survey, undertook community engagement, including visits to the outpatient clinic at Lewisham hospital to speak to more than 200 individuals in relation to discharge processes. The report produced by Healthwatch Lewisham includes 20 recommendations for providers to improve discharge processes for patients leaving hospital. The report will be published alongside Healthwatch England's national report.

Healthwatch has listened to concerns about the current and future changes affecting community healthcare services and the quality of the current provision

Healthwatch Lewisham collaborated with the Save Lewisham Hospital Campaign and Carers Lewisham to plan, implement and coordinate Appreciative Inquiry into community healthcare services. More than 100 stories were gathered from service users and carers and were able to identify the principles themes that are essential to excellent community healthcare.

A [report](#) was produced to share the findings of the Inquiry with stakeholders and commissioners. To maintain such high quality care our work has shown that we need:

- Smooth pathways of care in and out of hospitals
- Staff who are well trained, well paid and well supported, and have the time to offer patient -centred services
- To consider all the aspects of the patient's life and health
- Connectedness and cooperation between services, the voluntary sector and the community
- To support patients to make as many decisions about their care as they want
- Healthcare to be a whole - both community and acute care - are equally needed and important.

Healthwatch presented findings from the Appreciative Inquiry to Lewisham CCG and the Our Healthier South East London Strategy at a Your Voice Counts Reference Group Meeting in July.

Both Inquiry reports can be found on the Healthwatch website under [reports](#).

Healthwatch met with Lewisham CCG and the 'Our Healthier South East London' strategy in November who accepted the validity of the Inquiry's themes. Commissioners expect to incorporate these themes and the wider findings into their ongoing planning of local health services.

High Cost of TV rental and limited provision of activities in hospitals

Healthwatch Lewisham understands that the TV rental service is unlikely to change in the near future therefore it is important to assess whether the current provision of activities at the hospital is sufficient. Healthwatch will incorporate questions into the Enter and View programme to ask patients about their experience accessing the television rental, wifi and activities on offer and will review the issue at the end of March 2015.

Inadequate provision of Halal food and other dietary requirements in hospital

This issue has been raised by the Healthwatch Lewisham Manager to Lewisham and Greenwich NHS Trust and Lewisham CCG. Healthwatch will continue to monitor this issue through Healthwatch Enter and View programme and other engagement activities and will review progress at the end of March 2015.

Stroke survivors have told us they have experienced communication difficulties when using health and social care services.

Suggestions given by stroke survivors at a focus group were:

Service users should keep a notebook where each person writes their name, who they work for and when they came to keep track. Request that all staff come wearing an identification badges.

These suggestions have been communicated back to Lewisham CCG. Healthwatch Lewisham continues to work closely with Lewisham's Stoke Association to monitor service user experiences.

Inconsistency of quality in homecare provision, language difficulties experienced between service users and carers. Carers are often rushed

Healthwatch Lewisham is developing a partnership with the Home Care Quality Check Project co-ordinated by AgeUK which co-ordinates inspections of personal and domiciliary care in Lewisham. They have agreed to add questions to their Home Quality Check as suggested by Healthwatch Lewisham. Service users will be referred to Healthwatch Lewisham to discuss other experiences relating to health and social care where appropriate.

Healthwatch Lewisham continues to give a voice to isolated older people in their homes or care homes through their partnership with the Home Library Service.

Healthwatch will continue to monitor feedback about the quality of homecare provision passing on general feedback and individual complaints to Lewisham Council and providers where appropriate.

Community groups and community-based activities have a positive impact on the health and wellbeing of vulnerable, older and isolated people

Healthwatch promotes local events, services, groups and organisations via our communication channels which include the Healthwatch website, events calendar, monthly e-bulletin and face-to-face promotion at local engagement activities.

HW has connected dozens of organisations to other support services in the borough and continues to do signpost individuals to local organisations and services through our signposting and information service.

For example, Casa Support, a residential home in Bellingham asked Healthwatch to help find a suitable organisation that could provide their vulnerable residents with a reminiscence activity to celebrate older people's day. After some investigation Healthwatch put the residential home in contact with Age Exchange would organised a reminiscence activity to improve the wellbeing of their residents.

Tackling social isolation

Healthwatch Lewisham works to reduce social isolation by referring individuals to projects such as Community Connections, the Health Improvement Service, IAPT, the

Home Library Service and other local community groups through their signposting and information service.

Healthwatch Lewisham sits on the Steering Group for Community Connections to oversee the project's development. The project has a strong focus on tackling social isolation and the integration of health and social care services in line with the Healthwatch priority. Community Connections' needs analysis helps to inform Healthwatch's work around integrated care and enablement.

Healthwatch Lewisham organised an intergenerational event for older residents of a sheltered housing scheme with our Youth Champions and the Lewisham Young Mayor's Team. You can read about the event [on our website](#).

Healthwatch Lewisham's young volunteers promoted the need for intergenerational events in Lewisham, which was subsequently added to their priorities and budget proposals.

You Said We Did: Outcome Framework

You said	We did	Outcome
<p>Healthwatch has heard a variety of concerns about district nursing services in Lewisham.</p>	<p>Healthwatch conducted interviews with service users of district nursing and presented the report to Lewisham CCG and the District Nursing Stakeholders Meeting.</p> <p>Healthwatch attends monthly District Nursing Stakeholder meetings to represent the patient voice and present reports of current service user feedback to improve the service.</p>	<p>The Healthwatch district nursing report was accepted by the service and a number of recommendations are currently being implemented including:</p> <ul style="list-style-type: none"> • people are now provided with a clear complaints procedure upon entering the service • nurses aim to arrive within a 2 hour time slot • a new system for dealing with calls is currently being implemented to improve communication channels between staff and service users • a contacts list is being designed for service users which will include: Healthwatch’s details, local support organisations, complaints information, and out of hours contact information • Commissioners are using the Healthwatch interview framework for a new patient satisfaction survey to track progress following the original Healthwatch review in April 2014.
<p>There is a lack of support for people returning home from hospital.</p>	<p>Healthwatch Lewisham conducted an inquiry into unsafe discharge processes speaking to over 200 people in Lewisham about their experiences of returning home from hospital.</p>	<p>The report included 20 recommendations to improve the discharge process and was sent to Healthwatch England in July. It will be published alongside the Healthwatch England’s national report.</p>
<p>There are concerns about the current and future changes affecting community healthcare services and the quality of the current provision.</p>	<p>Healthwatch undertook an Appreciative Inquiry into community healthcare collecting more than 100 examples of excellent community care.</p> <p>Healthwatch then organised two stakeholder events with local commissioners, service users, carers, voluntary sector organisations, NHS staff, and local councilors to endorse themes and develop a future vision for community health services.</p> <p>Healthwatch has developed a second stage of the Inquiry into community services, which will</p>	<p>Healthwatch engaged with the public to determine what good is in community health services. The Appreciative Inquiry identified the following six key themes that are essential to excellent community healthcare:</p> <ul style="list-style-type: none"> • Time • Accessibility • Smooth Proactive pathways • Empowerment of the Patient • Professionalism, Skill, Sensitivity, Listening • Sees the person and the social situation. <p>Healthwatch has produced two reports as part of the Appreciative Inquiry: a summary report and a report of the findings from the second public Inquiry event. Both reports are available on the Healthwatch website.</p>

	<p>include social care, to assess the current quality of community care services and identify any gaps.</p>	<p>Healthwatch presented the findings from the Appreciative Inquiry and a second stage project proposal to the Lewisham CCG and Our Healthier South East London Strategy. Both commissioning bodies have accepted the validity of the themes and expect to incorporate the findings from the Inquiry into the ongoing planning of local health services.</p> <p>Healthwatch continues to feed back intelligence gathered from its community engagement to Lewisham CCG on a regular basis via a variety of stakeholder meetings.</p>
<p>Care is often not joined up or not adequately co-ordinated between different agencies.</p>	<p>Healthwatch raises individual issues concerning the integration of services via various stakeholder meetings including the District Nursing Stakeholder Group, Patient Experience Strategy Committee (PESC) at the Lewisham and Greenwich NHS Trust and the Future Action for Learning Group (FLAG) at Lewisham CCG.</p> <p>Healthwatch is beginning a second stage of the Inquiry into community healthcare to gather evidence to find out to what extent community care services are joined up.</p>	<p>‘Smooth proactive pathways’ was highlighted as a theme in the Appreciative Inquiry into community healthcare. Healthwatch met with Lewisham CCG and the Our Healthier South East London who validated the themes and expect to incorporate the findings from the Inquiry into the ongoing planning of local health services.</p> <p>Healthwatch Lewisham has been invited to work with Lewisham CCG and Lewisham Council to support the engagement process for the Joint Commissioning Intentions to better integrate health and social care services.</p>
<p>The high cost of TV rental in hospital isn’t accessible for many older patients on low incomes.</p>	<p>Healthwatch raised the issue with Lewisham Hospital and understands that the TV rental service is unlikely to change in the near future therefore it is important to assess whether the current provision of activities at the hospital is sufficient.</p>	<p>Healthwatch will incorporate questions into the Enter and View programme to ask patients about their experience accessing the television rental, wifi and activities on offer and will review the issue at the end of March 2015.</p>
<p>People have consistently told Healthwatch that community groups and community-based activities have a positive impact on their health and wellbeing, especially for vulnerable, older and</p>	<p>Healthwatch Lewisham’s Youth Champion volunteers promoted the need for intergenerational activities in Lewisham, which was subsequently added to their priorities and budget proposals.</p> <p>Healthwatch Lewisham continues to promote the Home</p>	<p>Healthwatch Lewisham organised an intergenerational event for older residents of a sheltered housing scheme with our youth champions and the Young Mayor’s Team. You can read about the event here.</p> <p>Through the partnership with the Home Library Service Healthwatch is able to speak to isolated older people in their homes or care homes.</p>

<p>isolated people.</p>	<p>Library Service.</p> <p>Healthwatch has supported several health and wellbeing events aimed to improve the health and wellbeing of local residents including, Lewisham People’s Day, the Community Mental Health Day at St Mary’s Church in Lewisham, The Mental Health Connection Annual Event, Lewisham’s Speaking Up’s Men and Women’s events.</p> <p>Healthwatch held drop-in sessions at South Lewisham Group Practice to signpost individuals to local services.</p>	<p>Home library Service users have contributed to the review of district nursing services, the Appreciative Inquiry and have used our signposting and information service to be connected to other local services in the borough.</p> <p>Healthwatch Lewisham was invited to join the Community Connections Steering Group, which supports Lewisham residents to access local services.</p> <p>Healthwatch Lewisham has referred local people to organisations such as Community Connections Project, 60 and Up, exercise classes and the Health Improvement Service.</p>
<p>There is a lack of knowledge amongst patients, GPs, CVS groups and statutory partners about community services that provide additional support for patients and carers.</p>	<p>Healthwatch promotes local events, services and organisations via our communication channels which include the Healthwatch website, events calendar, monthly e-bulletin and face-to-face promotion at local engagement activities.</p> <p>Healthwatch provides a signposting and information service that connects people to local health and social care services.</p> <p>This feedback was fed into Lewisham Clinical Commissioning Group’s Engagement Intelligence Review and highlighted in a recent feedback report about community healthcare services presented to local health commissioners.</p>	<p>Healthwatch receives an average of five phone calls a day to our signposting and information help line. We continue to signpost individuals and organisations to local services.</p> <p>Healthwatch connected a local older people’s residential home to Age UK’s reminiscence group who organised an afternoon of reminisce activities for older people’s day.</p> <p>Our Healthier South East London to invite a variety of local community groups and organisations to future stakeholder and engagement activities programmed.</p> <p>Healthwatch continues to feed back intelligence gathered from its community engagement to Lewisham CCG on a regular basis via a variety of stakeholder meetings.</p>

<p>Inconsistency of quality in homecare provision; language and communication difficulties experienced between service users and carers; carers short of time or rushed.</p>	<p>Healthwatch Lewisham is developing a partnership with the AgeUK's Home Care Quality Check project that co-ordinates inspections of personal and domiciliary care in Lewisham.</p>	<p>Healthwatch to provide volunteers to undertake Home Quality Checks and feedback visit's findings to Healthwatch.</p> <p>Service users will be referred to Healthwatch Lewisham to discuss other experiences relating to health and social care where appropriate.</p> <p>AgeUK agreed to add questions to their Home Quality Check as suggested by Healthwatch Lewisham.</p>

Next Steps

Healthwatch Lewisham will be discussing the findings of this report at the Healthwatch Annual Event on 15 December, 2014. There will be a priorities setting workshop where we will ask members of the public what issues still exist concerning enablement and integrated care, what solutions can be identified, if any, and what they would like Healthwatch to do about these issues. This information will help to plan next year's work programme for integrated care and enablement.

Healthwatch is now leading on the second stage of the Inquiry into Community Care to assess to what extent local services meet the standards identified in the Appreciate Inquiry, and where there are gaps in provision. This second stage will include social care alongside healthcare.

Healthwatch Lewisham has been asked to support engagement for the Joint Commissioning Intentions proposals by Lewisham CCG and Lewisham Council to find out what local people think of current proposals to provide co-ordinated and person-centred care for Lewisham's residents. This work begins in January by facilitating a workshop to discuss the current proposals. Healthwatch will continue to support engagement around the integration of health and social care services, and the implementation of new government legislation such as the Carers Act of 2014.

Healthwatch Lewisham will continue to develop processes to engage with seldom heard groups, particularly housebound individuals receiving care in the home. We will strengthen the partnership with Age UK's Home Quality Check Project and develop a mechanism for sharing feedback about local homecare providers amongst partners and providers to ensure problems service users experience are addressed.

Healthwatch Lewisham will continue to monitor feedback relating to enablement and integrated care in the in the coming months.

Conclusion

As this report indicates, Healthwatch Lewisham undertakes a significant role in listening to the voice of local people, including those seldom heard groups: engaging with them and, representing their views to a wide range of local service providers and commissioners. This report demonstrates ways in which the work of Healthwatch Lewisham is valued by the local community and has a direct impact on improving services for them. This report highlights the key issues raised and interventions made related to 'enablement and integrated care'.

All of Healthwatch's reports can be found on the Healthwatch website.

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ⁱ <http://adultsocialcare.newham.gov.uk/pages/enablement.aspx>

ⁱⁱ <http://www.england.nhs.uk/wp-content/uploads/2013/05/nv-narrative-cc.pdf>