



Intelligence Report

September 2019

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All our reports can be found on our website:
<http://www.healthwatchderbyshire.co.uk/category/our-work/>

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Our most recent work:

Ex-offender engagement

During April to July 2019 we engaged with ex-offenders to explore their use of health services. We asked people about their experiences of using health services and if they had encountered any difficulties with knowing where to go and/or how to access a service.

We also wanted to find out about what information, help and support ex-offenders received whilst in prison, and what information they received on release.

The information gathered will be shared with those who run, choose and buy health services in Derbyshire to help ensure services provided are easy to use and of good quality.

We are currently in the process of analysing the findings from this engagement.

Next steps: The full report will be available on our website once complete and responses have been received.

Domiciliary Care

Between August and December 2019, Healthwatch volunteers will be gathering experiences of homecare services (domiciliary care Services) in Derbyshire to make sure people are receiving a good quality of care and support.

The information gathered, along with any recommendations will be shared with the relevant service providers, the Care Quality Commission (CQC) and the commissioners in Derbyshire.

Next steps: The full report will be available on our website once complete and responses have been received.

Responses received to reports:

Rural engagement

The summary of findings from this report was featured in the May 2019 edition of the intelligence report and is now available on our website:

<https://healthwatchderbyshire.co.uk/2019/07/experiences-of-using-health-and-social-care-services-in-derbyshire/>

The report was shared with the Place Board Chair in April 2019 and will be shared at the Place Alliance Leadership meeting. We are still in regular contact with the chair with regards to a response, but due to the nature of Place, and the variation with how it is currently operating within the different areas, it will be best to delay a response until Place is fully established.

Next steps: The full response will be made available on our website once received.

Creative engagement with Children and Young People (CAYP)

In June 2018, HWD met with commissioners for children's services, who explained they would be keen to find out what helps CAYP to make healthy lifestyle choices. Their information suggested that in Derbyshire being a healthy weight, low exercise levels, tooth decay, teenage pregnancy, smoking, drugs and alcohol are real issues and challenges within the county.

We spoke to approximately 900 CAYP and their parent/carers about the barriers to making healthy lifestyle choices, and we asked how they felt this could be improved. We ran interactive sessions and encouraged CAYP to share their thoughts through writing, drawing and art. The report was delivered to the Children's STP Board on Friday 12th April 2019 and the Board were asked to make pledges/comments in response to the report.

Summary of findings:

1. The need for more education around oral hygiene
2. More training for dentists to reduce anxiety in CAYP and know how to put them at ease
3. More opportunities for parent/carers and CAYP to learn how to cook fresh meals
4. Encourage people to make their own healthy choices as people have a responsibility to look after their own health
5. To promote the 'mile a day' within schools
6. To offer more affordable group exercises and activities for CAYP to do in the evenings/weekends which are inclusive of all abilities

7. Improve access to mental health services for CAYP
8. To have more education and honest communication around substance use
9. Improve sex education within schools by having smaller groups and for it to be delivered by an outside agency
10. For all schools to be part of the C-Card scheme and for there to be more discreet ways of accessing contraception (drop in services).

Summary of response provided by the Children's STP Board:

- There is an oral health promotion team in the county who focus on training staff who work with children around the importance of good oral health routines from birth
- The oral health promotion service encourages the use of a 'toothbrush DJ' to make teeth brushing fun
- The Derbyshire Healthy Family Service provides education and support for parents to establish healthy eating behaviours from the start
- The Derbyshire school nursing service provides advice to pupils on diet, exercise and weight in the 1:1 clinics
- Active Derbyshire has a priority to support people to become active, the feedback around the promotion of the daily mile will be fed back
- There is a lot of work underway across Derby to improve mental health and wellbeing for children and young people including awareness raising and supporting schools
- The Public Health Nursing Service offer a drop in service in every senior school in the county
- There is a self-help website called Kooth which all schools and young people have access to which has a range of services and support listed. This can be found at <https://www.kooth.com/>
- Public Health is trialling a new way to improve Relationship and Sex Education (RSE) within schools. They hope to support young people to become RSE champions and to work with parents and train staff
- The C-Card scheme is under review to ensure improved access.

Next steps: We will request an update of the response in January 2020

NHS Long Term Plan (LTP)

The NHS has written a LTP so it can be fit for the future and it is based on the experiences of patients and staff. For more information on the NHS LTP please visit: <https://www.england.nhs.uk/long-term-plan/>

Healthwatch England (HWE) was commissioned by NHS England (NHSE) to support public engagement around the plan across the 42 Sustainable Transformation Partnership (STP) areas. Derbyshire's STP is called Joined Up Care Derbyshire (JUCD), which brings together health and social care organisation across the county. For more information please visit: <https://www.joinedupcarederbyshire.co.uk/>

The engagement phase took place between March and April 2019 and we were tasked to complete 250 surveys and facilitate two focus groups around how people think the NHS should change, including how people think support for long term conditions could be improved.

Summary of findings:

1. People want to feel listened to by professionals when they first raise concerns about their health
2. Carers want to feel listened to, and included in early conversations (where appropriate), about their loved one's health
3. People felt education should be increased around where people can go to access information and advice, as it isn't always necessary to book a GP appointment (i.e. could visit a pharmacy first)
4. Quick and easy access to the relevant help and treatment was seen to be vital
5. It was felt that patients and professionals should make joint decisions on any health or care treatment
6. People should receive sufficient information in an understandable format to help them make choices about their health and care treatment
7. A high proportion of people found it difficult to access ongoing support once they received their diagnosis
8. Support from specialist professionals was highly valued i.e. Macmillan nurses
9. Most people explained seeking help for more than one condition was much harder
10. The importance of timely communication was seen to be paramount
11. It was seen to be important for people to have the confidence to know their personal data is managed well and kept secure
12. People want to be able to stay in their own home for as long as possible with the right support
13. People want to feel well supported at the end of life.

Response provided by the Joined Up Care Derbyshire (JUCD):

"We would like to thank Healthwatch Derbyshire and Derby for conducting their public engagement around the NHS Long Term Plan to support Joined Up Care Derbyshire, Derbyshire and Derby's Sustainability and Transformation Plan (STP) to consider 'what matters most to the residents of Derby and Derbyshire' in relation to health and care services.

"Joined Up Care Derbyshire has a number of different work streams, each of which is considering how best to implement the ambitions outlined in the NHS Long Term Plan, and take forward current priorities to improve the health and care of Derbyshire's residents, to ensure they have the best start in life, stay well, age well and die well. To do this each workstream is currently talking to a wide range of stakeholders and drawing on existing intelligence, which will then feed into a refreshed STP which will reflect

feedback from a wide range of stakeholders, including patients, carers, young people, and the general public.

“The report produced by Healthwatch significantly adds to this intelligence and the findings are currently being considered by the programme leads for each workstream to inform their submissions to the refreshed STP.

“We would particularly like to say that we found the structure of the report helpful in terms of identifying key areas for focus in each of the programme areas, as this will support the programme leads to incorporate the findings into their final plans.

“A draft STP covering our local ambitions for health and care services in Derbyshire and Derby for the next five years, is due to be submitted to NHS England on the 27th September and the final version is expected to be published on the 15th November following extensive stakeholder/public engagement.”

Vikki Taylor
STP Director
Joined Up Care Derbyshire

Next steps: To monitor the implementation of the plan post November 2019.

Carers engagement

During January to March 2019, we engaged with carers around their experiences of health and social care services.

Derbyshire County Council (DCC) undertake a regular Survey of Adult Carers (SACE) which had left DCC with gaps in their knowledge and understanding around the quality of life for carers. Their survey indicated a decline in satisfaction, and nationally the survey suggested there had been little movement in terms of improving outcomes for carers.

As a result, HWD was asked to talk with carers both in, and not in, receipt of services to explore their views and experiences around the themes known to DCC. It was hoped the information would help DCC to understand the challenges faced by carers and how they could best respond to them as an authority.

Summary of findings:

1. The role of a carer often impacts negatively on an individual’s quality of life
2. Carers have had to make sacrifices in order to carer for their loved one, for example having to give up work completely or reduce their hours
3. Most carers felt their health was affected, due to not having the time to book/attend appointments and for some, their caring responsibilities had impacted upon their mental health
4. Being a carer is a 24/7 job and this should be acknowledged by professionals
5. A huge proportion of carers explained they had very little, or no time at all for themselves and felt they had no control over their daily lives

6. Social contact and the ability for carers to have a 'break' was often reduced due to time, finances and unpredictability of the cared for
7. Peer support was described as invaluable and many carers felt support groups should be promoted more
8. Mental health carers explained they did not know where to go for support, which was often made worse because of the stigma of mental health and people not wanting to talk about it
9. Many carers explained difficulties of finding the right information at the right time and felt a 'one-stop shop' would be a huge benefit
10. The majority of the carers we spoke to had not had a carer's assessment, many carers were not aware that they were entitled to an assessment of their needs
11. A number of carers felt the assessments were focused more towards caring for people with a physical illness and not a mental illness
12. Carers want professionals to take the time to listen to them and offer support when it is needed
13. A high proportion of carers explained they did not feel their views or opinions were considered or valued by professionals. However, carers of people living with dementia felt very involved with their loved ones care
14. A large proportion of carers were unaware of their rights, and were unsure how to find out about them.

Summary of response provided by Derbyshire Carers Association (DCA):

- Derbyshire Carers Association (DCA) aims to complete the assessments in the most appropriate way for the carer
- All assessment workers are extremely knowledgeable, they undertake a thorough induction and a graduated period of shadowing ... The triage team work to allocate assessments to the most appropriate worker for each unique situation
- DCA introduced a telephone befriending service in May 2019
- DCA are encouraging GP surgeries to sign up to the Carer's Pledge which asks surgeries to ensure there is accessible, quality information available to carers
- DCA are developing new support groups in areas where previously none existed.

Summary of response provided by Derbyshire County Council (DCC):

- DCC are aware that telephone assessments are unpopular with many carers and are working on ways to maximise capacity within the service
- Improving the awareness and identification of carers will be one of the priorities within the refresh of the Carers Strategy
- DCC have commissioned a single point of access to provide information, advice and guidance as part of the carers contract with DCA, they will look at how they can raise the profile of the service in order for carers to be able to obtain information when they need it

- DCC will continue to work with carers, council staff and DCA to ensure that carers have the right information and opportunities to access a break from caring
- Improving the recognition and respect of carers will be included as one of the priorities within the refresh of the Carers Strategy.

Next steps: We will request an update on actions in January 2020.

Update on actions received to reports:

A summary of findings for both the Royal Derby Hospital (RDH) Mystery Shop and the Mental Health Information and Signposting in Erewash reports, along with the provider and commissioner responses were featured in the May edition of the intelligence report, which stated we would follow up on the actions taken against the recommendations in August 2019. The below provides a summary of both updates.

RDH Mystery Shop:

In partnership with RDH, HWD volunteers tested the journey patients would follow when visiting the hospitals for an outpatient appointment. Volunteers commented on their experiences from receiving a patient letter inviting them to a fictitious outpatient appointments at the hospitals, to travelling to the hospitals for that appointment and navigating the hospital sites in order to find the correct departments.

Summary of update:

One of our HWD staff members made a personal visit to RDH last week and was able to feedback as to the changes the Trust has made since our mystery shop in 2018.

- Navigation around the one-way system was found to be easy and the road markings were clearly painted
- In terms of car park 6, the signage displaying parking fees which was previously displayed on the right-hand side of the barrier entrance had been moved to the left side. This made it more prominent to drivers entering the car park
- There was additional signage showing the positioning of the exit, which has eased confusion around navigating car park 6
- The parking fees were clearly displayed on the payment machine and it was felt this could be helping to speed up the payment process as there were no queues for payments and users appeared to use the machine without any delays
- At one of the main entrances to the hospital there was a sign prominently advertising the weekly/monthly car park pass.

Reports which require further updates:

Dementia Services:

An update of actions pledged in response to our report were highlighted in the December edition of the intelligence report. We will request a further update on actions pledged against the recommendation made in response to this report later in 2019.

In the meantime, we will continue to monitor the implementation of the Derbyshire Dementia Well Pathway as well as hear from people about their experiences of using services to ensure improvements are being made.

To view a copy of our Dementia Report and the update on actions please visit:

<https://healthwatchderbyshire.co.uk/2018/05/dementia-report/>

Chesterfield Royal Hospital (CRH) Mystery Shop:

In partnership with the RDH and CRH, HWD volunteers tested the journey patients would follow when visiting the hospitals for an outpatient appointment. A summary of findings and the provider's response were highlighted in the May edition of the intelligence report. We will request a further update on actions pledged against the recommendation made in response to this report in October 2019.

To view the report and the full CRH response please visit:

<https://healthwatchderbyshire.co.uk/2019/05/mystery-shop-exercise-completed-atchesterfield-royal-hospital/>

Orthotics at London Road Community Hospital (LRCH):

Between November 2018 and January 2019 we visited a number of orthotic clinics at LRCH and spoke to a total of 60 patients about their experiences of the service. A summary of findings and the provider's response were highlighted in the May edition of the intelligence report. We will request a further update on actions pledged against the recommendations made in response to this report in October 2019.

To view the full report and the provider response please visit:

<https://healthwatchderbyshire.co.uk/2019/04/orthotics-report/>

Experiences of discharge at the Royal Derby Hospital (RDH) and Queen's Hospital Burton (QHB):

During February 2019, HWD and Staffordshire undertook a total of four engagements at the RDH and QHB discharge lounges to find out about people's experiences of being discharged from hospital. A summary of findings and the provider's response were highlighted in the May edition of the intelligence report. We will request a further update

on actions pledged against the recommendations made in response to this report in September 2019.

Improving Access to Psychologies Therapies (IAPT):

Mental Health Together (MHT) was approached by the CCG to undertake a piece of work to support the recommissioning of IAPT services in 2020 as they want a new model which is more locality based and providers fairer access for those most in need. We were asked to gather the views of past and potential users of the service to feed into the service specification. Procurement is due to take place in 2019, we will soon request an update on progress.

Mental Health Information and Signposting in Erewash:

The report captured the views of 105 mental health service receiver's and carers in Erewash around their experiences of accessing information on mental health services. An update has been requested and will be made available on our website once it has been received.

Enter and View (E&V) Reports:

HWD maintains a statutory responsibility to undertake E&V visits to a variety of NHS and social care adult services which receive any income from public funding. An E&V visit is not an inspection but is complementary to the regulatory and quality monitoring work undertaken by the Care Quality Commission.

For more information on our E&V programme please visit <https://healthwatchderbyshire.co.uk/about/about-enter-and-view/>

Thornhill House:

The E&V visit was arranged to explore the quality of life and quality of care of people using the service. In addition, we also explored some specific themes that emerged as part of our intelligence gathering, these include:

1. Developments and improvements made to standards and services over the last two years
2. The suitability, frequency and personalisation of activities offered
3. How residents are included in the local community.

Summary of findings:

- The ARs spoke to five residents, five staff members (including the manager) and three relatives during the visit
- The home was nicely presented, it was clean and well maintained

- The provision of care was praised by residents and relatives
- A seasonal menu which rotates every six weeks, providing good quality food for resident with varying preferences
- There are a broad range of activities offered to residents
- There were some repairs required to flagstones on the patio as these presented a trip hazard.

To view the full report and the providers responses please visit:
<https://healthwatchderbyshire.co.uk/2019/07/thornhill-house/>

Mental Health Together (MHT):

Physical health for people living with a serious mental illness:

MHT has received funding from Health Education England to find out how services can best support people to stay physically healthy as well as mentally healthy. MHT would like to hear the views and voices of people living with schizophrenia, bipolar disorder and psychosis about their thoughts on health checks and experiences of accessing any service that supports them to be healthy. If people have not accessed such a service, MHT would like to understand why so they can help to improve provision of services in the future.

Current and future engagement priorities:

Homelessness:

Healthwatch Derby and Derbyshire are in the process of planning a project to be run as a joint venture, aiming to investigate single homeless people's experiences of health and social care in Derbyshire, including Derby city. This will include people who are homeless or at risk of being homeless. We will be asking what experiences people have of using health services (including mental health services) and if they have encountered any difficulties in accessing services and treatment.

We will then be able to share those experiences gathered, together with their key recommendations, to health care providers, the Care Quality Commission (CQC) and commissioners in Derbyshire.

The engagement is envisaged to take place October/November 2019.

Useful tools and resources:

STOP! I have a Learning Disability:

HWD and the Good Health Group (part of Derbyshire County's Learning Disability Partnership Board) have developed a poster entitled - STOP! I have a learning disability.

It can be given to people with learning disabilities to take to appointments and can also be displayed in GPs, dentists and hospitals.

The poster includes prompts for practitioners and patients to agree non-verbal signals if they are in pain, want to ask a question or need further support at the beginning of treatment or a consultation.

To view the poster please visit: <https://healthwatchderbyshire.co.uk/2018/01/stop-i-learning-disability/>

Top Tips for Learning Disability Carers:

This leaflet is intended to provide information for learning disability carers regarding access to health and social care services for the cared for person and some additional information about carers' rights and support.

To view the leaflet please visit: <https://www.healthwatchderbyshire.co.uk/wp-content/uploads/2015/08/Top-tips-for-LD-Carers.pdf>

Good Practice Guide to Consultation and Checklist:

This has been produced to ensure meaningful and lawful public engagement in changes to health and social care services.

To view the guide please visit: <https://healthwatchderbyshire.co.uk/stp-derbyshire-joined-care/best-practice-guidance-consultation/>