

# Healthwatch Blackpool

Annual  
Report

2014/2015







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# Note from Operational Lead



As you will no doubt be aware (or certainly will be as you read through this report) I am writing this report retrospectively as the new Service Manager of Healthwatch Blackpool. I have read with great interest of the excellent work of Healthwatch and how it has connected and engaged with the local community over the past twelve months and I hope this report reflects that appropriately.

Firstly, I would like to say a HUGE thank you to Helen Kay, Health and Wellbeing Manager for her commitment and dedication to Healthwatch Blackpool.

Helen worked for Groundwork (which was the organisation commissioned by Healthwatch Blackpool to provide support and delivery of the service) Helen previously managed Blackpool Link and I know that she played an integral role in the smooth transition of Link to Healthwatch and was much respected by the members, key stakeholders and local community.

I am excited to be taking over the reins and really looking forward to the challenge. I am joined by two new members of staff; Steven Robinson, Involvement Officer, his role is to promote Healthwatch Blackpool amongst the local community, gathering their views to identify issues and concerns. Working with volunteers and members to conduct consultation exercises, implement “enter

and view” inspections and consumer review. The other member of staff is Steven Garner, Information Officer who will be responsible for making sure people have access to the right information, advice and support. This will include website management, answering queries and signposting to the right services. Implementing consultations, collecting and analysing data and disseminating information through social media, news bulletins etc.

I hope you enjoy reading this annual report and I look forward to reporting back to you again next year on the progress and difference Healthwatch Blackpool has made to YOUR services on YOUR behalf.

Claire Powell  
Services Manager



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# About Healthwatch

**We are here to make health and social care better for local people. We believe that the best way to do this is by designing local services around their needs and experiences.**

Everything we say and do is informed by our connections to local people and our expertise is grounded in their experience. We are the only body looking solely at people's experience across all health and social care.

We are uniquely placed as a network, with a local Healthwatch in every local authority area in England.

As a statutory watchdog our role is to ensure that local health and social care services and the local decision makers, put the experiences of people at the heart of their care.

## **Our vision/mission**

We will represent the views and experiences of the local people in the planning, commissioning and delivery of local services. By doing so our aim is to ensure that local services are responsive to the needs of local people and people report positive improvements in the health and social care experiences.



## **Our strategic priorities**

During 2014-15 the main priorities for Healthwatch Blackpool were:

- Hold a series of Open Events
- Continue with the programme of Enter and View visits into Blackpool Care Homes
- Develop a programme of public engagement across the town
- Increase awareness of information, advice and signposting
- Encourage people to tell us their issues and experiences.



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# Engaging with people who use health and social care services

## Understanding people's experiences

Everybody, including Healthwatch Blackpool board and staff, their children, grandchildren, neighbours and friends are people who use local health and care services. These services are at the core of Blackpool and gathering the views and understand how change can be made is principal to Healthwatch Blackpool's aims.

In June Healthwatch Blackpool began a partnership with Blackpool Fylde and Wyre's Council for voluntary services hosting a **Joint Strategic Needs Assessment** event. In essence, the JSNA is about a shared understanding of the big picture. This is in terms of current and future health and well-being needs and inequalities of a local population. This understanding enables organisations in Blackpool to commission services and interventions that will achieve better health and well-being outcomes and reduce inequalities.

This raw data is invaluable to understand the true needs of Blackpool and allows all organisation to be able to accurately predict the needs in the future.

Healthwatch Blackpool's role with the JSNA is clear. We represent the residents, supply as much data as we can and we feedback the results to the local population. As a champion of the consumer it is important we maintain this responsibility.

## *Elderly care and services*

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One of the major concerns we identified during our consultations was an issue with care for those past retirement. As people live longer, the feedback we received was steered towards people above 65. Our outreach activities have engaged over 1000 people who expressed concern about many things including.

- Care homes
- Social isolation
- Dementia
- Social care
- Cancer
- Diet & Nutrition
- Alcohol
- Smoking

Healthwatch Blackpool has engaged:

- Young people (under 21) and older people (over 65).
- People visiting Blackpool's NHS Facilities who live in the surrounding areas not in Blackpool
- Disadvantaged groups and people who may be vulnerable.
- People who are seldom heard.



## Enter & View

Healthwatch Blackpool undertook 39 Enter and views of care homes in Blackpool

- The Clinical Commissioning Group (responsible for funding continuing care places) wanted to gain an understanding about “what life is like” for people living in care homes in Blackpool and commissioned Healthwatch as an independent organisation to conduct a review.
- All of our findings were sent to the CCG to be used in their inspection.

*Healthwatch has statutory powers to carry out Enter and View visits to health and social care services across the borough of Blackpool. This is an important tool to gather evidence about how well services meet the needs of their community.*

“We’re fully committed to asking tough questions and challenging existing practices”

## Putting the ‘care’ into care home

Our team of Authorised Representatives have been fully trained and receive on-going support.

This year we were very busy and covered on average nearly 4 Enter and Views a month. We strengthened our team with targeted recruitment of service users and people with a strong understanding of the Health and social care environment.



## Example Care Home Review Blackpool

Two of our experienced Enter and View volunteers undertook an Enter and view where we aimed to collect data in the following areas (As requested by the CCG)

- Housekeeping
- Caring & Involvement
- Individual Needs
- Food and Mealtimes
- Visitors
- Health & Safety
- Policies & Procedures

We also wanted to collect data on good practice and learn about skills and activities so we could share them with other care homes to benefit all the residents of Blackpool, not just a particular home.

Using the 15 Steps method, we quickly established the strengths and weaknesses.

The care home has put in place several nostalgic household plans. Residents’ doors were all painted a different colour and had doorknockers, bells and letter boxes. All the staff pictures were on the wall along with famous celebrities and personalities from the same era as the residents. The public spaces were spacious and friendly.

We also looked at staff training and the maintenance and upkeep of the building. We inspected the kitchen and the food and got a feel for the premises.

Overall our feedback was good. They were actively engaging the residents in all aspects of their care.



# Providing information and signposting for people who use health and social care services

## Helping people get what they need from local health and social care services

Healthwatch Blackpool continues to provide outreach sessions engaging the local community.

Education and engagements with the local community, trust and governing bodies were an important part of Healthwatch Blackpool's aim and strategic plan in 2014/2015. There were 2 major events held in 2014, both of which had the theme of future care and how it could be shaped to form a better cohesion with patients and the CCG. The first event covered a new end of life update, the Blackpool's CCG presented their 5 year plan, information on patient choice and then most importantly a question and answer session with representatives from the Emergency services, Adult Social services, Blackpool's CCG and political leaders.

Throughout both sessions, case studies were read out explaining patient experiences such as waiting lists and the importance of eye health. The second full day event had a session on health complaints and interactive care workshops. These needs were identified after several consultations around Blackpool.

The question and answer session was really valuable with key people directly responding to the issues and challenges of the local community.

Signposting people and empowering them to ask questions directly to the decision makers was a great achievement. The consultations we held allowed us to facilitate this workshop and is one of the many ways we have helped the residents of Blackpool have their say.

At the consultations and better care events, people were polled on a variety of subjects with the focus on action.

**68% of people who attended said this would help improve people's quality of care and life.**





## Patient participation networks

### *Hard to reach groups reached!*

Healthwatch Blackpool's remit has always been to connect with those seldom heard. Patient groups are active users of health and social care and in some cases they don't have anyone to speak for them.

The Blackpool's Patient Participant Group Network was created as a way for all the users of GP surgeries to have a voice and put their questions to commissioners and GPs. There were several events held with a total of 14 GP practices represented. It was a chance for people to ask questions directly to Dr Amanda Doyle OBE, Chief Clinical Officer at Blackpool Clinical Commissioning Group.

The questions posed were from people who access all areas of the health and social care spectrum. Healthwatch Blackpool identified an issue with the recent Know Your Number scheme. This encouragement towards heart health is one that affects residents in Blackpool.



Due to the high risks of heart disease in the UK and the fact Blackpool has higher rate of obesity and alcohol issues, we welcomed the questions.

### Monthly bite-size information

One of the benefits of our close relationships with the CCG, trusts and networks, means we are a valuable news and information source for the residents of Blackpool. The Healthwatch Bulletin regularly signposts and informs its readers about change, events and updates that may concern them.

Quite recently we were able to engage local residents over 60 with a new long term care initiative aimed at helping those with long term conditions.

One of the benefits of our close relationships means we're a valuable news and update source for the residents of Blackpool.

The common themes we have addressed have been areas of care and accessing information about services and changes. Healthwatch Blackpool has been keen to respond to local feedback.

The common areas include:

- Waiting lists
- Dentists
- Hospitals
- Care Homes
- Accessibility of information and services



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# Influencing decision makers with evidence from local people

## Producing reports and recommendations to affect change

Whenever a review, consultation or Enter and View is performed we produce a report which details our findings and any recommendations for improvements (based on the feedback of the patients/public). These are shared with the service provider (and respective funding authority) who are asked to respond accordingly. In cases where we feel further investigation or review is needed then we can and will escalate our concerns through the Care Quality Commission, Healthwatch England or the Health Scrutiny Committee (whichever channel is most appropriate).

## Putting local people at the heart of improving services

Our listening events have been an opportunity for members of the local community to ask questions of and directly challenge the people who are responsible for the commissioning, provision and management of local health and care services. This has been a valued aspect of our service by both the general public who attended and also those in office who had the opportunity to hear local opinions and concerns “first hand” and to respond appropriately.

- We have ensured that representatives of Healthwatch Blackpool have had a seat on key strategic boards, such as the Health and Wellbeing Board to ensure that the views, needs and experiences of local people are acknowledged and reflected in strategic decision making.

## Working with others to improve local services

Our care home reviews have been a demanding and important part of our work during 2014-15. Blackpool has an ever increasing aging population with demands on local care homes significantly increasing year on year. We were approached by the CCG to independently evaluate residents’ experiences of life in a care home. All of our reports have been shared with the individual care homes and the local CCG.

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**“All in all, I feel the experience has actually been a positive one. It shows me from an objective view areas I need to improve and what is working well”**

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# Our plans for 2015/16

## Opportunities and challenges for the future

There has been some uncertainty and instability within Healthwatch Blackpool during early 2015 as the contract was re-tendered. What this meant is that the local authority invite interested parties/organisations to submit a proposal for the Healthwatch service, detailing how they plan to deliver the statutory duties within an agreed budget. The successful bidder was Empowerment who took responsibility for the service as of 1<sup>st</sup> April 2015.

Empowerment is a locally based charity, formed in 2013 from the merger of Blackpool Advocacy (established 1994) and Lancaster & District Women's Aid (established 1991). The charity works to provide independent advocacy and support to people affected by a range of social issues and health and care problems. In order to retain independence of advocacy they do not provide any services commissioned to meet eligible care needs. Healthwatch is totally aligned with the aims and charitable objects of Empowerment which are concerned with ensuring people have a voice, choice and control over their health and social care.

Change is not always embraced and recognised as a positive step and we recognise that for some people this has been a confusing occurrence, especially for the members and volunteers. One of the first challenges was to ensure that the local community were informed about the changes and we have been working hard to communicate with the public and key stakeholders through meetings,

consultations, social media, press releases and news bulletins. Other challenges have been around the transfer of information, data and intelligence to ensure that Healthwatch Blackpool continues with the minimum of disruption. Changes in contract holder have also presented some challenges around the governance. The Board of Directors, Empowerment and the local authority have been working through this to ensure that all parties are clear about their roles and responsibilities.

Whilst changes in provider may throw up its own set of challenges it also provides great opportunity. Healthwatch Blackpool see this as a time to reflect on our previous work and an opportunity to refresh our approach and embrace new ideas. We are looking forward to the coming year with renewed vigour, passion and expectations and expect to see Healthwatch Blackpool make a real impact.

The plan is for for 2015-16 is:-

- Undertake consultation to determine priorities for consumers in their use of health and care services;
- To put together a rolling programme of one "Consumer Review" and one consultation exercise per month;
- To engage a wide range of local people to become members of Healthwatch Blackpool and to get involved as Community Researchers, Community Networkers or members of the Healthwatch Board; and
- To produce monthly bulletins outlining what is happening in health and care locally, and how people can get involved in getting their voices heard.



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# Our governance and decision-making

## Our board

The following people have been appointed as Board Directors during 2014-15 and have held responsibility for the delivery of Healthwatch Blackpool's statutory functions.

From April 2014

**Norma Rogers** - Resigned April 2015

**Christina McKenzie- Townsend** - Resigned August 2014

**Wendy Dowling** - Resigned September 2014

**Barbara Charlton** - Resigned April 2015

**Joan Rose**

**Anne Clark**

**Gavin Quick**

**Wendy Stevenson** - Resigned April 2015

From August 2014

**Marcus Beasley** (resigned March 2015)

**Chris Wallbank**

As of 31<sup>st</sup> March 2015 the following posts were held

Chris Wallbank - Chair

Anne Clarke - Treasurer

Barbara Charlton - Vice chair

## How we involve lay people and volunteers

All of our Board of Directors give their time freely to support the work of Healthwatch Blackpool. It is the responsibility of the board to make strategic decisions based on the intelligence that is gathered from the local community.

The Advisory Group's role is to represent Healthwatch Blackpool's members on board, forums and committee meetings, responsible for reporting back to them and to the Board of Directors. The group consists of volunteers and lay members who are connected and active within the local community and are the eyes and ears of Healthwatch. They are also the lead when undertaking any "Enter and View" and promote membership and access to Healthwatch wherever possible.

All volunteers and lay people are clear about their roles and responsibilities and have defined role descriptions. They all agree to abide to the Healthwatch Code of Conduct and must ensure that they represent the view of the community at all times rather than their own personal views, agenda or experiences.



# Financial information

**STATEMENT OF FINANCIAL ACTIVITIES**  
(Incorporating an Income and Expenditure account)  
FOR THE PERIOD ENDED 31 MARCH 2015

	Restricted Fund 2015 £	Restricted Fund 2014 £
<b>Incoming resources</b>		
<b>Income resources from generated funds:</b>		
<b>Voluntary Income</b>		
Contract for services	91,025	51,000
<b>Total incoming resources</b>	<u>91,025</u>	<u>51,000</u>
<b>Resources expended</b>		
<b>Costs of generating funds</b>		
<b>Charitable activities</b>		
Contract for services	67,626	24,750
Events and Engagements	7,409	925
Insurance	1,259	-
Sundry expenses	600	-
<b>Governance costs</b>		
Accountancy	720	500
<b>Total resources expended</b>	<u>77,614</u>	<u>26,175</u>
<b>Net incoming resources</b>	13,411	24,175
<b>Net incoming resources brought forward</b>	24,825	-
<b>Net incoming resources carried forward</b>	<u>38,236</u>	<u>24,825</u>



**BALANCE SHEET**  
AS AT 31 MARCH 2015

	Restricted Fund 2015 £	Restricted Fund 2014 £
<b>Current assets</b>		
Debtors	-	30,000
Cash at bank	40,903	21,000
<b>Total Current Assets</b>	<u>40,903</u>	<u>51,000</u>
<b>Creditors: amounts falling due within one year</b>	<u>2,667</u>	<u>(26,175)</u>
<b>Net assets</b>	<u>38,236</u>	<u>24,825</u>
<b>The funds of the company Restricted Income Funds</b>	<u>38,236</u>	<u>24,825</u>



# Contact us

## Get in touch

Address:

333 Bispham Road,  
Blackpool,  
FY2 0HH

Phone number: 01253 477959 (Option 7)

Email: [hello@healthwatchblackpool.co.uk](mailto:hello@healthwatchblackpool.co.uk)

Website URL: [www.healthwatchblackpool.co.uk](http://www.healthwatchblackpool.co.uk)

Address of contractors:

Empowerment Charity,  
333 Bispham Road,  
Blackpool,  
FY2 0HH

We will be making this annual report publicly available by 30th June 2015 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.

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