



### Local news from your local Healthwatch

Welcome to the quarterly Healthwatch Blackpool newsletter! Now we have our list of 5 services to look into, we have started by visiting every care home in Blackpool which CQC rated as requiring improvement. We have also visited Blackpool Victoria hospital cardiac centre, and we will be in the newly redesigned Outpatients departments in November! We have also revisited The ARC (Assessment and Rehabilitation Centre) after we were invited back to see their progress, and our carers consultation has been completed! Looking ahead we will be visiting some community adult mental health support services!



Healthwatch Volunteers on a review!

### This season in pictures!

Joint Blackpool Teaching Hospitals, and Fylde and Wyre and Blackpool CCG Annual General Meeting!



Cardiac Centre Outpatients review!



New brightly coloured tops! Now you'll see us coming a mile away!



Our priorities this year include GPs, emergency services, Blackpool hospital, adult mental health and care homes. You can see the [full report on our website](#), which also tells you when we will be looking into each service.

We have started with care homes! We visited 14 homes (including *all* which have been assessed as requiring improvement): *Acorn Lodge Residential Care Home, Adalena House, Avonbloom Retirement Home, Bronswick House, Chesterfield Lodge, Glenroyd, Highbury House, Horncliffe House, Jah-Jireh Charity Homes Blackpool, Links Lodge, Sandycroft Nursing Home, The Highcroft, The Sylvester Care Centre, and Westfield Rest Home*. Reports will be produced for each of these homes and sent to them for comment before being made public. Watch [this space](#)!

Our carers survey is now **closed**! We received 113 detailed responses from carers, as well as holding focus groups for carers of all ages and attending dementia coffee mornings. The report is available [here](#) and will be used to inform the commissioning of carers services, as well as being included in other strategies in Blackpool! We'd like to say a huge thank you to all of the carers who took the survey - your voice will help shape how services are run and made for you! We'd also like to thank all who helped us to spread the word and provide prizes! And well done to our competition winners who have won days out to Blackpool Tower, Madame Tussauds, Sandcastle Waterpark and more!

**VOLUNTEER WITH US!** Are you passionate about health and social care? Can you spare a few hours a month? If you want to make a real difference for local people, we have some fantastic **NEW** volunteering and training opportunities to get rewarding hands-on experience that fits flexibly within your time! It's for people of all ages! Join us on our mission to make health and social care services the best they can be! Visit our [webpage](#) for more information, to download a form, or arrange a callback about how you can get involved!

### Healthwatch Blackpool

333 Bispham Road, Bispham, Blackpool, FY2 0HH



0300 32 32 100 (opt #7)



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



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



[www.twitter.com/HealthwatchBpl](https://www.twitter.com/HealthwatchBpl)



[www.facebook.com/healthwatchblackpool](https://www.facebook.com/healthwatchblackpool)



# What we have been doing

## Care Homes

Our volunteer Healthwatchers have been busy visiting 14 residential and nursing care homes! We asked residents all about the care they receive, including how they are treated by staff, the activities they do, the food they are given, and whether they feel confident that if they had an issue it would be dealt with. Overall we received very positive reviews of the homes. Quality of staff and care were consistently praised by the residents across a majority of homes. A vast majority of residents would recommend the home they were in, and always felt safe. Issues raised by residents included the lack of variety of food (and some quality), with some saying they were bored of eating the same food week after week. In some instances there appeared to be a lack of person-centred activities, and a trend appeared to be homes putting on activities regardless of interest, and leaving those who didn't wish to participate to their own devices, which was often sitting alone rather than any other activity. We will be writing to each care home with an individual report for comment which will be publicly available [here](#).

## The Harbour Conversation update

In April Healthwatch Blackpool, Lancashire and Blackburn with Darwen produced "The Harbour Conversation" [report](#) summarising experiences of service users, family members, friends and carers who were using The Harbour; the new mental health hospital run by Lancashire Care NHS Foundation Trust (LCFT). The report includes a response from LCFT with a plan of nine key actions that will be carried out by the trust to improve the experiences of service users. Healthwatch Blackpool have attended the Blackpool Council Scrutiny Committee and Blackpool, Fylde and Wyre Mental Health Forum at which representatives from LCFT gave updates about improvements to these findings. We will be meeting with The Harbour to discuss how care and perceptions of safety have increased over these past months.

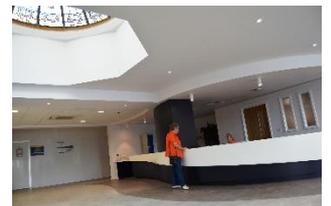


## The ARC (Assessment and Rehabilitation Centre)

We visited The ARC in June, and service users said the staff were fantastic, but that there was a lack of activities and physiotherapy check-ups. We were invited back by the new management, and performed an unannounced visit. A new activities co-ordinator has been employed, the rehabilitation pathway sticker system was understood well by service users, and individual place card menus were being created! We will be producing an updated report with our findings before being publicly available [here](#). We think it's fantastic to hear that the voice of service users is having an impact on the care they receive!

## Outpatients Departments (OPD) Redesign

Our August 2015 [Outpatients report](#) found that 68% of patients got an initial appointment within 4 weeks and 90% of people felt that the booking system was very easy to use. It also found that 36% of appointments were running late but the majority of people were not kept informed of the reasons why this was or how long they were expected to wait. The hospital explained that "*New Information screens are to be fitted throughout OPD as part of OPD redesign; this will help keep patients informed of current wait times... The department will contact N-Vision to arrange with assistance in reviewing the information that is displayed*". So far we have visited the cardiac centre, now we will visit the newly redesigned Outpatients waiting areas in November, to discuss how patients feel about appointments and communication, which were issues also raised in our [2016/17 priorities report](#).



## Behind the Scenes!

We try to make sure that Healthwatch is listening and acting at all levels of decision making about services. We've been sitting on Public Health alcohol and tobacco groups, meeting as part of the Sustainability and Transformation Plan (STP) board, sitting on patient involvement boards at Blackpool hospital and CCG, working with the Joint Strategic Needs Assessment (JSNA), and promoting the Blackpool Council self-care strategy.

## What's coming up!

- 8<sup>th</sup> November - Blackpool CCG Your Voice session about their [Minor Ailments scheme](#). Take the survey [here](#). Moor Park Library, Bispham 11am - 1pm
- Mid November - We will be in the Victoria hospital outpatients waiting areas. Already been? [Take our survey!](#)
- 16<sup>th</sup> November - Self-Care strategy workshop. Blackpool Council aims to empower people across the Fylde Coast with long term conditions to become more confident in managing their own health and stay out of hospital for longer. Tell them how! Book a place [here](#). Renaissance Room, Winter Gardens from 9.45am - 3pm. Free lunch provided!
- December - We will be visiting Community Adult Mental Health services.
- Jan / Feb '17 - We will be looking into GP surgeries! Keep up to date - follow us on [Twitter](#) and [Facebook!](#)

---

### Healthwatch Blackpool

333 Bispham Road, Bispham, Blackpool, FY2 0HH

Tel 0300 32 32 100 (opt #7)

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

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