

# **Delivering through partnerships**

## **July 2015 - March 2016 Report**

### **Working together for Brent residents**



# **What a packed 9 months it has been for Healthwatch Brent.**

When CommUNITY Barnet was awarded the contract to deliver the local healthwatch contract we welcomed the chance to be working with residents and services in our neighbouring borough. Over the past 9 months we have concentrated on:

- Bringing together the dispersed local team into a single Brent office with a newly defined Head of Service
- Establishing the Brent Advisory Board
- Creating the Promotion and Reach Group
- Designing a new work programme
- Refreshing our Enter and View Programme
- Recruiting more volunteers
- Promoting Healthwatch Brent to Brent residents
- Setting up a Community Chest
- Delivering the views and experiences of Brent residents of health and social care services through the single voice of Healthwatch Brent on the Health and Wellbeing Board and the CCG Governing Body.

None of this would have been possible with the continued support of Ian Niven, Claudia Felder, Nicola Mills and Elaine Fletcher and the active participation of our volunteers.

We must extend our thanks to Ann O'Neill from Brent Mencap for her generous support during mobilisation and transition and of course to Brent Council commissioners for believing in our model and to our Board of Trustees without whom none of this could have been achieved.

We formulated our priorities in discussion with residents, partners and commissioners and we are delighted with the success we have achieved in such a short period of time.

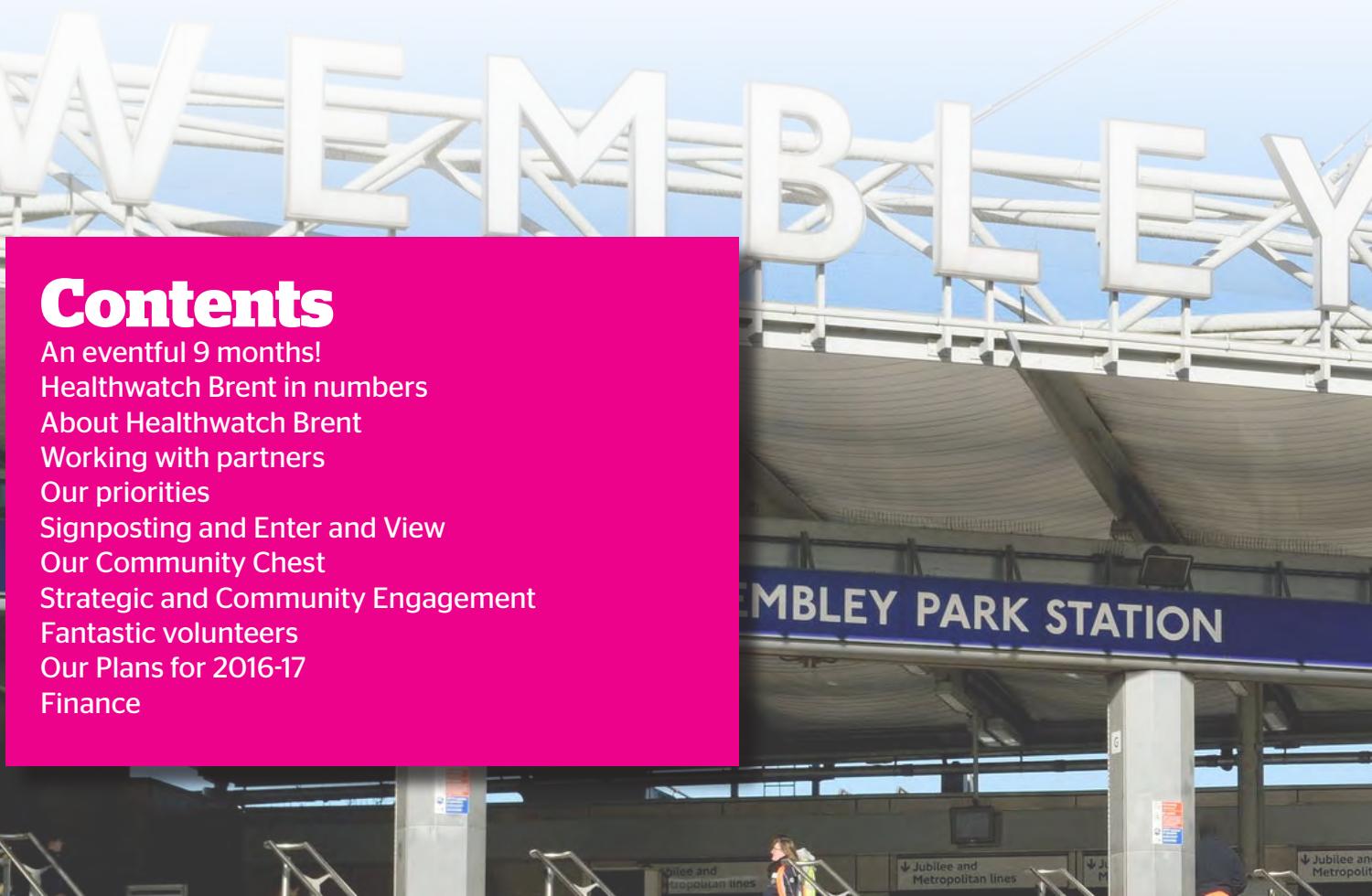
This report summarises what we have achieved in the first nine months of the contract. However, we still need to hear about your experiences of health and social care services at any time.

Julie Pal  
CEO

Ian Niven  
Head of Healthwatch Brent

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# in numbers

**11** Community  
**Partners**

**21,617** People  
Reached

**3,900** Website  
Visits

**714** Views  
Gathered

**7,591** Website visits  
through partners



# An independent voice for Brent residents

Healthwatch Brent is the independent voice through which Brent residents can share their experiences of using health and social care services.

It is delivered by a Brent-based central core team, a partnership of Brent based voluntary and community organisations and a team of capable volunteers.

Healthwatch Brent is an independent entity and an arms length department of CommUNITY Barnet a charity and company limited by guarantee - see diagram below:

Healthwatch Brent is delivered on a Hub and Spoke model. The Hub is the first point of public access and delivered by the core team located in Wembley. The Spokes consist of two groups - the Healthwatch Brent Advisory Board whose role is to support the core team and shape the work programme around the needs of Brent residents; the Promotion and Reach Partners with their strong and vibrant networks through which the messages of Healthwatch Brent can be promoted to local residents.

## Our Delivery Model



# A vision for the future

Healthwatch Brent was established through the Health and Social Care Act 2012 to give users of health and social care services a powerful voice both locally and nationally.

Healthwatch Brent was established in 2013 and is part of a national network led by Healthwatch England. We have a seat on the Brent Health and Wellbeing Group and the Brent CCG Governing Board.

We are the independent voice for residents of Brent who use health and social care services. Our vision is of a thriving and active community of Brent people who want to influence and contribute to the development and delivery of quality health and social care in the borough.

To achieve this, Healthwatch Brent must:

- Have a powerful relationship with residents, volunteers and service users to gather their views and experiences, capturing and presenting the voices of under-represented communities
- Promote and support the involvement of people in the monitoring, commissioning and provision of local care services
- Signpost individuals to available advice and information to help them make informed choices about their health and social care

Creating  
Healthwatch Brent  
Advisory Board

Establishing the  
Healthwatch Brent  
Community Chest

Creating a consortium of  
charity partners to capture  
reach data

## Working in partnership

Healthwatch Brent is leading one of the largest charity partnerships in Brent. It works with 11 of Brent's charity, voluntary and community organisations which have been instrumental in helping us to succeed. We would like to thank them for their support in promoting and disseminating information about Healthwatch Brent and for their work in liaising with some of Brent's key communities. We would also like to thank our delivery partners and the residents and partners involved in the Health Partners Forum who have supported Healthwatch Brent over the past nine months.

# Healthwatch Brent Advisory Board

**The Advisory Board role is to support Healthwatch Brent to:**

- Identify key areas of work
- Develop and deliver activities
- Provide guidance and support to project teams
- Offer expertise, experience and knowledge which will promote and support Healthwatch Brent activities

**Membership is drawn from:**

- Brent-based organisation representatives
- Active residents involved in influencing health and social care policy

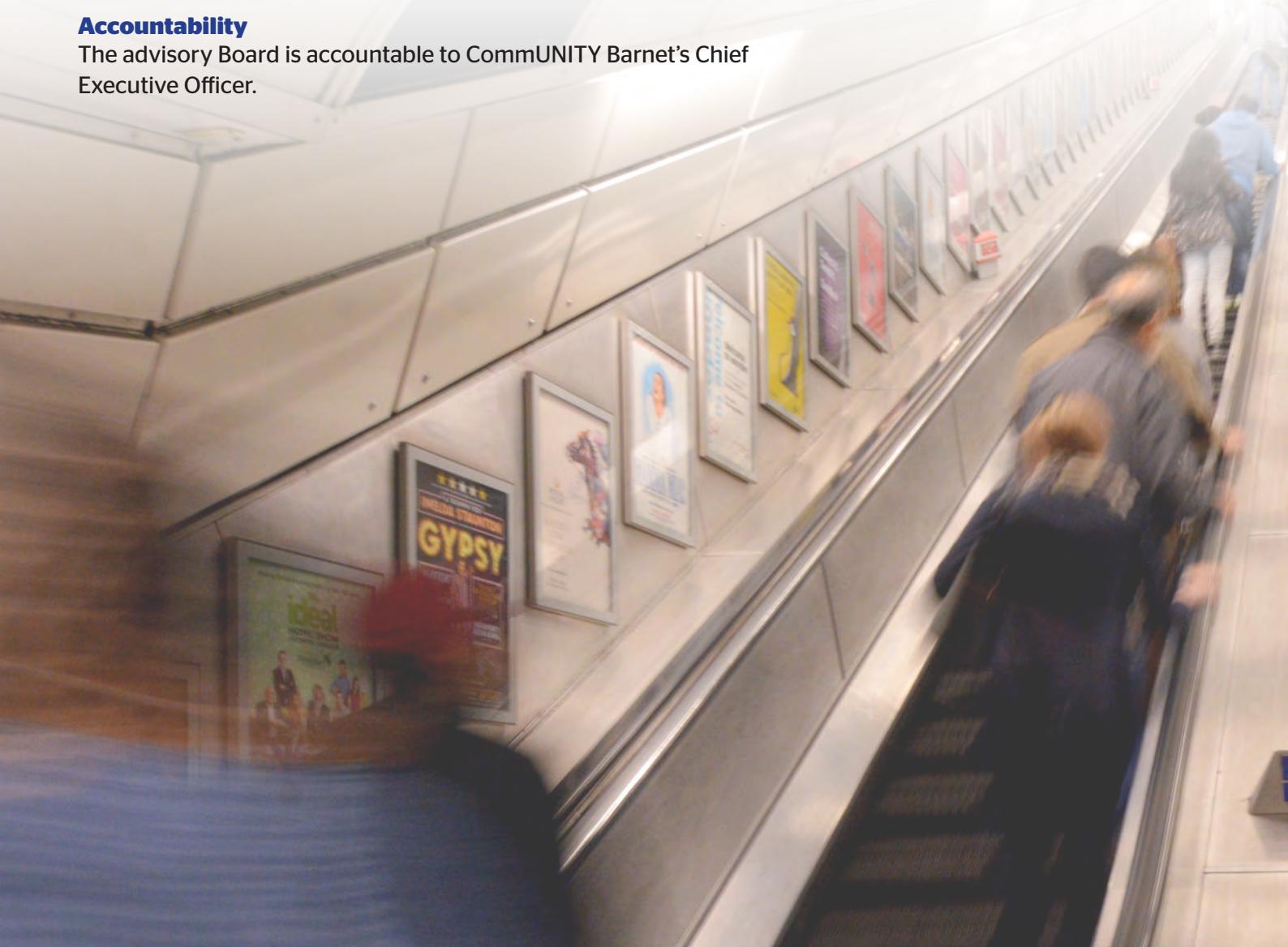
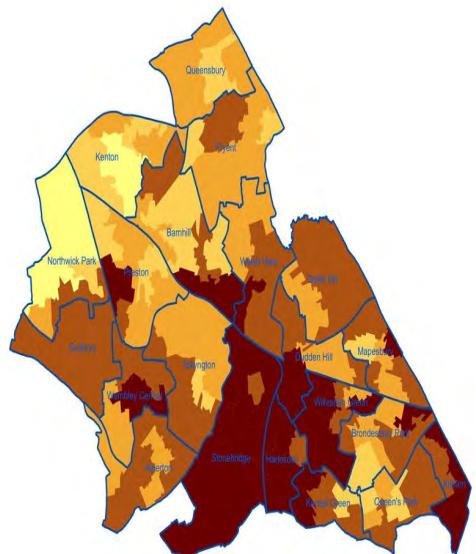
Members are recruited through an open and transparent process.

The composition and objectives of the Advisory Board are determined and/or influenced by consultation on priorities and needs, challenges and emerging needs, set out in key strategic documents and resident feedback.

Arrangements are in accordance with the requirements set out by the Department of Health, Healthwatch England and the Care Quality Commission.

## **Accountability**

The advisory Board is accountable to CommUNITY Barnet's Chief Executive Officer.



# **Our strategic priorities for Brent**

- To encourage greater participation in health and social care
- To collect evidence of increasing engagement with those residents from under-represented communities
- To demonstrate that Brent residents feel more able to express their views and report they are listened to
- To show how Healthwatch Brent has been able to make a constructive contribution to support and enable informed decision-making through the representation of the authentic voice
- Healthwatch Brent offers value for money
- The Healthwatch Brent Service offers added value

# **Our strategic priorities for Brent**

- Delivering Healthwatch statutory functions
- Phlebotomy (blood tests) - charting the patient experience
- Mental Health - maintaining good health in the community
- Female Genital Mutilation - an area of great concern in Brent
- Joint patient communication with CCG and Council
- Enter and View visits



**“Our role is to amplify those voices so they are clearly heard across the Borough”**

# Information and signposting



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

Finding out what is available in terms of health and social care services can be difficult. We recognise this and want to be able to provide accurate information directly to Brent residents so that they feel supported.

Healthwatch Brent provides a dedicated information line about local health and social care services, signposting members of the public to the services they need.

People can get in touch with us by:

**Telephone: 0203 598 6414**

**Email: [info@healthwatchbrent.co.uk](mailto:info@healthwatchbrent.co.uk)**

**Website: [healthwatchbrent.co.uk](http://healthwatchbrent.co.uk)**



## Enter & View

Over the past 9 months we have worked hard to improve our Enter and View Programme.

We refreshed our volunteer pool and recruited some more local volunteers to help us to deliver our Enter and View programme. At the time of publication we have 20 dedicated Enter and View volunteers.

All of them have been trained on their statutory functions as well as safeguarding, Mental Capacity Act and Deprivation of Liberty Standards.

We visited the following care homes:

- **Kenbrook Care Home**
- **Franklyn Lodge**
- **Middlesex Manor**
- **The Willows**
- **Edinburgh House**
- **Ogilvy Court**

All the reports are available on our website.



# Our partners



**JEWISH CARE**



# **Healthwatch Brent Community Chest**

As part of our delivery, Healthwatch Brent committed £20,000 to establish a Community Chest which aimed to increase the capacity of local organisations to provide evidence based reports from less heard communities, increasing public awareness of Healthwatch Brent and increasing the number and range of views we gather. We created two grant programmes.

Large Grant Programme (maximum £3,000) to fund activities to support good practice or identify the needs of a service group. These applications must provide clear evidence and are approved by the Advisory Board.

Small Grants Programme (maximum £600) will raise awareness of the role of Healthwatch Brent. Applications are approved by the Healthwatch Brent team.

To date we have committed £13,800 of the allocation.

## **Iraqi Welfare Association**

Contribution towards 1 day health event on breast cancer awareness

Match funding provided to deliver a dual language health awareness programme in Arabic and English explaining facts about Breast Cancer awareness.

In addition the organisation agreed to encourage a minimum of 30 attendees of the event to register as friends of Healthwatch Brent and to collect and submit their views

## **WISE Social Care and Education Project**

Wellbeing Care

To provide a free walk-in monthly check for older people/carers and raise awareness for good wellbeing care by purchasing a blood pressure monitor, a blood glucose monitoring machine and a height and weight measuring machine.

Service users come to socialise, use the centre gym and participate in the keep-fit sessions. With this additional monitoring it is hoped the project will enable people to keep well and independent.

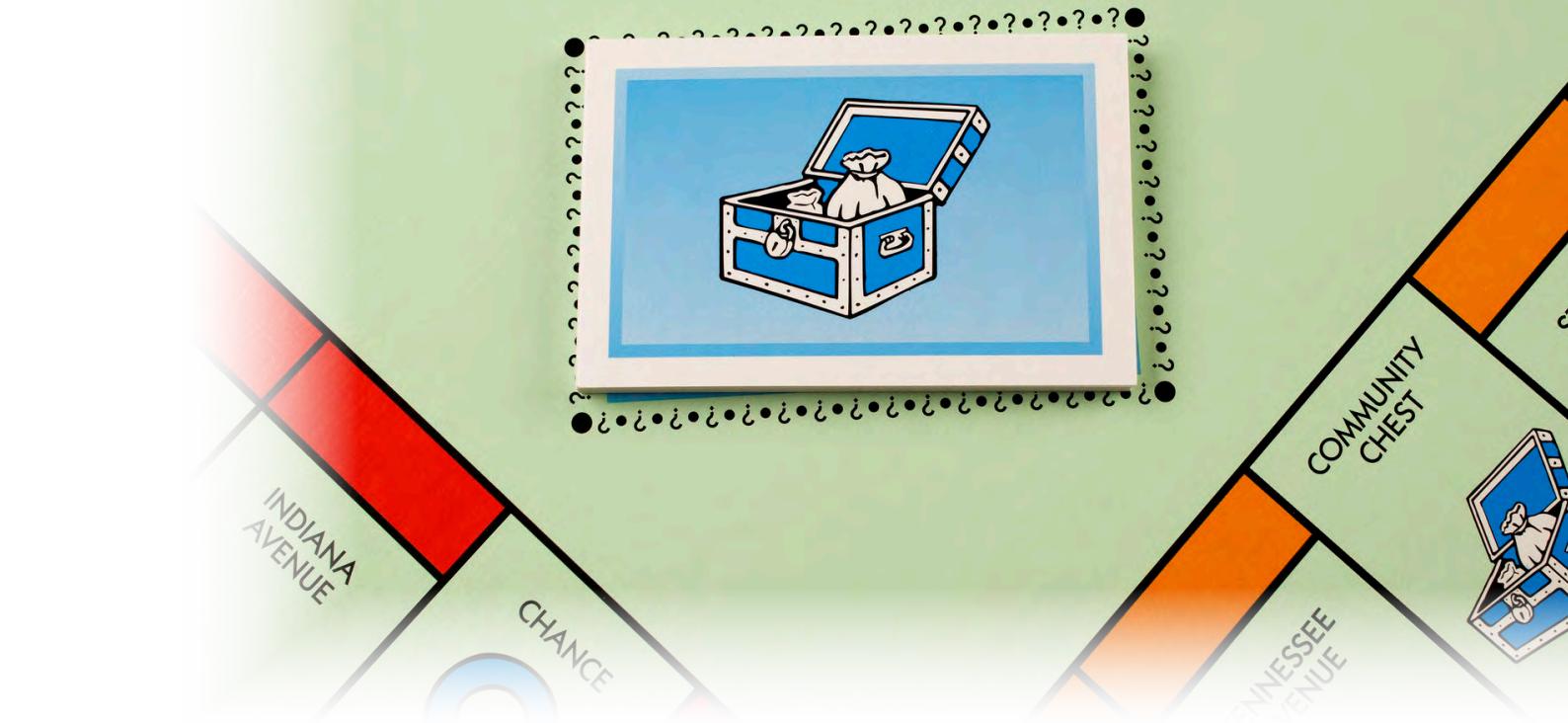
## **Stonebridge Boxing Club**

Stonebridge Boxfit Community Show

Stonebridge Boxing Club (SBC) will organise a community event which will feature young people who have improved their health and fitness at the club.

Previously, the participants were physically unfit and did not live healthy lifestyles.

The funding will support 40 young people to become health ambassadors and reach 200 people to inform them of healthy lifestyles.



## **ABI Associates**

Identifying and reporting the 'stories' of health and social care service users in Brent

The project will canvas

interviews with 25 residents and service users and record their experience of health and social care in Brent.

It will present these 'stories' in a format suitable to inform the commissioning process,  
complementing other evidence.

## **Brent Adolescent Centre**

Undertaking a Mental Health needs assessment of young people aged 11-21 years olds at the Lynton Close Irish travellers site in Brent

The aim is to better understand the prevalence of mental health needs within the Irish Traveller community through targeted discussion.

The project will Increase the visibility of the mental health needs of this community and ensure inclusion in the next Joint Strategic Assessment.

## **Ashford Place**

Dementia Partnership

The 'Dementia Partnership' project will help people living with dementia and their families/carers to influence the design and commissioning of support services in Brent.

We want to create a different way of commissioning that is based on partnership working between clients and commissioners.

The report will contain details of at least 50 'user voices' representing the wider memory-loss community and empower them to be equal partners with commissioners.

# **Strategic and community engagement**

Over the past nine months Healthwatch Brent has established constructive and open relationships with health and social care commissioners, providers, the Health and Wellbeing Board and Brent CCG Governing Body.

Through our regular contributions to meetings we have become recognised as an important partner by statutory stakeholders.

As a result we were able to initiate a joint CCG, local authority and Health and Wellbeing Board response to scrutiny recommendations for better public information about primary care service resulting in two published articles in the local media.

Other examples include our response to residents' requests for information on the Better Care Fund and raising the need for public engagement with the STP in line with the '6 Principles of Engagement' from the 5 Year Forward Plan.

We also participated in the CCG's 360° annual Stakeholder Survey.

To increase our reach and engagement in the community we designed the following four point engagement plan:

## **Large scale community engagement events at:**

- **Central Middlesex Hospital**
- **Brent Urgent Care Centre**
- **Northwick Park Hospital**
- **BAPS Shri Swaminarayan Mandir**
- **Kilburn High Road Market**
- **Wembley Sunday Market**

## **Survey on maternity services at Northwick Park delivered through Mumnsset**

## **Experience Survey through Facebook**

## **A focussed Twitter campaign in Brent encouraging people to feedback their views**



# Plans for 2016/17

Our plans for 2016-17 are informed on the intelligence we are gathering from across the borough.

We are using a number of ways to help us to identify our future priorities in Brent. Through our revised approach to community engagement events we will be actively seeking and gathering views of local people and to find out what is important to them in relation to health and social care. Our strengthening relationships with community and charity organisations across the borough will further feed into our decisions.

We also have established feedback mechanisms which allow residents to tell us about their experiences via telephone, email and our online feedback forms. We also hand out hundreds of freepost response leaflets which enable people to send us back details of their experiences which we can record and analyse.

Our local Healthwatch network, charity partners and volunteers provide us with even more high quality insight and intelligence.

We welcomed the opportunity by the Health and Wellbeing Board to present our analysis of the refreshed Joint Strategic Needs Assessment 2016 and its impact on the work programme of Healthwatch Brent and how it supports the work of the Brent Health and Wellbeing Board and Brent Clinical Commissioning Group Governing Board.

**Good health?**  
Health and well-being in Brent  
March 2015  
Brent JSNA  
Joint Strategic Needs Assessment  
[www.brent.gov.uk](http://www.brent.gov.uk)

Brent

## Working together for Brent



# Our excellent volunteers

Volunteering with Healthwatch Brent is about being actively involved in making health and social care services better for local residents by increasing local knowledge about people's experience of services. We have a trained and committed team of volunteers making visits to Brent care homes. They bring a range of skills and life experience, from a former councillor to a carer. They bring the perspective of the ordinary person on the street asking "would I want my family and friends to use this service?" They have found a big variation in the quality of residents' daily activity, ranging from the excellent in homely environments to very limited and institutional. We also have volunteers going out to speak to local groups to find out about their experiences of health and social care services - others attending local meetings - and one who is developing her office skills in preparation for work.

## Some of our highlights

### **Our Brent Network**

Our network of local partners allowed us to provide evidence from Mosaic LGBT Youth to encourage NHS Brent CCG to publish new NHS guidance for Brent GPs in their support of young Transgender residents.

### **Newsletter**

Our monthly newsletter provides a wide range of information. It has facilitated a two way flow of information. For example, some people helped us to make connections for our work on FGM. It also helped a professional from the council to link their work with that of the mental health trust.

### **Information and Signposting**

We have made it possible for Brent residents and health professionals to contact us - and we have provided essential information to resolve these concerns. This has included concerns about a specific nurse, a query about what dentists must provide, questions about patient choice and Power of Attorney.

### **Enter and View**

We have found a big variation in the quality of meaningful activity in Brent Care Homes and are in the process of sharing the good practice we have seen with those homes where we recommended improvement.

### **Healthwatch Network concern**

We share intelligence with the Healthwatch Network. Through this we became aware of a concern about community outings from a Brent care home. We asked the home to investigate this which resulted in improvements being made to their practice.

### **Care Quality Commission (CQC) liaison**

We share information with the local CQC inspection teams about what learn about local services. In this way we are adding to the knowledge that CQC has as the regulator of services. This work was used as a case study of good practice to encourage other local Healthwatch and CQC inspections teams to work more closely together.

# Financial Information

Healthwatch Brent is funded to carry out statutory activities.  
Funding is provided by the London Borough of Brent.

## Income

<b>Funding received from local authority to deliver local Healthwatch statutory activities</b>	<b>£111,833</b>
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## Additional Income

<b>Total Income</b>	<b>£111,833</b>
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## Expenditure

<b>Establishment costs</b>	<b>£ 21,375</b>
<b>Staffing costs</b>	<b>£ 49,689</b>
<b>Direct Delivery costs</b>	<b>£ 30,492</b>
<b>Project Management costs</b>	<b>£ 5,000</b>
<b>Total Expenditure</b>	<b>£106,556</b>



CommUNITY Barnet is a registered charity and company limited by guarantee registered both with the Charity Commission and Companies House. We are governed by a Board of Trustees. Our Memorandum of Association will allow us to operate in this way.

Healthwatch Brent is a genuine borough-wide service working in collaboration with committed and passionate Brent-focused organisations who have local knowledge, are experienced and trusted. The partnership is the eyes and ears in the community and can effectively act on complaints or concerns because it has direct access to seldom-heard and under-represented members of the community. Through existing channels the partnership will engage these communities with the Healthwatch agenda.

CommUNITY Barnet's Board of trustees will be the decision-making body responsible for approving the action plan throughout the life of the contract. It will review performance, oversee risk and contribute to the promotion of the Healthwatch agenda.

CommUNITY Barnet's Board of Trustees are:  
Tony Vardy, Adam Goldstein, Chris Cormie, Andrew Harper, Antony Jacobson, Jyoti Shah, Marley Obi.

## **Healthwatch Brent**

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