

Healthwatch Committee meeting
7 November 2018
Project updates - paper 1
Presented by: Steph Edusei

Members of the Committee are asked to:

- Note the contents of the report

Quality statement: 1, 6, 7, 12, 13, 14, 15, 22

Project Managers are currently working on two projects:

- Lack of funding for social care
- Mental health

The LPIDs (Lite Project Initiation Documents) below give an update on progress on these projects.

Lite Project Initiation Document (LPID)

Project title	Lack of funding for social care	Project Manager	Kim Newton	Date	
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Background

Lack of funding for social care was chosen by Healthwatch Gateshead as a priority for 2018–19. There were proposed cuts to social care identified in 2016–18 but equality impact assessments had not taken place prior to the proposals so it was decided by Gateshead Council that individuals and their carers would need to be assessed individually before taking the proposals further. The proposed budget cuts on social care are due to go to cabinet on Friday 23 November and the consultation is likely to last around 6–8 weeks. This is the opportunity for service users and carers to have their say, however the consultation will run through the Christmas period which will limit the time for actual consultation. HWG could give people the opportunity to have their say on future cuts around the proposed cuts and feedback any impact the previous cuts have had on service users, carers and their families. This will form part of the consultation.

Definition

To give people the opportunity to have their say on future cuts around the proposed cuts and feedback any impact the previous cuts have had on service users cares and their families. This will form part of the LA consultation that runs from 23 November for approx 6–8 weeks

Objectives

Healthwatch Gateshead project objectives are to:

1. To find out what future savings are proposed from 2019 onwards around social care
2. Inform and involve service users' carers and their families to enable them to have a voice
3. Find out how previous savings have impacted on service users cares and their families
4. Submit the findings to the LA consultation and health and wellbeing board/scrutiny committee

Benefits

To give the opportunity for local people to have their say on proposed cuts to social care

Scope and exclusions

This should be open to all residents of a Gateshead as current and future users of social care. Focus groups reaching out to the community should also be used to target those likely to be affected by proposed savings.

Key deliverables/desired outcomes

To influence the direction of social care in Gateshead and to feed back any impact from previous austerity measures on service users, carers and their families

Risks

That the proposals are not released to the public on time which would jeopardise the event timings

Timescales		Value £	
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Timescales 6 to 8 weeks following the release of the proposals likely to be after 23 November. Prepare for the event by sending save the date invite

Constraints
The event will need to be planned and resourced by an associate or a whole team approach given the timescales we will need to decide the optimum time to hold the event given the timings. We will need to pull together findings from each workshop based on the proposals and submit the response quickly, as we did with the LGA green paper.

Lite Project Initiation Document (LPID)

Project title	Mental health	Project Manager	Lyndsay Yarde	Date	Jul-18
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Background

Healthwatch Newcastle and Healthwatch Gateshead chose mental health as one our priority areas for 2018–19 for the following reasons:

1. When we are consulting on our priorities for the coming year, mental health always scores very highly, and this year it was the most popular option by a quite large margin.
2. We believe our research in this area will complement and add to information already gathered by the ongoing review of mental health services - Deciding Together/Delivering Together (DT/DT) and its equivalent for young people - Expanding Minds/Improving Lives (EMIL)
3. It will provide an opportunity for Healthwatch to contribute further to the current review of mental health services
4. Our key remit is to ensure that all service users and the public are involved in the ongoing development of health and care services, especially those who may struggle to have a voice or to get involved.

Following consultation with partner organisations we have decided to concentrate on gathering the views and experiences of groups or communities who have not been involved or have had only limited involvement in the DT/DT or EMIL work.

Definition

Healthwatch Newcastle’s mental health projects goals are to:

1. Better understand how certain groups of service users experience trying to access help with their mental health conditions
2. Better understand how certain groups of service users experience metal health services once they access them
- 3.Enable people currently under-represented in the DT/DT consultation to have their say
- 4.Give those people the opportunity to share their views about the services they receive and to make suggestions about how they might be improved
5. Share our findings with Northumberland, Tyne and Wear NHS Foundation Trust, the CCG Newcastle and Gateshead LAs and the DT/DT steering group.
6. Ensure that our findings feed in to and influence the outcome of the DT/DT service review currently underway

Objectives

This work aligns with our strategic objectives to:

1. Ensure that services users, patients, carers and the public are involved and engaged in the design and delivery of health and social care services
2. To support the improvement of the quality of social care and health services by identifying and prioritising key issues
3. To be a valued, influential and challenging critical friend to providers and commissioners of social care and health services and
4. To contribute to the representation of the views of Newcastle and Gateshead people

Benefits

1. Healthwatch Newcastle has greater knowledge about local people (from the specified groups) views about and their experiences, of local mental health services
2. That knowledge is also made available to the CCG, NTW and the DT/DT steering group
3. Recommendations for improvements are shared with all stakeholders and inform the review of mental health services currently underway.
4. Users of mental health services, from the specified groups receive a better, more accessible service

Scope and exclusions

The groups we intend to focus on are:

- LGBT community
- Veterans
- African/Caribbean community
- Students in higher education
- People who are homeless/living in insecure accommodation
- People in receipt of Universal Credit

We chose these particular groups because we know through our own involvement in the DT/DT and EMIL consultations and through talking to statutory and voluntary colleagues involved in the consultations that all these groups have been under represented in the consultations so far. They are also groups who struggle to have a voice generally.

We plan to ask all participants in the research a series of short questions: We plan to ask all participants in the research a series of short questions:

1. What are your experiences of trying to get help with your mental health?
2. If you managed to get help, how effective was that help?
3. What could have made things better or easier for you?
4. Choose three words that describe what a first-class mental health service would look like for you?

We will gather answers to these questions through a combination of focus groups, structured one to one interviews and surveys. We will undertake most of the research ourselves but will also offer local organisations or community groups the opportunity to carry out work on our behalf. We will offer two small grants of up to £1000 to enable specialist organisations to gather the views of those groups Healthwatch would struggle to engage with effectively within a limited time scale. We will not engage with people who are not members of our specified groups.

Key deliverables/desired outcomes

Healthwatch Newcastle will:

1. Prepare a short survey for people from the specified groups who use/try to access mental health services
2. Arrange focus groups for people from each of the specified groups. Alternatively invite people to take part in an online survey or a 1:1 interview, via telephone or meeting in public venue.
3. Prepare an Info pack about our small grants scheme and publicise it
4. Recruit two organisations to undertake consultations with their communities on our behalf
5. Support those organisations as they undertake the consultations and report on the outcomes.
6. Prepare a mini report on the findings from each of the specified groups and overarching report with recommendations

Risks		
<ul style="list-style-type: none"> • We may struggle to recruit partner organisations and/or the recruitment process may take longer than expected • People from the specified groups may not engage with the project • Partner organisations may not stick to the research brief and/or the timescales • The quality of the partner organisations work may not meet expectation/requirements 		
Timescales		Value £
		£2,650
<p>Stage one - planning - July - Sept 2018</p> <ul style="list-style-type: none"> • Consultation with interested parties • Draw up small grant info pack • Invite applications for small grant - publicise • Recruit partner organisations • Start to arrange focus groups <p>Stage two: Consultation - Oct - Nov 18</p> <ul style="list-style-type: none"> • Carry out focus groups, telephone surveys and one to one visits and support partners to undertake their consultations <p>Stage three: Dec - Feb 2018/9</p> <ul style="list-style-type: none"> • Data analysis and support partner organisations with this • Report writing and support partner organisations with this • Report consultation and publication 		
Constraints		