

Healthwatch Committee meeting  
24 January 2019  
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:

- Mental health
- Lack of funding for social care

The highlight reports below give an update on progress on these projects. The key points to notes are:

#### **Mental health**

- The project is progressing well.
- All the sub-contracted work (around mental health in veterans, people who are homeless and people on Universal Credit) is now complete and the organisations have submitted their reports.
- Internal work is also going well: the online survey for the LGBT community received 32 responses, the data analysis has been completed and the report is underway. Consultations with the African and Caribbean community have been completed, a draft report written and final amendments are taking place. The student on placement has completed the survey with fellow students at Northumbria University and is in the process of writing her report. The internal report will be complete by the end of the month.

#### **Lack of funding for social care**

- The project is progressing well but has been quite labour intensive due to various consultations that have arisen; the research is now complete.
- Developed consultation and engagement for Local Government Authority green paper on adult social care and wellbeing and submitted response to Health and Wellbeing Board.
- Developed consultation for Gateshead Council's budget proposals and held budget proposal event, where 50 people had their say. This was submitted along with the response from Chair.
- Surveyed previous service users affected by last budget changes; this was a small amount (around 12) but showed that service users and carers felt their quality of life had deteriorated since 2016. This was sent to Steph Downey for information. Submitted findings to Local Authority.
- I am in the process of writing the final report.

#### **Update on CHC**

Followed up work on continuing healthcare (CHC) with Newcastle Gateshead CCG. Requested that the CCG update its website with the NHS England information on CHC which reflects the changes made to the framework nationally: [www.england.nhs.uk/healthcare](http://www.england.nhs.uk/healthcare)  
Deadline by Friday 8 February.

## 1. Project highlight report

### Project Board: Healthwatch

<b>Project name:</b>	<b>Mental health</b>	<b>Reporting period:</b>	<b>Jan 2019</b>
<b>Project sponsor:</b>	<b>Alisdair Cameron</b>	<b>Project Manager</b>	<b>Lyndsay Yarde</b>
<b>Author:</b>	<b>Lyndsay Yarde</b>	<b>Date report approved:</b>	
<b>Project overview</b>	<p>Healthwatch Newcastle and Healthwatch Gateshead chose mental health as one of our priority areas for 2018–19 for the following reasons:</p> <ol style="list-style-type: none"><li>1. When we are consulting on our priorities for the coming year, mental health always scores very highly.</li><li>2. We believe our research in this area will complement and add to information already gathered by the ongoing review of mental health services.</li><li>3. It will provide an opportunity for Healthwatch to contribute further to the current review of mental health services.</li><li>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.</li></ol> <p>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. The groups we intend to focus on are:</p> <ul style="list-style-type: none"><li>• LGBT community</li><li>• Veterans</li><li>• African/Caribbean community</li><li>• Students in higher education</li><li>• People who are homeless/living in insecure accommodation</li><li>• People in receipt of Universal Credit</li></ul> <p>We plan to ask all participants in the research a series of short questions. 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 three small grants of up to £1,000 to enable specialist organisations to gather the views of those groups Healthwatch would struggle to engage with effectively within a limited time scale.</p>		

## Risks

- 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

### Stage one - planning - July - Sept 2018

- Consultation with interested parties
- Draw up small grant info pack
- Invite applications for small grant - publicise
- Recruit partner organisations
- Start to arrange focus groups

### Stage two: Consultation - Oct - Nov 18

- Carry out focus groups, telephone surveys and one to one visits and support partners to undertake their consultations

### Stage three: Dec - Feb 2018/9

- Data analysis and support partner organisations with this
- Report writing and support partner organisations with this
- Report consultation and publication

## Constraints

## RAG ratings

	<b>Project actions on track</b>
	<b>Project actions slippage - monitor situation</b>
	<b>Project actions slippage - action required</b>
	<b>Project actions complete</b>

## 1. Progress against key project milestones

Milestone	Planned completion date	Progress or slippage	Variance	Explanation
Project plan complete	Jul 18	Complete		
Complete research grant documentation	Jul18	Complete		
Design survey	Jul 18	Complete		
Advertise research grants	Aug 18	Complete		
Recruit partner organisation	Sept 18	Complete		
Recruit volunteers	Sept 18	Complete		
Organise consultations	Sept & Oct 18	Complete		
Carry out focus groups, visits, phone calls and circulate surveys	Oct & Nov 18	Complete		
Support partner organisations	Oct - Dec 18	Complete		Have met with all external organisations twice. Organisations. Consultations have now finished and reports have been written and submitted to Healthwatch.
Analyse results	Dec - Jan 18	60% complete		Data analysis of mini projects complete but comparative data analysis cannot start until all mini reports are finished.
Write report	Jan - Feb 18			Unable to start report writing in January as only one of the mini reports hit the end of Dec deadline. At time of writing (14 Jan) two further report have been submitted. The three others have all been started but not completed.
Report publicity and dissemination	March 18			

## 2. Key expectations in next reporting period

- Finish comparative data analysis
- Write overarching report

## 3. Risk report

Risk  
rating

The three mini reports yet to be completed are not finished by the end of January

Amber

Data analysis and report writing takes longer than expected due to the amount of information generated by the six mini projects

Amber

## 4. Changes in reporting period

(A change request pro-forma should be attached as an appendix for all changes)

## Project highlight report

### Healthwatch Gateshead

<b>Project name</b>	Lack of funding for social care	<b>Reporting period</b>	Jan 19
<b>Project sponsor</b>	Michael Brown	<b>Project Manager</b>	Kim Newton
<b>Author</b>	Kim Newton	<b>Date report approved</b>	
<b>Project overview</b>	<p>Lack of funding for social care was chosen by Healthwatch Gateshead as a priority for 2018-19.</p> <p>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</p> <p>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.</p> <p>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.</p> <p>We also gave people the opportunity to have their say on the LGA green paper which was submitted via the Health and Wellbeing Board.</p>		

#### 4. Progress against key project milestones

Milestone	Planned completion date	Progress or slippage	Variance	Explanation
Project plan complete	Jul 18			
Research complete	Sept 18			
Developed consultation for LGA green paper	Sept 18			
Submitted response to Health and Wellbeing Board	Sept 18			
Developed consultation for budget proposals	Nov 18			
Event for budget proposals	Dec 18			

Survey previous service users effected by last budget changes	Nov 18			
Analyse results	Jan 19			
Write report	Jan - Feb 19		Poss + 2 weeks	Capacity
Report publicity dissemination	March 2019			

**5. Key expectations in next reporting period**

Describe against plan the high level milestones to be completed next month

<b>6. Risk report</b>	<b>Risk rating</b>
An update of the risk register and their current status	

**4. Changes in reporting period**  
(A change request pro-forma should be attached as an appendix for all changes)

See change request template

RAG ratings	
	Project actions on track
	Project actions slippage - monitor situation
	Project actions slippage - action required
	Project actions complete