
HEALTHWATCH DARLINGTON

SUMMARY REPORT

Purpose of the Report

1. The purpose of the report is to update Health and Wellbeing Board members on Healthwatch Darlington's key statutory priorities and projects for July 2018 to August 2018.

Summary

2. This report outlines Healthwatch Darlington's work, during the last 2 months, in championing the views of people in the Borough to influence and improve health and social care services.

Recommendation

3. It is recommended that Darlington Health and Wellbeing Board members accept this report for information and progress to date for Healthwatch Darlington.

**Michelle Thompson
Chief Executive Officer Healthwatch Darlington**

Background Papers

No background papers were used in the preparation of this report.

S17 Crime and Disorder	There are no implications arising from this report.
Health and Well Being	This report provides information about progress to date including work plan objectives to champion the views of people in the Borough to improve health and social care services.
Carbon Impact	There are no implications arising from this report.
Diversity	There are no implications arising from this report.
Wards Affected	All
Groups Affected	All
Budget and Policy Framework	N/A
Key Decision	N/A
Urgent Decision	N/A
One Darlington: Perfectly Placed	This report contributes to the delivery of the objectives of the Community Strategy through the patient, carer and public voice.
Efficiency	N/A

MAIN REPORT

4. Healthwatch Darlington Ltd (HWD) is a strong independent community champion giving local people a voice that improves and enhances health and social care provision on behalf of the people of Darlington.

Statutory Activities/Projects

5. **Community Outreach** – Our Volunteer and Outreach Co-ordinator and our team of volunteers have been out in the community holding various information sessions. This has been giving patients and their families an opportunity to ask any questions they may have about local health and social care services. We've visited places such as:
- (a) 2 x Market stall days
 - (b) Age UK Day care group
 - (c) Education Village
 - (d) YMCA
 - (e) Dolphin Centre
 - (f) Redhall Community Centre (Tea and Toast Group)
 - (g) Pride Event
 - (h) Gold Tea Dance
 - (i) Coleridge Community Centre (Young Mums)

Example of conversations:

6. A person told HWD how they receive no support from mental health services as they have complex PTSD and no service will support them. They have been at crisis point on a few occasions and have self-harmed. The person said they get passed around services but never get support which they find very frustrating. The person wants to recover so they can eventually work again. The person was unaware of any other services apart from NHS services. HWD signposted the person to Mind, Humankind, Step Forward Tees Valley and Rethink. The person was pleased with this but asked why they had not been given this information before by NHS?
7. Another person spoke to HWD about their 17 year old relative who has decided to stop taking their medication for ADHD. The person is worried as their relative has become very anxious and depressed and doesn't think they will be able to get a job. The person told HWD that they don't know how to support their relative and would like them to get help. They mentioned their desire to help their relative find work so they can build their confidence. HWD signposted the person back to CAMHS and gave them information about Step Forward Tees Valley. The person thinks more support from mental health staff to check on their relative would have been helpful.
8. A person was looking for information about services that could support their young relative with their epilepsy diagnosis. Since the diagnosis their relative has become very depressed and the person also expressed concerns that they had received no support. The relative now lives in Cumbria for university and the person is worried the relative is not using health services. They were given no information after diagnosis and were not signposted to any other services. HWD signposted them to Epilepsy Action UK and Neuro Key. HWD also suggested that they contact Healthwatch Cumbria who will be able to give them information about local services to their relative's university.
9. **Planned outreach for September:**
 - (a) Darlington College Fresher's Fayre x 2
 - (b) Queen Elizabeth Sixth Form College Fresher's Fayre
 - (c) Step Forward Tees Valley Women's Group
 - (d) Darlington Memorial Hospital
10. **Training** – 7 new volunteers were inducted in July and then embarked on our popular 4 module in house training package delivered by our CEO Michelle Thompson covering the following topics:
 - (a) **Introduction to Healthwatch Darlington**
 - (i) HWD Statutory Duties
 - (ii) Health and Social Care Environment
 - (b) **Role of Volunteers**
 - (i) Where you fit
 - (ii) Your motivation

- (iii) HWD Volunteer Roles
- (c) **Listening Skills**
 - (i) Types of Listening
 - (ii) Communication Styles
- (d) **Representing Healthwatch Darlington**
 - (i) Types of Patient Leader
 - (ii) Engagement Cycle
 - (iii) Understanding our audiences

11. All volunteers completed the course and received certificates. Another 4 volunteers also completed external courses including Safeguarding Children and Safeguarding Adults.
12. **Enter & View:** Following on from our previous authorised visits into local care homes across Darlington regarding “What’s it like living in a care home?”, our Enter and View team will be busy conducting our next cohort of visits in September and a second report will be compiled shortly afterwards.
13. We are also working in partnership with Healthwatch County Durham, County Durham and Darlington NHS Foundation Trust (CCDFT) and the Quality Improvement Board (QIB) to suggest how they can support quality improvement within CCDFT, linked to the Measures of Success as agreed by the QIB October 2017. Enter and View visits will be conducted in wards or departments that have done very well or quite poorly in their most recent Friends and Family Test (FFT), to learn from those that have done well and share that learning with others who wish to improve.
14. **Volunteer of the Month:** Our Volunteer of the Month for June 2018 was Gill Waite. To read Gill’s interview please visit:
<http://www.healthwatchdarlington.co.uk/volunteer-month>
15. **Volunteer Hours:** During the last 2 months our wonderful volunteers have donated **199** hours of their time to Healthwatch Darlington!
16. **Surveys:** Our Children and Young Peoples Mental Health Survey (CYP and Parent/Carers) has received **115 responses (39 Parent/Carers 76 CYP)** and our engagement is set to continue into early September where we will be visiting colleges. This was identified as a top priority for people living in Darlington after 45% of 179 people told us this in our 'What's important to you?' survey.
17. **Focus Groups:** We held a focus group with NECA exploring individual’s experiences who have a drug and/or alcohol addiction trying to access mental health services. This was identified as a priority area in our 'What's important to you?' survey which we conducted earlier in 2018. NECA is a registered Charity whose key focus is to improve the lives of individuals and communities throughout the region. For over 40 years NECA have supported and enabled thousands of individuals to sustain long term Recovery from substances and Gambling misuse.

18. **DOT:** We continue to nurture closer connections with our community through our Darlington Organisations Together Network (DOT) which is a well-attended and popular conduit for community information and signposting. The network encourages smaller organisations to become stronger, more resilient and active and for all organisations no matter what size to work more closely with each other to avoid duplication and to complement each other's work in the community. The next meeting is Thursday 13th September 10am to 12pm. The Pease Suite, Dolphin Centre, Darlington.

19. **Meetings attended:**

- (a) Health Partnership Overview and Scrutiny
- (b) Carers Strategy
- (c) TEWV Quality Accounts
- (d) Darlington Integration Board
- (e) FRADE
- (f) Patient Experience Forum DMH
- (g) Darlington Partnership Executive Board
- (h) TEWV Engagement
- (i) Great North Care Record Conference
- (j) Darlington Partnership Meeting
- (k) Health and Wellbeing Board