**Bulletin – June 2017**

**Our Work**

**Accessible Information Standard**

By June 2016 all providers of Health and Social were expected to be in compliance to the NHS England Accessible Information Standard. This requires all providers to **Identify** what information or communication needs a person may; **Record** those needs in a set way that is highly visible; **Flag** or use alerts to make it clear on the person’s file what their needs are; **Share** information about the person’s needs with other NHS and adult social care providers and **Act** to make sure people get their information in an accessible way and have the communication support they need. Healthwatch Worcestershire are working with key partners to promote the implementation of the Standard but also to promote the Standard itself to empower people to know they can ask for their communication needs to be **Identified** and **Recorded.**

We have carried out to engagement days at Kidderminster Hospital and the Worcestershire Royal asking patients if they have heard of the Standard and encouraging them to ask for the communication needs to be **Identified** and **Recorded** – not to just wait until they are asked. We will be going into The Alexandra in Redditch later this month.

If you would like further information on the Standard please visit the [www.england.nhs.uk/ourwork/accessibleinfo](http://www.england.nhs.uk/ourwork/accessibleinfo)

**Enter and View Report – Meaningful Activity**

Healthwatch Worcestershire has published a Report which brings together the findings from its 13 visits to care and nursing homes for older people across the County. This is approximately 10% of care and nursing home settings for older people in Worcestershire. Healthwatch staff and volunteers spoke with residents and observed how people are involved in the day to day running of the home as well as the sorts of activities on offer.

The Report sets out some main themes and thoughts that we believe are applicable more widely. These are set out in a handy checklist for providers to help them think about the way that they are providing activities. Being involved in activities and hobbies is really important to people’s well-being.

**Healthwatch Chairman, Peter Pinfield said:**

“We know how important it is that people living in care homes are encouraged to remain involved in day to day tasks, able to pursue their hobbies and interests and feel connected with their local community. This Report will help all care and nursing homes to think about how they do things. In it we provide examples of some of the good ideas that we saw so that people can learn from each other.”

A subsequent survey of the 13 care homes involved in the visits found that the majority of managers who responded believed that the Healthwatch Worcestershire visit had made a difference to meaningful activity in the home.

**The Care Quality Commission, which are the national body responsible for inspecting care and nursing homes, said:**

‘It was good to read the findings from the Enter and View visits conducted by Worcestershire Healthwatch.  Whilst this report has identified areas of good practice that can be shared with providers, there is still much work to do in some services to ensure that people are supported to maintain or develop hobbies and get involved in activities as we know that this does enhance people’s well-being.  This report has been shared with our inspectors in Worcestershire and they will be using the information contained within this report and any individual enter and view reports when planning their inspections”.

**Worcestershire County Council, said:**

"The Interim Strategic Commissioner for Adult Services, Elaine Carolan, said the Council recognises the importance of meaningful activities being available to improve the quality of life for all residents in care homes and works with partners such as Healthwatch Worcestershire to promote this."

**Worcestershire Clinical Commissioning Groups said:**

“Worcestershire CCGs welcome the opportunity to work in partnership with Healthwatch and value their contribution in highlighting the importance of meaningful activity in nursing and care home settings and the impact this has on the health and well-being of residents.

The focused ‘Enter and View’ visits undertaken by Healthwatch align and support a current CCG Quality and Engagement work stream that aims to enhance meaningful activity for nursing home residents across Worcestershire. The CCGs have been undertaking an extensive engagement project focussing on support for activity co-ordinators to share best practice via an Activity Coordinators Network, provide a focus on Activity Coordinator training and develop quality standards for activities within Care Homes (with Nursing) in Worcestershire.

The CCGs fully support the recommendations made by Healthwatch and are committed to continue to support the development of the project ‘Enhancing Meaningful Activities across Worcestershire Nursing Homes’, the objectives of which reinforce many of the points raised in the Healthwatch enter and view report.

Worcestershire CCG’s will continue to measure improvement over the coming year via resident and patient experience feedback and qualitative interviews with Activity Coordinators. We commend Healthwatch for taking the proactive approach to focus on this area of need for Care Home residents and look forward to continuing to work together to raise the profile of this important aspect of health and wellbeing.”

**Going to the Doctors Report**

**Enter and View – Care in the Corridor**

**Take Part**

**NHS 111 Survey**

We want to know about awareness of the NHS 111 service in Worcestershire and hear you feedback about using and promoting the service. We are keen to hear from everyone, not just those who have used the service. So please visit our website and take part online at [www.healthwatchworcestershire.co.uk](http://www.healthwatchworcestershire.co.uk). We will also be visiting groups and events across Worcestershire with the survey and to talk to people about NHS 111. Do contact us if you would like us to come and visit your group or would like us to send you copies of the survey.

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**We want to hear from you…**

As always we want to hear from you about your experiences of using local health and care services. If you would like to share your experience or require information about services please contact us.

### We can also visit your group or organisation to do the survey in the form of a quiz.  If you would like us to visit your group call us now on 01386 550 264.

**Contact Us…**

**Tell us about your experiences of using local health and care services**

 **01386 550 264**

 **info@healthwatchworcestershire.co.uk**

 [**www.healthwatchworcestershire.co.uk**](http://www.healthwatchworcestershire.co.uk)

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