

Healthwatch Worcestershire comments on the Worcestershire Health and Care Trust Quality Account 2013/14

The response by Healthwatch Worcestershire does include other information provided by the Worcestershire Health and Care Trust (the Trust) on a regular basis throughout the year which underpins the information provided by the Quality Account. This includes reviewing and responding where appropriate, to written materials, attending Trust Board Meetings and Presentations explaining the work of the Trust, including proposals for significant changes to the service.

General Comments.

1. One important objective of the Quality Account is to inform members of the public and service users what the Trust has been doing throughout the year, the achievements and the improvements it has made and to point out where the Trust needs to perform better. While it does that, it is hard to believe that the average member of the public is going to wade through a report this size. Notwithstanding the requirements on the Trust to meet a set standard for reporting, a pithier, user friendly document aimed at the general public would seem timely.
2. The report contains many examples of improvements to the Services provided by the trust and rightly recognises the hard work of staff at all levels this year, it does however, highlight areas where improvement need to be made
3. We appreciate that Community Hospitals are an important part of the trusts services to the general Worcestershire Community However; we would also expect the work of Community Hospitals and medical care in prisons to be reported.

4. Healthwatch would also like to see information on the provision of tier 3 & 4th beds for children. We would expect to have information on the number of children in those facilities and where those beds are and finally some information on outcomes.
5. WE were greatly heartened to see a significant reduction in waiting times for CAMHS. This Service faces great pressures and it would have been helpful to have reassurance that the improvements could be maintained.
6. While it is appreciated that the Trust has more beds for those with serious Mental Health conditions, it would be useful to know how many patients are successfully placed in the local hospital. Travel by families, particularly, those without transport is becoming more problematical.
7. Significant changes are taking place in the Children's Respite Services. Fewer days are being offered to parents and there is the prospect of variable days being introduced. Healthwatch would like reassurance that parents have been involved and meaningfully consulted on the proposed changes.
8. The Trust is to be congratulated in the successful efforts it has made in significantly improving employment for those with Mental Health conditions. All the more laudatory in a period of recession.
9. We note with interest the use of people who have experienced mental health conditions in hospital treatment teams and are impressed by the results. We appreciate this is a relatively new departure but are intrigued by the possibility of such a development in other areas of the service.
10. We would like to add our support to the trusts vision that whenever possible services should be provided in a person's own home and we look forward to the vision being converted to a reality. However, we also recognise that some beds will be needed

in Community Hospitals and that the balance requires fine judgements and delicate handling.

Quality Account Priorities-progress review and looking forward.

1. We would find it useful to understand how learning from complaints manifests itself in improvements in the service. We would also be interested to learn if that process contained a module or section on Customer Care, since many complaints contain concerns about poor communication with carers.
2. We note that the Trusts objective to eradicate pressure ulcers, are behind schedule. While we appreciate the difficulties we would encourage the trust to continue to strive to eliminate those ulcers that are avoidable. It would be useful to understand when ulcers are unavoidable.
3. We support the Trust plans to improve Sexual Health Services for young people.

Quality Account Technical Section-Mandatory Statement

We would find it helpful to understand the circumstances in which the warning was issued by the CQC, In view of reports that there are difficulties with Healthcare in Prisons and Worcestershire Health Trust have responsibilities her, more information would be welcome.