



Project/Service	Healthwatch
Project/Service Commissioning Manager	Claire Mitchell/Rosie Winyard
Project/Service Sponsor	Kath Cobain




Version		Date	
		26.05.2020 v1	
Document Location			

Monitoring Period:	Quarter 4 2019 – 2020
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1. Progress report from the Provider for above period:

To include:

- What has gone well/not so well
- Work being undertaken to increase service uptake
- Information relating to KPI's
- Case studies where enhanced outcomes have been achieved
- Service developments
- Partnerships and collaborative working opportunities

Detail	Activity Measure supported
<p><u>Covid-19 Pandemic</u></p> <p>Although the 'Lockdown' to contain Covid-19 was not formally introduced until 23 March 2020 the pandemic impacted on HWW's engagement activity from week commencing 16 March. In response to the lockdown HWW held it's Public Board Meeting on 25 March as a virtual meeting using Zoom.</p> <p>At that meeting HWW agreed a policy response to Covid-19 and approved a progress report on the 2019/20 Business Plan which reflected the forecast interruption to projects as a result of Covid-19. The Board also approved the Business Plan for 2020/21 and gave retrospective agreement to the decision to redeploy in support of the County Council's community response to Covid-19.</p> <div style="margin-top: 20px;">  <p>HWW Covid 19 Policy.pdf</p>  <p>Progress report to the Board.pdf</p>  <p>UPDATED HWW Final Business Plan 2019 - ;</p> </div>	



<p><u>Support to the County Council’s response to Covid-19</u></p> <p>On 17 March 2020, the County Council’s Executive lead for Covid -19 and the Leader of the Council HWW requested support from HWW in leading the co-ordination of the Council’s ‘One Worcestershire’ community response to Covid-19. That support was provided from 18 March until 1 April when the support was stood down.</p> <p>Exception Reporting:</p> <p>1. Experience of Health and Care Services at HMP Hewell</p> <p>Report agreed at HWW’s Public Board Meeting on 15 January 2020 and subsequently published. Although the findings of the report have been circulated to the commissioner, provider and the Prison to date no responses have been received and in accordance with HWW agreed Covid- 19 policy the request for response has not been followed up.</p> <p>However the Care Quality Commission noted a comment in the report about failure of a patient to attend a radiotherapy appointment and has informed HWW that the Health and Justice Inspector in making enquiries about it.</p> <div style="text-align: center;">  Prison Report Feb 20 v3.pdf </div> <p>2. LGBT+ [Experiences of Health and Social Care Services]</p> <p>Report of Worcestershire’s LGBT+ communities experiences of health and social care services agreed at HWW’s Public Board Meeting on 25 March 2020 and approved for publication. In view of its Covid-19 policy HWW has delayed sending the report to commissioners and providers with a request for responses.</p> <div style="text-align: center;">  FINAL - LGBT+ Report V1.0.pdf </div> <p>3. Finding out about Adult Social Care Services from the Worcestershire County Council Website</p> <p>Following service user feedback about the County Council’s website during Q3 HWW volunteers were tasked as ‘mystery shoppers’ to search the website for advice and information to solutions for a number of adult social care scenarios. The report is now completed and will be published in Q1 2020/21.</p> <p>4. Safeguarding Homeless Adults with Care and Support Needs</p> <p>On 16 March 2020 HWW formally contributed to the Worcestershire Safeguarding Adults Board’s thematic review of the deaths of rough sleepers in an interview with the ‘Author’ of the review. HWW understand progress with the review has been delayed by Covid-19. HWW’s formal contribution to the review will be recorded and published at it’s Public Board Meeting on 28 May 2020.</p> <p>5. Worcestershire Acute Hospitals NHS Trust</p> <p>The Trust presented the Care Quality Commission’s Full Inspection report and its planned response at HWW’s Public Board Meeting in Redditch on 15 January 2020. The presentation</p>	<p>2a, 2b, 3c, 3d</p> <p>2a, 2b, 3c, 3d</p> <p>2a, 2b, 3e</p> <p>2a,2b,3d</p> <p>2b, 3d</p> <p>2b, 2b, 3d</p>
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was then followed by scrutiny from the HWW Board and public present. The meeting was attended by BBC regional TV and reported upon.

Regional Activity

Engagement with the West Midlands LHW Network, the West Midlands Cancer Alliance and the Leadership Academy have continued during Q4.

Discussions in the Cancer Alliance have focused on equalities monitoring data that is available to support effective screening programmes.

HWW's report on screening and immunisation has been shared with PHE

2. Report on Service User involvement:

To include results of service user satisfaction surveys.

3. Report on Quality Assurance:

To include evidence of any quality assurance activities undertaken, including how comments, complements and complaints have been acted upon. Quality assurance accreditation you have received or hold and how you ensure continuous improvement of the service.

LHW Quality Framework

In Q3 HWW held a Board development day, facilitated by HWE, to undertake a self-assessment against the LHW Quality Framework designed by Healthwatch England. Covid -19 delayed a second workshop, but this will now take place in Q1 2020/21 virtually.

4. Serious Incidents and Near Misses:

Not applicable to this contract

5. Safeguarding:

This section allows the Provider to report any safeguarding issues and provide evidence of actions/improvements made to the service. Also, any details of safeguarding training undertaken (The Provider must immediately report to the Council any allegation or suspicion of abuse of a vulnerable adult, child or young person and must confirm the report in writing within two Business Days.)



Monitoring and Review Report (Quarterly)

6. Serious Case Reviews:

Not applicable to this contract

7. Implementing NICE Guidance and Review Dates:

Not applicable to this contract

8. Staff Update

To include reports on current staffing levels (including long term sickness/absences) details of workforce development and significant performance management issues.

In the Q3 2019/20 report the resignation of one of the 4 Engagement Officers was recorded. As an interim response the Directors temporarily increased the hours of employment of 2 of the Engagement officers. During Q4 the Directors agreed, having considered the options, and in the current circumstances to make the interim arrangement permanent.

9. Financial Reports:

To include a financial breakdown report for the monitoring period.

Finance Report to follow.

10. Documentary Evidence attached to support the above reports:

To include any supporting documentation for sections 1 – 9 as appropriate.



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hboard%20Q4.xlsx



HWW Social Value
Report.pdf



Contract%20Risk%20
Register%20v2.xlsx

Name of person submitting monitoring report:

Signature (not applicable for e-returns):

Date: 28.05.2020

*Delete as appropriate