

January/February 2014

E-Newsletter

Healthwatch is the independent consumer watchdog set up to collect information and represent the views of the public on health and social care. Healthwatch is here to give patients, service users and local people an opportunity to influence and challenge decision making about local health and social care services.

‘New standards’ to help care homes tackle loneliness, depression and low self-esteem in older people



With the number of older people in the UK set to rise to 16 million over the next 20 years and more people living longer than ever before, the National Institute for Health and Care Excellence (NICE) is advising that services should be arranged to ensure they receive excellent care and support.

Sharon Grant, Interim Chair of Healthwatch Haringey, said: "By 2021 we expect to see a 20% increase in the numbers of over 65's in Haringey, so more and more of us will need residential care. The quality of such care is of the utmost importance, and therefore we welcome the attention now being paid to the social needs of people in care homes. They should be happy and uplifting places that understand both the physical and emotional needs of their residents, and Healthwatch Haringey will be checking for this using our

new powers to go inside local care homes to observe the quality of care being provided."

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Professor Gillian Leng, Director of Health and Social Care at NICE, said: "Throughout the year, many people are looked after extremely well, but others may not be so fortunate. For instance, some care home workers may find it hard to look after someone who appears disengaged or depressed when actually all they might need is a little extra support to lead a more fulfilled life. A decline in mental wellbeing should not be viewed as an inevitable part of ageing."

In 2011, there were slightly more than 10 million people over the age of 65 living in the UK with more than 400,000 living in care homes. Care homes provide many people with the extra support they need, but many are still not providing care that is focused on an individual's needs.

The NICE standards recommend that older people in care homes are offered opportunities to participate in meaningful activities which promote health and mental wellbeing. In 2007, the Alzheimer's Society highlighted that care home residents do not have the opportunity to take part in enough activities to occupy their time. A lack of activity is one factor that can negatively affect a person's mental wellbeing.

The standard also addresses a problem that sometimes exists in older people gaining access

to NHS services. It recommends that older people have the symptoms and signs of mental health conditions and physical problems recognised and recorded as part of their care plan, and that they have access to the full range of healthcare services when they need them.

Older people in care homes should also be supported to maintain and develop their personal identity. Focusing on the needs and wishes of an individual will help to promote dignity and respect and have a positive impact on their sense of identity and mental wellbeing.

Professor Leng added: "It's important for older people to feel secure, happy and empowered to take control of their care wherever possible to give them the best quality of life. We hope the standards we have published will give care homes the help they need to ensure they're providing consistent, high-quality support for every person in their care."

The standards have been developed by an independent committee involving specialists in social care (including a care home representative and a director of adult social services) and public health as well as people with their own experience of the social care system. They are available to view on the NICE website www.nice.org.uk

Whittington Hospital appointments

Healthwatch has raised serious concerns about the appointments system at the hospital. It found issues with the system including long periods spent on the phone making or changing an appointment and patients receiving confusing and contradictory letters about the date of their appointment. The Chair of the Trust has said that they will deal with the issues as quickly as possible.

Have you been affected by any of these issues? Please visit:

www.healthwatchharingey.org.uk/content/speak-out

Healthwatch Haringey Launches

With an inspired keynote address from Dr Katherine Rake OBE, Chief Executive of Healthwatch England, Healthwatch Haringey launched in January.

Dr Rake said: “The team have been doing a fantastic job in Haringey, however they cannot do it alone. They need local residents, both young and old, to come and share their experiences so that the energy and enthusiasm of Healthwatch and its volunteers can be used effectively to meet the challenges ahead in health and social care.”

Presenter and comedian **Geoff Schumann** hosted the event and **Interim Healthwatch Haringey Chair Sharon Grant** also addressed the 90+ attendees.

Local people, local councillors, local health and social care users, and local health professionals, including members of the Clinical Commissioning Group (CCG), were in attendance and contributed to an open discussion about the local Healthwatch planning and priorities for 2014/15. In a lively feedback session the top 5 priorities were:

1. Improving Mental Health Services
2. Improving the GP appointment system and access to services
3. Raising further awareness of Healthwatch Haringey
4. Ensuring that everyone knows how to complain when they need to
5. Improving hospital transport systems

Sharon Grant said: “We were encouraged and very pleased with the turnout and quality of contributions from those in attendance. In the past the voice of local people has too often been missing when it comes to the way in which health care and social support services are run. The launch event enabled us to take another step forward in our mission to change that.”

Have you been affected by any of these issues?

If you live in Haringey and have had issues with GP appointment waiting times, access to GP services, Mental Health Services, making a complaint or hospital transport Healthwatch Haringey wants to hear from you.

Please visit: www.healthwatchharingey.org.uk/content/speak-out



Dr Katherine Rake

David Tohill

National Dignity Day

Hornsey Pensioners Action group recently hosted an event in celebration of the 'Dignity Code'. The code, created by the National Pensioners Convention (NPC), aims to preserve the personal dignity of older people in the UK and is supported by people in the care industry and many politicians.

Healthwatch Haringey has signed the code and **Mike Wilson, Director Healthwatch Haringey**, participated in the event and addressed those in attendance.

Mike said: "Patient experience is the focus for Healthwatch activities and dignity is fundamental to a positive experience. We are pleased to sign the Dignity Code and will use it to monitor the quality of services in health and social care."

Haringey's Adult Services 'Dignity in Care' campaign aims to put dignity and respect at the heart of Haringey's care services. Their approach is to emphasise that everybody can do their bit to influence others and change the way care and support is delivered with the view that much of what needs to be done to advance this agenda "costs nothing". It rather "depends on simple principles such as treating people as individuals, listening and supporting them to express their needs and wants and supporting them with the same respect that any of us would want for ourselves or for a member of our families".

All their staff have been given a small credit-card sized document that sets out the 10 key requirements underpinning the Dignity Challenge. These are:

1. Have a zero tolerance of all forms of abuse
2. Support people with the same respect you would want for yourself or a member of your family
3. Treat each person as an individual by offering a personalised service
4. Enable people to maintain the maximum possible level of independence, choice and control
5. Listen and support people to express their needs and wants
6. Respect people's right to privacy
7. Ensure people feel able to complain without fear of retribution
8. Engage with family members and carers as care partners
9. Assist people to maintain confidence and positive self-esteem
10. Act to alleviate people's loneliness and isolation

Cllr Bernice Vanier, Cabinet member with responsibility for Adult Social Care attended the celebration and gave the keynote address. **Cllr Vanier said:** "We see it as our joint and collective responsibility to provide our services with true respect for the individual and in a manner that enhances their dignity and human rights, irrespective of their background, culture or faith."

Do you have a **complaint** about local health and social care services? Visit: <http://tinyurl.com/nqyxw2o>

Planning guidance sets out new 'models of care' for NHS

The NHS is being told to overhaul services according to a set of six “models of care” in order to create a “sustainable health and care system”.

Landmark guidance published by NHS England sets out how services should develop over the next five years.

Read the guidance notes here:

<http://tinyurl.com/nthg6f2>



The models include:

- A modern model of integrated care for patients with multiple mental or physical long-term conditions, including the elderly and frail.
- A broader range of services for patients with a moderate long-term condition.
- Urgent and emergency care provided as close to a patients home as possible.
- Better use of technology.

Haringey CCG will be required to submit plans showing how they will move to these new service models.

CCGs will lead the work for their area but are encouraged to work with the local council, local Healthwatch and Health and Wellbeing Board. Haringey CCG will work with Healthwatch Haringey when developing their own plans.

Tottenham regeneration must include ‘health programmes’

At the recent Health and Wellbeing Board the Interim Healthwatch Chair, Sharon Grant, emphasised that health programmes aimed at improving the poor health of many of those living in Tottenham must be an important part of the regeneration plan. Board members agreed that plans for the future of Tottenham must include health as a key priority and said that they wanted regular reports on plans for health programmes in the strategy.

The strategy, 'A Plan for Tottenham', sets out development plans for the area from now to 2025. It currently proposes quality housing, stronger communities, a vibrant arts and culture scene, new shops, attractive public spaces, and successful businesses with specific improvements to Northumberland Park, Tottenham Hale, Tottenham Green, Tottenham High Road and Seven Sisters. Read more here: <http://tinyurl.com/mqpt6q6>

The Care Bill

The Care Bill, which has already been approved by the House of Lords, passed its second reading in the House of Commons in December 2013 and will now be considered in detail by a committee of MPs.

A 'Bill' is a draft law. It becomes an 'Act' if it is approved by a majority in the House of Commons and House of Lords, and formally agreed to by the Queen. An Act of Parliament is a law, enforced in all areas of the UK where it is applicable.



The Care and Support Bill proposes putting Safeguarding Adult Boards on a stronger, statutory footing, to protect adults at risk of abuse or neglect, whilst creating a single law for adult care and support. It will replace more than 12 different pieces of legislation and provides the legal framework for putting into action some of the main principles of the White Paper: Caring for our Future: Reforming Care and Support, and also includes some health measures.

The draft Bill sets out the first ever statutory framework for adult safeguarding, which details local authorities' responsibilities, and those with whom they work, to protect adults at risk of abuse or neglect. Haringey Adult & Housing Services took part in a series of discussions in September/October 2013 with a wide range of groups, organisations and services and returned the feedback to the Department of Health.

You can read the Bill or check the progress and stages here:

<http://services.parliament.uk/bills/2013-14/care.html>

We will keep you updated on progress of the Bill as it continues to go through Parliament.

Age UK Haringey Winter Newsletter 2014

Silvertimes, the Age UK Haringey Winter 2014 newsletter, is out now.

Read it here: <http://tinyurl.com/poj3d5j>

Contact Clem Richards clem.richards@ageukharingey.org.uk 020 8801 5775 if you want a printed supply available in your organisation or wish to discuss contributing an article for the Spring 2014 edition - copy deadline 7th March 2014.



Future local meetings in public

Haringey Clinical Commissioning Group
(CCG) Governing Body

www.haringeyccg.nhs.uk

26th March 2014, 1.30pm

Venue to be confirmed

Haringey Health and Wellbeing Board

<http://tinyurl.com/ofzmrrf>

8th April 2014, 1.30pm

(subject to change)

Venue to be confirmed

Better Care Fund

in Haringey

Age UK Haringey recently partnered with the Haringey Forum for Older People to host an open meeting titled 'Let's talk about health and social care - how do you think they could work together'. The meeting brought 100+ local older people together to discuss how funds from the recently set up 'Better Care Fund' (BCF) could be used to improve health and social services for the most vulnerable residents of Haringey.



Jonathan Perugia

The BCF was announced in June 2013. Previously called the Integrated Care Fund, it involves setting up a shared stock of money between local councils and local Clinical Commissioning Groups (CCG's).

The Fund is intended to support dedicated, combined, community based services. It should give the most vulnerable people control, placing them at the centre of their own care and support, with the aim of providing them with a better service and better quality of life.

Healthwatch Haringey will be involved to ensure that service users and carers are included in developing these new services and that the decisions are truly patient focussed.

Haringey CCG and Haringey Council have submitted a Health and Social Care Integration Plan to NHS England (NHSE). The plan shows how Haringey Council and CCG will use the Better Care Fund. You can read the draft paper here: <http://tinyurl.com/psy6vc5>:

Changes detailed in the plan include:

- Better hospital discharge services operating 7 days per week to help older people get home more quickly and ensure that they receive the right support to stay at home.
- 'Rehabilitation' and 'Reablement' services to operate 7 days per week to help support people in their homes and avoid hospital admission.
- Teams of different professionals working together to improve the services that older people need to live safely at home.

After comments from NHSE a final version of this plan will be submitted for agreement in Parliament by 4th April 2014.

Read more about the Better Care Fund here: <http://tinyurl.com/oek7mhc>

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 Follow us: @HWHaringey

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Friends of Healthwatch Haringey

Everyone who uses local health and social care services or cares for someone using these services can get involved. Friends of Healthwatch Haringey receive news and information via email and are regularly asked for feedback on the planning and development of local health and social care services. Local organisations can also become friends of Healthwatch Haringey.

If you are interested please get in touch using the contact information above.



Look out for leaflets and posters!



Haringey Race
and Equality
Council

