



# Awards showcase

Championing diversity  
and inclusion



**healthwatch**

# Healthwatch Bexley







# Healthwatch East Sussex



# Healthwatch East Sussex

## Kendal Court - Crossing Borders

### Understanding the Health and Care Needs of a Vulnerable and Diverse Community

#### Background

- HWES engagement tour in area
- 5 deaths at site in 2018
- Council member involvement

#### Preparation

- Risk assessments & careful planning
- Meetings with caretaker
- Liaison with community organisations
- Suitable volunteers
- Info/invitation slips to all residents



# Healthwatch East Sussex

## Kendal Court - Crossing borders

### Survey Activity

- Diversity of target group
- Gained trust of respondents
- Face to Face interviews or via phone/text
- Flexible approach to survey completion - a guided conversation
- Experience of new arrivals & longer term residents
- Separation from existing support networks - support/key workers, family, friends
- HWES listened to their views outside of survey questions



# Healthwatch East Sussex

## Kendal Court - Crossing Borders

### Working with Partners to Represent Residents' Views

- Brighton Housing - visit liaison/accommodation and referral info
- Foodbank - referred residents using Foodbank services
- Local GP surgeries - spike in complex presentations
- County & City ASC/ Safeguarding team
- County Public Health - via report & escalation
- District & Borough Councils
- CCG
- Mental Health provider
- Media



# Healthwatch East Sussex

## Kendal Court - Crossing Borders

### Improving Health and Care Services for this Community

- Raising Awareness - How it really is for residents
- Access to health & care services
- Information and equipment for new arrivals
- Access to electricity & laundry facilities
- Need for holistic communication pathways across services and local authority borders
- Consider care needs as part of housing assessment
- More attention to risks of placing individuals with conflicting care/support needs, including suitability for children.



# Healthwatch East Sussex

## Kendal Court - Crossing Borders

### Making a Difference for Residents

- Amplified voices of people experiencing very poor health outcomes
- Raised profile & understanding of care/support needs
- Increased presence of housing welfare officers on site
- Mobile laundry once a week
- Spy holes fitted to front doors
- Ongoing efforts by HWES to improve comms pathways between services and neighbouring authorities
- Influencing the system to respond
- *What's happening in your area?*








# Healthwatch East Sussex

## Kendal Court - Crossing Borders

*What would we do differently next time?*

Biggest constraint was lack of time to plan and design activity due to commissioner restraints and the need for urgent action.

*With more time to plan we would:*

- Do more desk research into the issues
  - Pilot the survey with residents and partners
  - Record interviews with willing residents
  - Seek the views of residents living nearby
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# Healthwatch Kent

## Accessible Information



## Background

From 1st August 2016 onwards, all organisations that provide NHS care or publicly funded Adult Social Care are required to implement the Accessible Information Standard.

Organisations must Identify, record, flag, share and meet the information and communication support needs of patients, service users, carers and parents with a disability, impairment or sensory loss. (NHSE)

We asked all NHS Trusts in Kent and Kent County Council for their implementation plans

The plans looked good but we had intelligence these weren't working in practice

So we decided to test them




## Visits

We mystery shopped our 3 Acute Hospital Trusts (announced visits)

**East Kent Hospitals** in partnership with **East Kent Mencap** (learning disability)

**Maidstone and Tunbridge Hospitals** Wells in partnership with **Kent Association for the Blind**

**Dartford and Gravesham Hospital Trust** in partnership with **Alzheimer's and Dementia Support Services**



## What did we find?

- Navigating around the hospital can be very confusing for many patients.
- Leaflets and posters were not always designed to support people with additional communication needs.
- We heard about volunteer Dementia Buddies but they were not available in the main reception or Outpatients
- Significant numbers of staff were not aware of the specialised information that the hospitals had created.
- Deaf patients in East Kent could not contact the hospital. The only option for them was by phone.
- People weren't getting interpreters even though they had booked



## What's changed? Maidstone & Tunbridge Well

- Staff have been trained in how to support patients who may need additional help to attend appointments with particular emphasis on support for partially sighted patients.
- An audit of all Hearing loops has been completed at both sites including instructions of how to use them for staff.
- Additional equipment to support patients with hearing loss has been purchased
- Appointment letters have been improved for patients who need different fonts.
- Bushes have been cut down to ensure external signage is more visible at Maidstone Hospital.

## What's changed? East Kent Hospitals

- The patient administration system has been updated to include communication needs.
- Online staff training about AIS is now available.
- Remote British Sign Language Interpreting is being rolled out soon. One of our volunteers has organised members of the D/deaf community to help test this system.
- The Trust have resourced a post to implement their AIS action plan
- Working on an email address for people to use.
- Section on letters now inform patients that the Trust have the facility to provide accessible information in braille, large print, coloured background, easy read and audio format.

## What's next?

Following up progress made with Dartford and Gravesham Hospital Trust

Continuing programme of visits to other organisations

ANY QUESTIONS?






# Healthwatch Lincolnshire

Improving access to better health  
for Gypsy and Traveller Women in  
Lincolnshire






## Understanding the needs of the community

- Live shorter lives, poorer mental and dental health, higher levels of chronic illness, cardiovascular disease, cancers, diabetes, asthma and stroke. Poor health is seen as NORMAL.
  - Barriers include transport and location, lack of education, mistrust and misperceptions of health professionals.
  - Building a relationship with key members of the community.
  - HWL Engagement Officer invited to meet the Education Team and members of the community (young people and women).
  - Community shared results of their annual health survey with HWL.
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## Working with other organisations / partners

- Development of a level of trust, communication, flexibility and time.
  - Relationship building with Community Key Worker and Well Woman Group (Gainsborough).
  - Facilitating opportunities for Community Elders and Health Professionals to have conversations (mutual respect) on neutral ground through HWL YourVoice@HWL event on an area of health that mattered to them.
  - Research into potential training opportunity for the Elders to become ambassadors within their own community. Lincolnshire Mental Health Trust (LPFT) were asked by HWL to develop a Mental Health First Aid Course for the women.
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## Improving health and social care services

- Women from an established Well Woman Group (Gainsborough) participated in Mental Health First Aid Training and gained qualification.
  - Development of relationships between community and Lincolnshire Community Health Services Trust (LCHS): vaccinations and immunisations, screening (cervical and breast screening)
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## Community's experiences of using local services

- Improved take up of screening appointments (12 out of 20 women attended when invited).
  - Community nurses invited by community to attend gatherings to provide information on dental services and immunisations, as community raised concerned about measles.
  - Development of health directory and website by Lincolnshire Traveller Initiative for all families on all permanent sites in Lincolnshire.
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## Contacts for more information

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# Healthwatch Wolverhampton






## Steps taken

- In 2017 two public meetings were held
- 60 attendees
- 7 areas discussed covering health and social care services
- 23 recommendations identified



## Working with local organisations

- Lessons learnt
  - Invitation to meet with commissioners and providers
  - Action plan produced
  - Event was held with the community to hear the action plan
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## What we did to improve health and social care

- Listened and followed up
- Facilitated Health Forums
- Produced a card for easier communication
- Involved them in various Focus Groups



## Making a difference

- Feel more inclusive
- Discussions taking place at a strategic level around commissioning of interpreters
- Involvement
- Improvements have been made



## Sean Noone Community Development Officer, Zebra Access

*"Since I have been working as a Community Development Officer for Zebra Access I have noticed there are lots of issues between our clients, **who Deafness and health range across a broad spectrum**. I decided to contact Healthwatch Wolverhampton and they are really keen to work with us to give better access for the Deaf community within the health setting. We **have been working closer than ever** to make sure Deaf and Hard of Hearing people have full access to their treatment and keep them update with important information. Since our working partnership was established and introduction of the **specialised forums**, I can see there are **improvements** in the Deaf community and especially their **confidence in when/how to seek the medical professional treatment and knowledge within general health matters**. The Deaf community especially feel that **they are now truly included within the consultations** that they have had at the coffee morning. The Deaf community historically do not get involved with community consultations, so It has been amazing to see such **development and passion from both the community and Healthwatch**.*

*I greatly appreciate the hard work Tracy Cresswell and her staff are doing to interact with Zebra Access and the clients who live within Wolverhampton. I am looking forward to the continued work with Tracy and Healthwatch Wolverhampton in the future, and our joint efforts in improving issues surrounding Deafness."*