

	<p align="center">London Borough of Hammersmith & Fulham</p> <p align="center">HEALTH, EQUALITIES AND SOCIAL INCLUSION POLICY AND ACCOUNTABILITY COMMITTEE</p> <p align="center">9 March 2015</p>
<p>TITLE OF REPORT The role and work of Healthwatch Dignity Champions in Hammersmith of Fulham</p>	
<p>Report of the (Cabinet Member) Vivienne Lukey, Cabinet Member for Health and Adult Social Care</p>	
<p>Open Report</p>	
<p>Classification - For Information</p>	
<p>Key Decision: No</p>	
<p>Wards Affected: All</p>	
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1. EXECUTIVE SUMMARY

- 1.1. This report updates the Committee on the Healthwatch Dignity Champions project in the London Borough of Hammersmith and Fulham.
- 1.2. Established under the auspices of the Health and Social Care Act 2012, Healthwatch Central West London is the independent consumer champion for health and social care services in Hammersmith & Fulham, Kensington and Chelsea and Westminster.
- 1.3. Healthwatch CWL has the statutory power to 'enter and view' publicly funded health and care services. The Healthwatch Dignity Champions are a group of local volunteers who carry out peer-led qualitative assessments of local services using this power. Healthwatch then produces a report on our findings and makes recommendations for improvements to the service. The report is submitted to the provider of the services for twenty working days. Within that timeframe the provider should respond with an action plan for improvement. After that time, Healthwatch CWL publishes the report and the response on our website (<http://healthwatchcwl.co.uk/about/our-work/reports/>)
A copy of both documents is also sent to the commissioner of the service

for follow up via their contract monitoring arrangements. Please see the flow chart at Appendix 2 for further detail.

2. RECOMMENDATIONS

- 2.1. The Committee is invited to review and comment on the attached report.

3. INTRODUCTION AND BACKGROUND

- 3.1 The Healthwatch Central West London is commissioned to conduct three 'enter and view' visits in each of Hammersmith & Fulham, Kensington & Chelsea and Westminster.
- 3.2 The Adult Social Care services in the Royal Borough of Kensington & Chelsea grant funds Healthwatch Central West London to conduct nine 'enter and view' visits for local residents.
- 3.3 Healthwatch staff support volunteers who are often 'experts by experience' to collect service users experiences as part of our duty to ensure that service users have a strong voice when it comes to monitoring the standards of services.
- 3.4 We currently have over 100 Dignity Champions who conduct our 'enter and view' visits, each of them has gone through a recruitment and training programme, including 'Disclosure and Barring' checks and safeguarding training, to ensure the quality of the project.
- 3.5 Many of them have also gone through specialist training around mental health and/or dementia to ensure adequate knowledge when assessing specialist services.
- 3.6 The project is coordinated by a part-time member of staff who plans a schedule of assessments, organises the recruitment and training of new volunteers and provides supervisory support for the Dignity Champions.
- 3.7 The Healthwatch CWL Dignity Champions follow the 10 standards set out in the Department of Health's 'Dignity Challenge'¹
- 3.8 Assessments typically take place over one or two weeks and will involve multiple visits at varied times of the day and often on weekends. A typical visit will consist of between two – five Dignity Champions (supervised by a member of Healthwatch staff) speaking to service users about their experience of the services and making observations about the physical environment of the service and the behaviour of staff.
- 3.9 This report will be submitted to the service provider who will then have who will then have a statutory 20 day time limit to provide a response and action plan to Healthwatch. During these 20 days the report is private and confidential. After that time Healthwatch makes the report public and shares our findings with the commissioners of the service.
- 3.10 We also notify the Care Quality Commission of our schedule of visits and once our reports were published. The CQC use our intelligence to inform their schedule of inspections.

¹ http://www.dignityincare.org.uk/Dignity_in_Care_campaign/The_10_Point_Dignity_Challenge/

- 3.11 To maintain the quality of our assessments we hold quality circles with our champions to ensure they can debrief on their findings and to continuously review the suitability of our methodology.
- 3.12 Recent visits in Hammersmith and Fulham include a spot check to St Vincent's Care Home (December 2014) and a spot check to the Hammersmith and Fulham Mental Health Unit (WLMHT on Charing Cross site in February 2015).

4. PROPOSAL AND ISSUES

- 4.1. The Committee is invited to note:
- The work of the Healthwatch Dignity Champions in Hammersmith and Fulham
 - The potential of this work to be expanded further in 2015/16 and
 - The potential of this work to add value to contract monitoring.

5. CONSULTATION

n/a

6. EQUALITY IMPLICATIONS

- 6.1 There are no direct equalities implications arising from this report. Healthwatch Central West London is committed to representing the views of the whole community and promotes the involvement of a diverse range of people in the monitoring, commissioning and provision of local health and care services.

7. LEGAL IMPLICATIONS

n/a

8. FINANCIAL AND RESOURCES IMPLICATIONS

- 8.1. The total budget for Healthwatch Hammersmith and Fulham is £143,503.

9. RISK MANAGEMENT

n/a

10. PROCUREMENT AND IT STRATEGY IMPLICATIONS

Further to an open joint commissioning process, Hestia was awarded the contract for the three 'lots' in March 2013. Each of the three Councils determined the resource allocation for Healthwatch in their locality so that their statutory obligations are met in line with guidelines from the Department of Health and requirements of secondary legislation. Contract and performance management is led by the Royal Borough of Kensington and Chelsea with appropriate officer representation and support

from the London Borough of Hammersmith and Fulham and City of Westminster.

LOCAL GOVERNMENT ACT 2000
LIST OF BACKGROUND PAPERS USED IN PREPARING THIS REPORT

No.	Description of Background Papers	Name/Ext of holder of file/copy	Department/ Location
1.	None		

LIST OF APPENDICES:

Appendix 1: Healthwatch CWL Dignity Champions Project

Appendix 2: Information sharing protocol