
Meeting	Safeguarding Overview and Scrutiny Committee
Date	9 September 2013
Subject	Healthwatch Barnet Enter and View Reports
Report of Summary	Healthwatch Barnet Members are requested to consider the analysis of Enter and View reports from Healthwatch Barnet contained within the body of the report, and the enclosed Enter and View Reports (Appendices A and B). Representatives from Healthwatch Barnet will attend the meeting to respond to questions.

Officer Contributors	Selina Rodrigues, Head of Healthwatch Barnet Anita Vukomanovic, Overview and Scrutiny Officer
Status (public or exempt)	Public
Wards Affected	All
Key Decision	n/a
Reason for urgency / exemption from call-in	n/a
Function of Enclosures	Safeguarding Overview and Scrutiny Committee Appendix A: Kenwood Care Home Enter and View Report Appendix B: Meadowside Enter and View Report
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1. RECOMMENDATIONS

- 1.1 That the Committee note the analysis of Enter and View reports and the Enter and View Reports for Kenwood Care Home and Meadowside and make appropriate comments and/or recommendations.

2. RELEVANT PREVIOUS DECISIONS

- 2.1 Safeguarding Overview and Scrutiny Committee, 10 December 2012, Barnet LINK Enter and View Reports and the LINK Annual Report.

Safeguarding Overview and Scrutiny Committee 20 March 2013, Barnet LINK Enter and View Reports.

Safeguarding Overview and Scrutiny Committee June 2013, e-mail correspondence: Barnet LINK Enter and View Reports and LINK Legacy Report.

Cabinet Resources Committee, 25 February 2013, the HealthWatch Contract was awarded to CommUNITY Barnet.

3. CORPORATE PRIORITIES AND POLICY CONSIDERATIONS

- 3.1 Healthwatch will be the primary vehicle through which users of health and care in the Borough will have their say and recommend improvements. These should lead to improved, more customer focused outcomes for the objectives in the Health and Well Being Strategy 2012-15 and in the Corporate Plan 2012-13, specifically under 'Sharing Opportunities and Responsibilities'.

4. RISK MANAGEMENT ISSUES

- 4.1 Healthwatch Barnet has a group of Authorised Representatives. The Representatives are selected through a recruitment and interview process. Reference checks are undertaken. All representatives must complete a Disclosure and Barring Service check. All Authorised Representatives are required to undergo Enter and View and Safeguarding training prior to participating in the programme.
- 4.2 Ceasing to carry out the visits removes the opportunity for an additional level of scrutiny to assure the quality of service provision.

5. EQUALITIES AND DIVERSITY ISSUES

5.1 In addition to the Terms of Reference of the Committee, and in so far as relating to matters within its remit, the role of the Committee is to perform the Overview and Scrutiny role in relation to:

- The Council's leadership role in relation to diversity and inclusiveness; and
- The fulfilment of the Council's duties as employer including recruitment and retention, personnel, pensions and payroll services, staff development, equalities and health and safety.
- The Council is required to give due regard to its public sector equality duties as set out in the Equality Act 2010 and as public bodies, Health Partners are also subject to equalities duties contained within legislation, most notably s149 of the Equality Act 2010; consideration of equalities issues should therefore form part of their reports.

6. USE OF RESOURCES IMPLICATIONS (Finance, Procurement, Performance & Value for Money, Staffing, IT, Property, Sustainability)

6.1 The Healthwatch Contract was awarded by Cabinet Resources Committee on 25 February 2013 to CommUNITY Barnet. The Healthwatch contract value is £197,361 per annum. The contract will commence on 1 April 2013 and expire on 31 March 2016; the contract sum received is £592,083. The contract provides for a further extension of up to two years which, if implemented, would give a total contract value of £986,805.

7. LEGAL ISSUES

7.1 Sections 221 to 227 of the Local Government and Public Involvement in Health Act 2007, as amended by Sections 182 to 187 of the Health and Social Care Act 2012, and regulations subsequently issued under these sections, govern the establishment of Healthwatch, its functions and the responsibility of local authorities to commission local Healthwatch.

7.2 At its meeting of 26 July 2012, the Health and Wellbeing Board noted the proposed tendering process for Healthwatch and on 25 February 2013, the Cabinet Resources Committee, approved the contract to deliver Healthwatch in Barnet to be awarded to Community Barnet.

8. CONSTITUTIONAL POWERS (Relevant section from the Constitution, Key/Non-Key Decision)

8.1 The scope of Overview and Scrutiny Committees is contained within Part 2, Article 6 of the Constitution

- 8.2 The Terms of Reference of the Scrutiny Committees are in the Overview and Scrutiny Procedure Rules (Part 4 of the Constitution). The Safeguarding Overview and Scrutiny Committee has within its terms of reference the following responsibilities:

“To scrutinise the Council and its partners in the discharge of statutory duties in relation to safeguarding”

“To receive reports from Barnet’s Healthwatch on safeguarding issues”

9. BACKGROUND INFORMATION

- 9.1 Healthwatch Barnet delivers ‘Enter and View’ visits, which are review visits by lay-people of the quality, care and safety in residential and health care settings. The Healthwatch Enter and View team are given the legal right to do this and have all been well trained in their role. The most important aspect of Enter and View is that it is intended to add value by working in collaboration with service providers, residents, relatives, carers and those commissioning services.

- 9.2 The Enter and View reports are written by the Enter and View team and sent to the care provider to check for factual accuracy and to respond to the report recommendations. The Reports are reviewed and authorised at each stage by Healthwatch Barnet staff, and once finalised are uploaded to the Healthwatch Barnet website. The reports are then sent to the Care Quality Commission and the Head of Safeguarding, Adults and Communities, Barnet Council and the Safeguarding Overview and Scrutiny Committee.

9.3 Analysis of Enter and View Reports:

This is the first of Healthwatch Barnet’s bi-annual analysis of Enter and View reports. As Community Barnet was the contracted host organisation for Barnet LINK and is the contract-holder for Healthwatch Barnet, this analysis includes Enter and View reports produced through the LINK and Healthwatch.

- 9.4 This analysis covers fourteen residential care homes for elderly people and one setting that provides short-term care for people with mental health conditions that were visited between March 2012 and May 2013. The report for Elysian House (short-term care for people with mental health conditions) was submitted to Health Overview and Scrutiny Committee in December 2012. It is included in this analysis as many of areas covered are the same as for residential care settings.

Number of recommendations:

Number of recommendations	Number of care homes that received this number of recommendations
1	2
2	2
3	2
4	1
5	1
6	2
7	2
8	2

Type of recommendations:

Type of recommendation	Number of care homes that received this recommendation
Provision of hand-gel	6
Physical access into or within building	3
Health and safety	3
Building / environment	5
Staff	5
Resident care	3
Resident health	3
Resident engagement/feedback	4
Food	3
Activities	9
Faith	2
Transport	1
Marketing	1
Enter and View recommendations outside the providers' control	
Parking (complexity of remote/online parking ticket system).	2
Health care (dentists won't visit in small numbers).	3

- 9.5 Access issues included the provision of ramps and disabled parking. In all cases, the care provider said they would consider implementing the recommendations. Health and safety recommendations were for front door security and the safe disposal of builders' materials and disused furniture which the care home indicated they would follow up.
- 9.6 Concerns about staffing were related to staff numbers (1), proficiency in English (1) and the use of name badges (3), which the care provider said they would rectify.
- 9.7 Residents in one care home said they were not sure if they had a care plan, but the manager confirmed that these were in place and that residents and

relatives were involved in its production, but residents with dementia may not recall this.

- 9.8 Two care homes did not respond to recommendations to check that residents can summon staff quickly and easily. Residents and staff have commented that it is difficult to arrange dentist or doctor visits when treatment is needed for one resident; two homes have managed to arrange this.
- 9.9 Residents expressed concerns about food in three settings, with only one care home confirming the issue would be rectified.
- 9.10 There were a number of comments about activities, including the need for activities, more regular and more physical activity. Five out of the nine providers said they would follow this up.
- 9.11 As there are emerging trends regarding visits from dentists and doctors, food and activities, the Enter and View Team will explore and follow this up in more detail, with guidance from the CQC.
- 9.12 Residents and staff from three care homes wished to note that the new online parking ticket system was not considered user-friendly especially for older people who were visiting their relatives.

9.13 Response from care homes:

Responses to the recommendations were received from nine out of the fourteen care homes.

9.14 Development of the Enter and View programme:

Healthwatch Barnet staff and the volunteer team are continuing to actively liaise with statutory partners. Quarterly meetings between Healthwatch Barnet, the CQC and Barnet Council Safeguarding Team are now in place, and discussions have taken place on how visits can be scheduled to avoid duplication and make good use of each team's skills/areas of expertise. The CQC now send each Healthwatch a weekly update of its inspections, which will help Healthwatch in its scheduling of its own visits.

- 9.15 Healthwatch Barnet has recently recruited eleven new volunteers to the Enter and View team.

10. LIST OF BACKGROUND PAPERS

- 10.1 None

Cleared by Finance (Officer's initials)	JH
Cleared by Legal (Officer's initials)	LC