
Meeting	Health Overview and Scrutiny Committee
Date	12 December 2013
Subject	Healthwatch Barnet Enter and View Reports
Report of Summary	Healthwatch Barnet Members are requested to consider the Enter and View reports from Healthwatch Barnet as set out in the appendices.

Officer Contributors	Selina Rodrigues, Head of Healthwatch Barnet Andrew Charlwood, Overview and Scrutiny Manager
Status (public or exempt)	Public
Wards Affected	All
Key Decision	N/A
Reason for urgency / exemption from call-in	N/A
Function of Enclosures	Health Overview and Scrutiny Committee Appendix A: Ken Porter Ward, Springwell Centre, Barnet Hospital Site, Enter and View Report Appendix B: Thames Ward, Dennis Scott Unit Edgware Community Hospital, Barnet Healthwatch Enter and View (April 2013) Appendix C: Thames Ward, Dennis Scott Unit Edgware Community Hospital, Barnet Healthwatch Enter and View Follow Up Report (November 2013)
Contact for Further Information:	Andrew Charlwood, Overview and Scrutiny Manager, 020 8359 2014, andrew.charlwood@barnet.gov.uk

1. RECOMMENDATIONS

1.1 That the Committee note:

- i) the Enter and View Reports for Ken Porter Ward, Springwell Centre, Barnet Hospital Site (Appendix A);**
- ii) the Enter and View Report for the Thames Ward at Edgware Community Hospital (Appendix B); and**
- iii) the Barnet Healthwatch Follow-Up Report on Thames Ward at Edgware Community Hospital (Appendix C)**

and make appropriate comments and/or recommendations to Barnet Healthwatch or the service provider.

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.
- 2.2 Cabinet Resources Committee, 25 February 2013, the HealthWatch Contract was awarded to CommUNITY Barnet
- 2.3 Safeguarding Overview and Scrutiny Committee, 20 March 2013, Barnet LINK Enter and View Reports
- 2.4 Safeguarding Overview and Scrutiny Committee, 9 September 2013, Barnet Healthwatch Enter and View Reports
- 2.5 Health Overview and Scrutiny Committee, 4 October 2013, Barnet Healthwatch Enter and View Report
- 2.6 Safeguarding Overview and Scrutiny Committee, 27 November 2013, Barnet Healthwatch Enter and View Reports

3. CORPORATE PRIORITIES AND POLICY CONSIDERATIONS

- 3.1 The Overview and Scrutiny Committees must ensure that the work of Scrutiny is reflective of the Council's priorities.
- 3.2 The three priority outcomes set out in the 2013 – 2016 Corporate Plan are: –
 - Promote responsible growth, development and success across the borough;
 - Support families and individuals that need it – promoting independence, learning and well-being; and
 - Improve the satisfaction of residents and businesses with the London Borough of Barnet as a place to live, work and study.
- 3.3 The work of the Barnet Health Overview and Scrutiny Committee supports the delivery of the following outcomes identified in the Corporate Plan:

- To sustain a strong partnership with the local NHS, so that families and individuals can maintain and improve their physical and mental health; and
- To promote a healthy, active, independent and informed over 55 population in the borough to encourage and support our residents to age well.

3.4 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 and will assist in meeting the objectives in the Health and Well Being Strategy 2012-15.

4. RISK MANAGEMENT ISSUES

4.1 Healthwatch Barnet has a group of Authorised Representatives. The Authorised 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 & 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 Equality and diversity issues are a mandatory consideration in decision-making in the council pursuant to the Equality Act 2010. This means the council and all other organisations acting on its behalf must have due regard to the equality duties when exercising a public function. The broad purpose of this duty is to integrate considerations of equality and good relations into day to day business requiring equality considerations to be reflected into the design of policies and the delivery of services and for these to be kept under review. Health partners as relevant public bodies must similarly discharge their duties under the Equality Act 2010 and consideration of equalities issues should therefore form part of their reports.

5.2 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.

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 commenced on 1 April 2013 and will 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.

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

- 8.1 Council Constitution, Overview and Scrutiny Procedure Rules – sets out the terms of reference of the Health Overview and Scrutiny Committee which includes:
- i) To perform the overview and scrutiny role in relation to health issues which impact upon the residents of the London Borough of Barnet and the functions services and activities of the National Health Service (NHS) and NHS bodies located within the London Borough of Barnet and in other areas.
 - ii) To make reports and recommendations to the Executive, Health and Well-Being Board and/or other relevant authorities on health issues which affect or may affect the borough and its residents.
 - iii) To receive, consider and respond to reports and consultations from the NHS Commissioning Board, Barnet Clinical Commissioning Group, Barnet Health and Well-Being Board and/or other health bodies.

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 at Barnet Council and either the Safeguarding Overview and Scrutiny Committee

(for social care settings) or the Health Overview and Scrutiny Committee (for health care settings).

- 9.3 A report which provided a detailed analysis of the Barnet Healthwatch Enter and View programme was reported to the Safeguarding Overview and Scrutiny Committee on 9 September 2013.
- 9.4 The Committee are requested to consider the Enter and View report for the Ken Porter Ward, Springwell Centre, Barnet Hospital Site attached at **Appendix A**.
- 9.5 The Committee are also requested to consider the Enter and View report for Thames Ward at Edgware Community Hospital (**Appendix B**) originally reported to the Committee on 3 October 2013 and the follow-up report carried out by Barnet Healthwatch (**Appendix C**). The Committee are requested to consider the report and determine whether they wish to make appropriate comments and/or recommendations to Barnet Healthwatch or the service providers.

10. LIST OF BACKGROUND PAPERS

- 10.1 Enter and View Reports considered by the Safeguarding Overview and Scrutiny Committee can be accessed here:
<http://barnet.moderngov.co.uk/ieListMeetings.aspx?Committeeld=196>
- 10.2 Enter and View Reports considered by the Health Overview and Scrutiny Committee can be accessed here:
<http://barnet.moderngov.co.uk/ieListMeetings.aspx?Committeeld=179>

Cleared by Finance (Officer's initials)	JH/AD
Cleared by Legal (Officer's initials)	SW