

	Health and Wellbeing Board 9 November 2017
Title	Healthwatch Barnet - Inclusion Barnet – Barnet Mencap: Learning Disability Care and Blood Testing
Report of	Head of Healthwatch Barnet
Wards	All
Status	Public
Urgent	No
Key	No
Enclosures	Appendix 1: Healthwatch Barnet and Inclusion Barnet Learning Disability Care Report Appendix 2: Barnet Mencap Blood Tests Report
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Summary

This report presents two recent Healthwatch reports for the Health and Wellbeing Board to note and comment on. The Healthwatch Barnet - Inclusion Barnet Learning Disability Care report provides an analysis of a survey of service users', support workers' and relatives' experiences of home care and family care. This has highlighted a number of areas for improvement in the way in which services are delivered for people with learning disabilities. The findings have been reviewed with the Council's adult social care service, the Adults and Communities Delivery Unit, and actions agreed as a result.

Barnet Mencap, another Healthwatch Barnet partner, carried out an in-depth review and report on people with learning disabilities experiences of blood tests and asked for responses from providers. It includes 125 responses, with some positive feedback, but also showing that those with higher needs were not always receiving good services, including that providers are not abiding by requirements for reasonable adjustments or meeting Accessible Information Standards.

Recommendations

1. That the Health and Wellbeing Board note and comment on the content of the report and appendices.

1. WHY THIS REPORT IS NEEDED

- 1.1 The Learning Disability Care report provides an analysis of a survey of 72 service-users, 10 support workers and 4 relatives experiences of home care and family care. The methods included: 20 1-1 interviews at the Barnet Healthy Eating Day; 2 group sessions at Your Choice Barnet and Dimensions (17 people); and 2 sessions at Inclusion Barnet (3 service users and 2 support workers). The recommendations were discussed with LB Barnet colleagues on 7th September 2017 and actions agreed. Recommendations include support workers signposting to benefits advice; information about training and support for family carers; and clarity to clients about contracts and support that can be provided.
- 1.2 Barnet Mencap, another Healthwatch Barnet partner, carried out an in-depth review and report on people with learning disabilities experience of blood tests and asked for responses from providers. The methods included a patient survey (61 responses: 39 people with learning disability; 16 family carers; 6 support workers); a GP survey; 4 case studies; and an Expect the Best quality check on 12th April 2017. It includes 125 responses, with some positive feedback, but also showing that those with higher needs were not always receiving good services, including that providers are not abiding by reasonable adjustment or Accessible Information Standards.

2. REASONS FOR RECOMMENDATIONS

- 2.1 To inform the Board of Healthwatch activity and for the Board to comment as appropriate.
- 2.2 The Council welcomes the Learning Disability Care report and the constructive approach of the team of authors who are evidently focused on improving outcomes for residents with learning disabilities. The Council delivers an on-going programme of provider contract monitoring and reviews for individuals in receipt of social care services. The nature of this research means that whilst it is not possible to track back specific issues to follow-up with named care providers or individuals, it does highlight general issues with the market. As a result, the following actions are being undertaken.
 - To work with Healthwatch Barnet / Inclusion Barnet to present the findings to relevant care provider forums (supported living and LD care homes - in person or through use of pre-recorded video).
 - To use the findings to adapt our planned programme of training / development sessions with providers to address the issues highlighted in the report.
 - To work with Healthwatch Barnet / Inclusion Barnet to present the findings to social care practitioners (in person or through use of pre-recorded video).
 - To brief social care practitioners to be cognisant of these findings when conducting social care reviews and seek to identify if they apply and need addressing in the lives of the individuals they are working with.

- The council will discuss the report findings with local learning disability providers at contract monitoring meetings, so that they have an opportunity to consider how these findings apply to them and what actions may be needed as a result, for example, awareness raising about how to make a complaint.

- 2.3 Individual and specific instances referred to in the report were discussed and consideration was given by the researchers as to whether a safeguarding concern needed to be raised. Having assessed the severity of the issues no safeguarding concerns were raised by the researchers as a result of this work. The Council has been in discussion with the Healthwatch Barnet to ensure that there are no further specific safeguarding concerns that need to be followed up.
- 2.4 The Council provides and commissions support to carers in a number of ways. This includes direct provision of information and advice, assessment and support planning for carers; respite care; employment support for carers; hospital outreach support services; online information and support; the carers emergency card scheme; mentoring; health and wellbeing sessions; and training for carers including on the diagnosis / illness of the person they care for.
- 2.5 The Council has commissioned Barnet Citizen's Advice Bureau to offer specialist information, advice and advocacy for people in Barnet with adult social care needs to help people maximise their independence and give them choice and control over the support they receive. Barnet Citizen's Advice Bureau also provide the Community Advice Service (CAS) which supports people in being independent by enabling them to deal with their civil, legal, financial and other problems by providing high quality advice and informing them of their legal rights and responsibilities. Through these services residents can access benefits advice and support. Barnet Citizen's Advice Bureau will work with Barnet Mencap and the Council's learning disabilities team to identify how best to raise awareness of how people can access the service. This will be kept under review through regular contract monitoring meetings and performance reporting.

3. ALTERNATIVE OPTIONS CONSIDERED AND NOT RECOMMENDED

- 3.1 N/A

4. POST DECISION IMPLEMENTATION

- 4.1 The Health and Wellbeing Board will continue to be updated on Healthwatch activities through Board member contributions at meetings and update reports.

5. IMPLICATIONS OF DECISION

5.1 Corporate Priorities and Performance

- 5.1.1 Healthwatch Barnet is a department of Community Barnet, an independent

legal entity, registered charity and company limited by guarantee. Healthwatch was established through the Health and Social Care Act 2012. As such, Healthwatch sets its own priorities and projects. However, we pay close attention to Corporate Priorities and those of the Joint Health and Wellbeing Strategy 2015-2020 and work in partnership where appropriate. For example, in the past year, Home-Start Barnet reviewed the experience of parents and their children using dental services, and for 2017-18 our charity partner, Barnet Mencap will review the experience of people with learning disabilities in cancer screening. Both these align with priorities of the Joint Health and Wellbeing Strategy 2015-20.

5.2 Resources (Finance & Value for Money, Procurement, Staffing, IT, Property, Sustainability)

5.2.1 N/A

5.3 Social Value

5.3.1 N/A

5.4 Legal and Constitutional References

5.4.1 Under the Council's Constitution, Responsibility for Functions (Annex A) the terms of reference of the Health and Wellbeing Board includes the following responsibilities:

- To jointly assess the health and social care needs of the population with NHS commissioners, and apply the findings of a Barnet joint strategic needs assessment (JSNA) to all relevant strategies and policies.
- To receive assurance from all relevant commissioners and providers on matters relating to the quality and safety of services for users and patients.
- To directly address health inequalities through its strategies and have a specific responsibility for regeneration and development as they relate to health and care. To champion the commissioning of services and activities across the range of responsibilities of all partners in order to achieve this.
- To promote partnership and, as appropriate, integration, across all necessary areas, including the use of joined-up commissioning plans across the NHS, social care and public health. To explore partnership work across North Central London where appropriate.
- Receive the Annual Report of the Director of Public Health and commission and oversee further work that will improve public health outcomes.
- Specific responsibilities for overseeing public health and developing further health and social care integration

5.5 Risk Management

5.5.1 N/A

5.6 Equalities and Diversity

5.6.1 One of the core aims of Healthwatch Barnet is to ensure the views and

experiences are heard of under-represented groups and those with protected characteristic under the Equality Act 2010. Healthwatch Barnet delivers projects and targeted engagement with Barnet's under-represented communities and those that may face barriers to making their views and experiences known.

5.7 Consultation and Engagement

Consultation and engagement is a key element of Healthwatch role and details of such projects, outcomes and impact are detailed in the Annual Report.

5.8 Insight

5.8.1 N/A

6. BACKGROUND PAPERS

6.1 N/A