

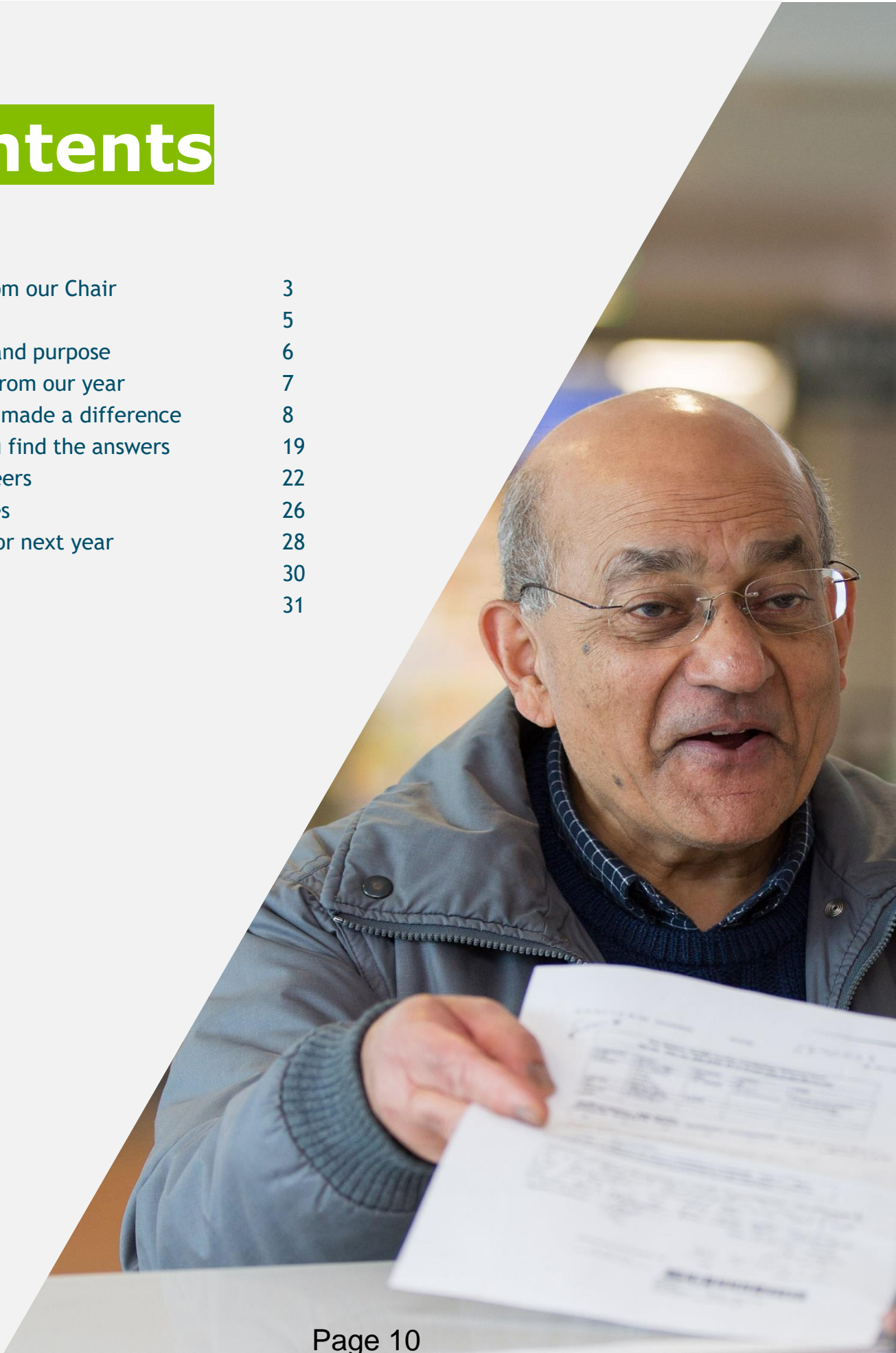
Healthwatch Sheffield

Annual Report 2018-19



Contents

| | |
|------------------------------|----|
| Message from our Chair | 3 |
| About us | 5 |
| Our vision and purpose | 6 |
| Highlights from our year | 7 |
| How we've made a difference | 8 |
| Helping you find the answers | 19 |
| Our volunteers | 22 |
| Our finances | 26 |
| Our plans for next year | 28 |
| Thank you | 30 |
| Contact us | 31 |



Message from our Chair

Shining a light on experiences: good and bad; contributing to big picture changes in health and social care and finding new ways to help people have a voice are highlights of Healthwatch Sheffield's work in 2018-2019. We've been busy!

We know that when citizens are involved in how services are run, care is better and people are healthier. We are proud to be part of a network across England that makes a positive difference to people's lives in Sheffield and nationally.

Hearing about what people want for their community's health and wellbeing is central to Healthwatch.

This is why the Speak Up project commissioned smaller, voluntary organisations, for example, a Chinese community group, and a group for people with physical disabilities, to find out people's priorities. Better information and communication were high on the list. "Speaking Up" only works, though, if there is someone listening. This is why Healthwatch Sheffield staff and its Strategic Advisory Group are involved with health and social care programmes such as the Test Bed, trialling digital solutions to long term problems, as well as decision making committees and boards where we work with public sector and other partners to ensure that the voice and experience of people is heard. These include the Health and Wellbeing Board, the Primary Care Commissioning Committee and the City Council's Healthier Communities and Adult Social Care Scrutiny and Policy Development Committee. During the year we have done more in depth work on critical issues such as Home Care - for older or disabled people; and on mental health support outside hospital.



Through both of these studies we spoke to many people and helped Healthwatch Sheffield to recommend changes which come from users' and carers' experiences of using a service.

At a time of big changes in health and social care Healthwatch Sheffield is an independent champion and a voice for citizens. I hope you find this report shows just how we have fulfilled this aim and our ambitions for the future.

Many thanks to volunteers; Chief Officer, Margaret Kilner, and all our staff; our accountable organisation - Voluntary Action Sheffield; and partners in different sectors.

Judy Robinson

Judy Robinson, Chair
Healthwatch Sheffield Strategic Advisory Group

Changes you want to see

Last year we heard from 3,270 people who told us about their experience of a number of different areas of health and social care. Here are some examples of the changes that local people want to see.



+ Accessible information should be available to help people make informed choices.



+ Clear and timely communication is really important to people in Sheffield and they want this to be consistently good.



+ People want to be more involved in decisions about the way services are designed and run



+ Across services, people want access to be easier - to be able to see the right person at the right time.

About us

Healthwatch is here to make care better

We are the independent champion for people using local health and social care services. We listen to what people like about services and what could be improved. We share their views with those with the power to make change happen. People can also speak to us to find information about health and social care services available locally.

Our sole purpose is to help make care better for people.

As Chair of Healthwatch England, it's my role to make sure your Healthwatch gets effective support and that national decisions are informed by what people are saying all over England.

If you were one of the 400,000 people who shared their experiences with us last year, I want to say a personal thank you. Without your views, Healthwatch wouldn't be able to make a difference to health and social care services, both in your area and at a national level. One example of this is how we shared 85,000 views with the NHS, to highlight what matters most, and help shape its plans for the next decade.

If you're part of an organisation that's worked with, supported or responded to Healthwatch Sheffield, thank you too. You've helped to make an even bigger difference.

None of this could have been possible without our dedicated staff and volunteers, who work in the community every day to understand what is working and what could be better when it comes to people's health and care.

If you've shared your views with us then please keep doing what you're doing. If you haven't, then this is your chance to step forward and help us make care better for your community. We all have a stake in our NHS and social care services: we can all really make a difference in this way.



A handwritten signature in black ink, which appears to read 'Robert Francis'. The signature is fluid and cursive.

Sir Robert Francis QC
Healthwatch England Chair

Our vision is simple

Health and care that works for you. People want health and social care support that works - helping them to stay well, get the best out of services and manage any conditions they face.



Our purpose

To find out what matters to you and to help make sure your views shape the support you need.

We collate the feedback you give us so we can provide recommendations to the organisations that design, pay for, and run our local services.



Our approach

People's views come first - especially those that find it hardest to be heard. We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.



People are at the heart of everything we do

We play an important role bringing communities and services together. Everything we do is shaped by what people tell us. Our staff and volunteers identify what matters most to people by:

- + Going out in the community and working with other organisations.
- + Listening to people's views and experiences.
- + Visiting services to see how they work.

Our main job is to raise people's concerns with health and care decision-makers so that they can improve support available locally. The evidence we gather also helps us decide where we should be paying special attention to how policy and practice can change for the better.



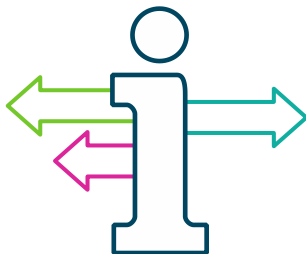
We've engaged and supported more people than ever in 2018-19.



We heard from 3,270 people about health and social care. That's more than double the number from 2017-18.



44 volunteers helped us to carry out our work. In total, they gave 550 hours to Healthwatch Sheffield.



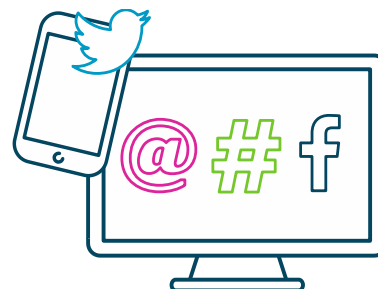
This year we gave advice to 143 people who called, texted, emailed or dropped in to our hub looking for information.



We visited six care homes to understand people's experiences of care. From these visits, we made 15 recommendations for improvement.



We published 20 reports and briefings based on what you told us, including 36 recommendations to providers and commissioners of health and social care.



We kept people up to date through newsletters, blogs, electronic mail outs and social media posts, increasing our social media following by over 22%.



How we've made

a difference

Our Strategy 2018-20: Together for Good

Health and social care is a huge and varied system, so it's important to focus our resources and capacity to best effect. The aims of our current strategy, Together for Good, set out how we will do this:

1. Support local people to have their say.
2. Bring voice and influence to existing health & care commissioners and providers as well as to the emerging local partnerships.
3. Build capability and capacity across local health & care services to effectively involve local people.

1. Support local people to have their say

At Healthwatch Sheffield our aim is to reach large numbers of people whilst making special efforts to hear from people who may experience barriers to accessing services and people whose views are under-represented in healthcare decision making.

Over the following pages you'll read about some of the ways we've worked with Sheffield's communities to gather people's views about health and social care, and how we've used what we've heard to improve care.

Your Voice Counts: Sheffield Autistic Society

In October 2018, we were approached by the Sheffield Autistic Society who asked us to spend some time listening to the experiences of their members.

This led to engagement sessions at three social groups and gave us a better understanding of group members' experiences of mental health services, crisis care, access to services in general, social care and experiences of sensory issues. Participants also made suggestions for how services could be improved for people with Autistic Spectrum Conditions.

Whilst detailed feedback was shared directly with the relevant services, we also produced a short and accessible briefing called 'Your Voice Counts' which gave a snapshot of the key themes and ideas people shared.

The briefing was shared with providers and commissioners of health and social care services in Sheffield and, as requested by participants, with the Sheffield Health and Wellbeing Board.



What happened next?

We received responses from Sheffield’s commissioners and providers, and made them available on our website, so that people who shared their views with us could see the difference they have made.

Sheffield City Council said the report would be shared with members of the Autism Board and with elected members working on the city’s Autism Strategy. They recognised the value of the contributions of participants and offered an ongoing role for Healthwatch Sheffield in ensuring improvement for adults with autism.

Sheffield Clinical Commissioning Group told us they had shared the briefing with GPs and other service providers and said they were

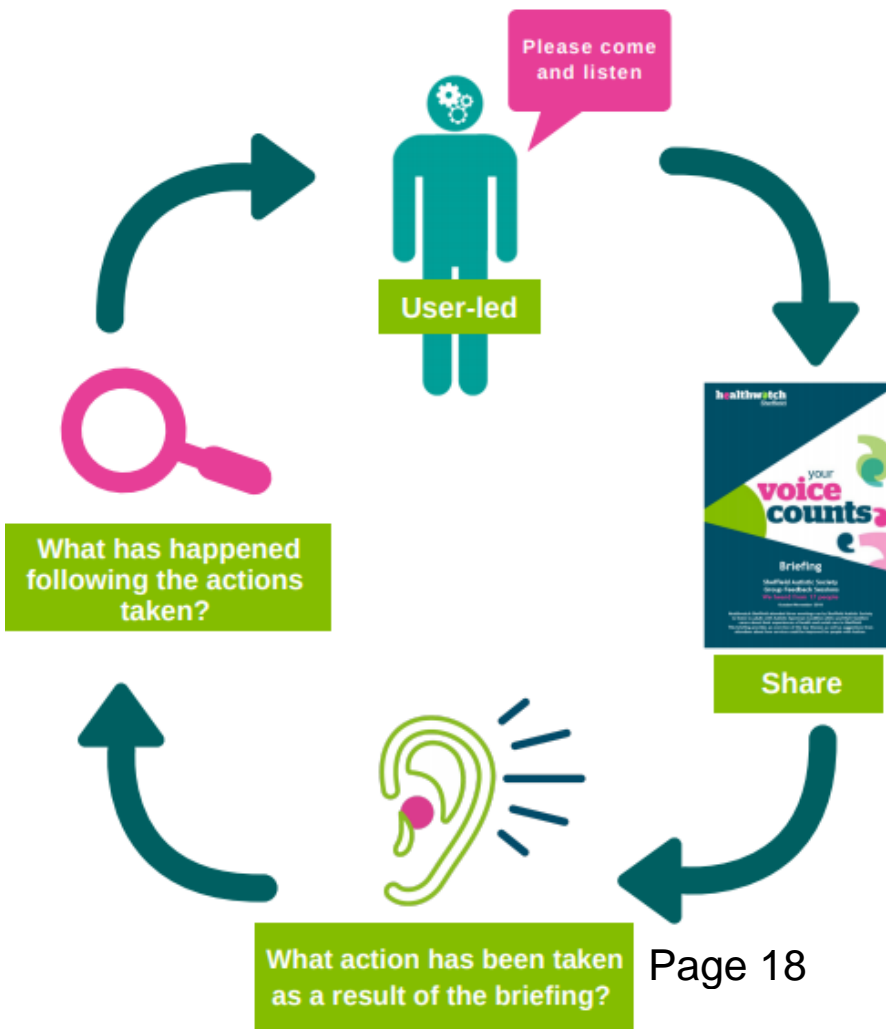
implementing suggestions, including communication tips.

Sheffield Teaching Hospitals NHS Foundation Trust were pleased to hear positive feedback about Heeley Dental Clinic and said they have identified areas of good practice throughout the Trust and were looking at measures they could take to improve environments for patients with autistic spectrum conditions.

Sheffield Health and Social Care NHS Foundation Trust told us they were taking steps related to the suggestions made in the briefing. These included making buildings more autism friendly and recruitment of staff to reduce waiting times.

When we meet with patients and relatives to discuss complaints and individual funding requests we will be aware of the sensory issues that people may face, and provide quiet places to wait and to meet. We are in the process of updating our website to ensure that it is accessible and the helpful tips in the briefing have been incorporated into our project plan.

NHS Sheffield Clinical Commissioning Group



‘Your Voice Counts’ is a great way to quickly and informally make health and social care providers and commissioners aware of some of the key things that matter to people with lived experience. We will continue to use this format in 2019/20.

Perfect Patient Pathway

The Perfect Patient Pathway (PPP) Test Bed programme was one of seven NHS England 'test beds'. The PPP aimed to improve the lives of people with long term conditions by using technology. Healthwatch Sheffield led on patient and public engagement for the programme, which ended in June 2018.

Test Bed Advisory Group

We ran the Test Bed Advisory Group (TAG) so that members of the public could inform the design and delivery of the PPP work and improve the experience of people taking part in the projects. This group of volunteers helped to develop recruitment strategies, communication materials and evaluation approaches.

Digital Care Home Project

The PPP Digital Care Home project continued until the end of December 2018. The TAG worked with the University of Sheffield's School of Health and Related Research (SchARR), and the Programme Manager to inform the new evaluation of the project.

The group advised on overcoming challenges associated with recruiting, consenting and interviewing residents.

As champion for the project, Lee Harker (pictured here with Philippa Hedley-Takhar) worked more closely with the team to ensure residents had a positive experience of taking part, and took part in a multi-stakeholder co-design session.



I was so impressed by the energy and enthusiasm displayed by the TAG group, they are the gold standard for patient engagement.

Inara Khan
NHS England Account Manager



The Testbed Advisory Group (TAG) contributed significantly to the delivery of the Perfect Patient Pathway NHS England Test Bed in Sheffield and we are very grateful for the commitment of the TAG members. The learning and outcomes from the programme were greatly enhanced by TAG's insight, expertise, challenge and feedback.

Philippa Hedley-Takhar

Digital Care Home Programme Manager

Awards Event

On 22nd May 2018 we delivered a patient-led celebration awards event in partnership with the TAG and the PPP. The group chose and judged the award categories, and presented winners trophies and thank you certificates to those involved in the programme. Pictured here is TAG member Peter Askew speaking at the event.



What next for the TAG?

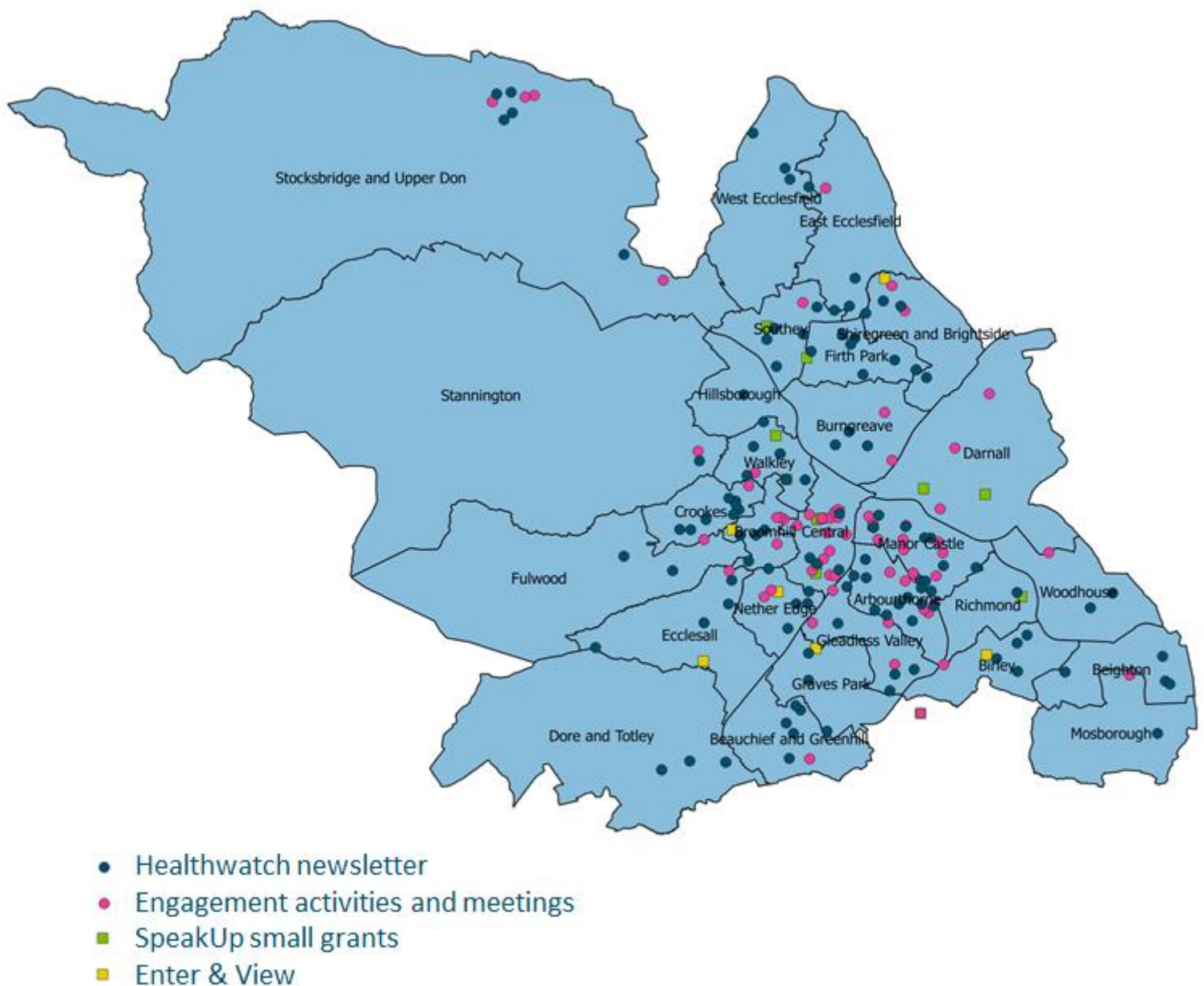
In March 2019 the findings from the Yorkshire and Humber Care Record engagement were considered by the TAG, and their insights were used to enrich the research.

Digital change work programmes in Sheffield, as well as South Yorkshire & Bassetlaw, are both interested in working with the TAG. When possible, we will support the group to work with them so that their valuable knowledge and experience of digital health projects continues to influence changes that will affect people locally.

Out and About

Healthwatch Sheffield aims to hear from people across the city and involve them in identifying ways to improve services as well as hear their experiences of health and social care. This year we participated in a range of activities, events and meetings in order to hear about the issues affecting different communities. This has meant we were able to hear from 3,270 people about health and social care which is more than double the number from the year before.

The map below shows the reach of our engagement activities across Sheffield wards.



Young Healthwatch

Any young person aged 14-25 can be a part of Young Healthwatch. Our young volunteers design and carry out projects which aim to make health and social care services better for children and young people.

This year Young Healthwatch have worked with Sheffield Young Carers' Action Group and the NHS 70 #iwill campaign which champions youth social action in health and social care.

We were grateful for their help recruiting a new member of the Healthwatch Sheffield team with two young people bringing their insights to our interview panel.



#RealMe: Young People's Feelings Towards Self-worth

#RealMe was published in October 2018. This report details the findings of a Young Healthwatch investigation into how Sheffield's young people feel about their own sense of self-worth, and how that impacts on their mental health and wellbeing.

Their investigation involved an arts competition, a survey completed by 151 young people and a series of workshops at local colleges and schools.

Young Healthwatch found that:

- + 51% of young people asked said they think about their self-worth often.
- + Many young people are struggling because of a low sense of self-worth - when asked to self-score their sense of self-worth, the average score was 4 out of a possible 9.
- + Young people understand which activities help them to feel better and worse about themselves.

Young Healthwatch asked the city's key decision makers and all adults working with young people to consider the findings of this investigation, and to work with young people to understand the stresses and pressures that they experience.

The report was circulated widely on social media and amongst health and social care commissioners and providers, schools, colleges, universities and community organisations.

Volunteer Danial and Chief Officer Margaret were interviewed on BBC Radio Sheffield, with the key findings of the report forming part of the morning's news headlines.

Five principles to improve self-worth

1. Raise awareness of the care and support available to help young people with a low sense of self-worth in Sheffield.
2. Improving access to the wellbeing activities that young people have identified as having a positive effect on their sense of self-worth.
3. Engage frequently and meaningfully with young people when designing services aimed at young people.
4. Schools, in particular, have a key role to play in raising awareness and encouraging attention to self-worth and wellbeing to counteract the negative impact of some of the pressures young people face.
5. On an ongoing basis, young people's views need to be heard, to help ensure that services respond in a way that meets young people's needs, particularly if they are not feeling supported at school or college.

2. Bring voice and influence to Sheffield's health and care system

Local people are passionate about the importance of reliable and accessible health and social care but they also recognise that the current fragmented system can be ineffective and difficult to navigate. We know that people with lived experience of services have important insights to share that could transform the way that services work for everyone, but they can be sceptical about getting involved. People are put off by experiences of consultations and engagement exercises that appear to go nowhere.

At Healthwatch Sheffield our role is to challenge the under utilisation of service user and carer experience and to demonstrate the value of involving people. This year we've carried out our own independent investigations into people's experiences, supported by our volunteers, community partners and local people.

We've published detailed reports and used our statutory position to make formal recommendations to providers and commissioners of health and social care services in Sheffield. Two of these reports are detailed on the next few pages, along with our work with Sheffield's Accountable Care Partnership.

Mental Health support in the community

In June 2018 Healthwatch Sheffield published a review of public experiences of mental health support outside of hospital.

We heard from 450 members of the public during the review as well as staff and volunteers involved in the commissioning and provision of services.

We identified the following key themes:

- + People who currently access services are generally positive about their experience, however, an over arching theme was the difficulties people experienced in accessing adequate support. In some cases this led to distress and/or acute crisis.
- + After being discharged, people described difficulties getting the help they feel is needed.
- + There is a desire for more and earlier public involvement in designing services and better communication when changes are taking place.
- + Concerns about the impact of the reorganisation of Community Mental Health Teams were raised by service users, carers and front line staff throughout the course of our review.



I have seen a definite improvement in my anxiety and a significant lift in my mood since attending CBT therapy through Sheffield IAPT.



Once I accessed the mental health help I was able to learn of what other support was available.



When my programme finished I had no place to go. All my contact finished and was told to go back to my GP and get referred. I had just started to get out of the house and then they took everything away.



As well as asking people about their experiences of mental health services, we also asked people about what helps them to maintain good mental health.

The results highlight the important role that friends and family play, as well as wellbeing activities such as getting out into nature.



We very much welcome this report. For us, collaborative accountable care goes well beyond simply bringing providers and commissioners together; it is also about engaging at every opportunity with all interested parties including service users, carers and experts by experience.

Our ambition is to instil genuine co-design principles into every aspect of our work. Reports such as this will therefore help us, in part, to fulfil that ambition; acknowledging of course there is still so much more to do.

Jim Millns

Deputy Director, Mental Health Transformation

Care at Home

In February 2019 we published our Home Care Report. We worked with Sheffield City Council and local voluntary sector organisations to speak to people who use home care services. We found out what they and their family carers think about the experiences they've had, and the changes they would like to see.

Common themes that emerged included:

- + Where users of home care got to know their care workers well, they said they felt listened to. However, many people felt there were too many care workers involved in delivering their care. They couldn't get to know the workers, and found this distressing.
- + Inappropriate visit times caused problems for many users of home care and family carers. There were related concerns about lateness, missed visits, and the feeling that visits were being rushed.
- + Family carers want communication to be improved - both between services, and with people who use the services. They would like to be more involved in decisions about their relatives' care which also affect them.

We emphatically concur with the conclusions of the Report and recognise there is much to be done to ensure people receive support which enables them to live the life that matters to them.... While we acknowledge there is a lot of work to be done, I am excited about the positive outcomes we can achieve systemically, but most particularly for citizens, in Sheffield over the coming months and years. We look forward to working closely with Healthwatch Sheffield as we continue to develop, implement and refine these changes.

Phil Holmes

Director of Adult Services, Sheffield City Council

We received positive feedback from users of home care and their relatives who told us that they identified with the findings of the report. A series of articles were published by The Sheffield Star which highlighted key findings, directing more people to the report and providing a larger platform from which to share people's experiences and wishes for the future.

Representatives from Sheffield City Council and Sheffield Clinical Commissioning Group attended our Strategic Advisory Group meeting in public, contributing to discussions about how the report will influence their decisions and practice.

Sheffield Accountable Care Partnership

In November 2018, we began a 12 month contract, working with the Sheffield Accountable Care Partnership (ACP), to develop an approach to patient and public involvement which can be embedded across the ACP.

The ACP is a partnership of local NHS Foundation Trusts, NHS Sheffield Clinical Commissioning Group, Primary Care Sheffield, Sheffield City Council, and Voluntary Action Sheffield.

These organisations want to work more closely together to bring about major changes in the way services are planned and delivered.

Our overarching aim

Patients, their families & carers to have increased voice and influence so that their health, wellbeing and experiences of care and support are improved.

Our main aims

Ensure that the views and experiences of local people consistently influence the design, delivery & commissioning of health, care and wellbeing services in Sheffield.

Build capability and capacity within the health and care system, and develop improved mechanisms to effectively engage with people.

Increase the voice and influence of people who find it hardest to have their say.

Engagement in the community

To ensure that a diverse range of views were heard in the refresh of the Shaping Sheffield Plan (a plan to improve health and wellbeing in Sheffield), we gathered views across the city.

- + 80 health & wellbeing surveys were completed across 7 different venues.
- + 21 people attended a focus group at the Chinese Community Centre. Staff at the centre translated our written and verbal communications so nobody was excluded.

Opportunities to influence

Local people helped to develop our ACP work plans.

In January 2019 we formed the **Improving Accountable Care Forum**, a group of 19 volunteers who have ongoing oversight and inform the work of the partnership. The Forum will work with the ACP's core work programmes to influence changes in areas like Primary Care & Population Health Management, Pharmacy Transformation and Mental Health & Learning Disabilities.

We have recruited **Champions** from within the Improving Accountable Care Forum to work more closely with each of the core ACP work programmes.

We set up the **Older People Engagement Steering Group** which meets every 3 months to shape our engagement with older people and help the ACP learn how to give older people increased voice and influence. Meetings are attended by members of the public and people who work in statutory and voluntary sector organisations.

So far, our Forum and Steering Group members' views have informed the ACP's Sheffield Workforce Strategy, Chapter 3: Ageing and Dying Well, as well as the refresh of Shaping Sheffield.

Healthwatch have done a great job in supporting us to increase awareness of the role of public engagement in transforming health and care. The passion and commitment of public representatives working through Healthwatch, as members of the Improving Accountable Care Forum has already shown impact in terms of shaping our thinking in critical areas around communication and strategic planning.

Jane Ginniver

Joint Interim ACP Director

3. Build capability and capacity for effective involvement

Our goal is to influence a greater culture of involvement across Sheffield's health and care system. Healthwatch Sheffield can't deliver good engagement in all of the places where it matters. But we can use our position, our networks and expertise to enable a culture where people's experience comes first.

As well as carrying out and publishing our own investigations over the past year, we also support and advise other statutory organisations and community groups to creatively engage with people and to use their skills and experiences to improve health and care.

Amplifying community voices

Last year eleven Sheffield-based voluntary and community groups were awarded #SpeakUp grants to enable them to gather views and experiences of health and social care services.

In total we heard from 540 people through the #Speak Up projects.

We heard the views of a diverse range of people, including:

- + Asylum seekers and refugees
- + People with lived experience of mental health distress
- + People with learning disabilities
- + People with physical disabilities including amputees and wheelchair users
- + Young people
- + Young men from Black, Asian, Minority Ethnic and Refugee (BAMER) communities
- + Women from BAMER communities
- + Members of the Chinese community

The individual reports were published on our website with a summary report which brings together all of the findings.

Cross cutting themes were identified, including good experiences; the provision and accessibility of information; communication challenges; access to services; flexibility of services and the importance of community.

The findings have been shared with providers and commissioners of services and follow up meetings to take forward recommendations have taken place.



This year we've awarded a further eleven grants to the following community groups:

- + South Yorkshire Eating Disorders Association
- + Family Voice Sheffield
- + Sheffield City of Sanctuary
- + SAYiT
- + Foxhill Forum
- + Edukation Solution
- + Sheffield Mencap & Gateway
- + Flowers Estate Family Action Project
- + Reach South Sheffield
- + STAMP (Chilypep)
- + Sheffield ME & Fibromyalgia Group



Helping you to choose a care home

When someone's needs can't be met at home any longer, making the decision to move into care can be stressful.

In 2018 the CQC polled over 1,000 adults who had been responsible for choosing a care home or care at home - 70% of people found it more stressful than choosing their child's nursery or school, or a venue for their wedding or civil partnership.

When people are choosing a care home or care at home service for themselves or a loved one, information such as CQC inspection reports and ratings can help people make an informed decision.

This year we wanted to focus our Enter & View visits on Sheffield care homes to provide a fuller picture of what life is like for residents and their families.

Our trained volunteers visited six care homes and spoke to residents, relatives and staff members about their experiences.

There were common themes across all of our visits, including:

- + The positive impact of staff members, who can make residents feel more comfortable and confident where they live.
- + The importance of communication with residents and relatives when changes are being made at the home.
- + The importance of an environment which suits residents.

After looking around the care homes and listening to residents and their relatives, our volunteers made recommendations to the care home managers about how life in the care home could be improved.

Reports from all of our visits are available on our website.



The visit was a very relaxed and pleasant experience for the customers in the home, the staff in the home and for myself. The feedback was very positive and I took on board what the visit provided. The feedback was around the decoration and the home looking very tired and dated. I always kept that feedback and I have started making Prior Bank look fresh and regenerated again.

Cheryl Schofield
Care Home Manager Prior Bank House



Helping you find

the answers

How we provide people with advice and information

People can find it difficult to know their rights and to navigate the health and social care system, so they come to us for advice. We can help people to understand their options, as well as pointing them in the direction of other organisations who can help. We provide advice and information in a number of ways, including:

- + Over the phone
- + By text
- + By email
- + Through our website
- + At community events and stalls
- + Through our social media channels
- + By dropping into our hub



How do we help people receive the right care?

Mrs Jones called us to talk about her daughter, who has a learning disability and wasn't happy with the treatment she'd received from her dentist.

We helped her to speak to staff at the dental practice to investigate what had gone wrong. Some documentation had not been passed on, meaning the family did not know they had alternative treatment options.

When this was resolved, Mrs Jones's daughter was finally given a referral to a specialist clinic, and the dental practice reassured the family that they had updated their policies and recording methods to ensure this wouldn't happen again.

I would like to add how very helpful you have been with me right from the start, you have listened and [...] have been a great help and comfort to me. I could not have done this without you.

How do we offer advice about complaints?

Mrs Lee emailed us to share her concerns about a local care home. She had already made a complaint, but Mrs Lee wanted to share the information with us as an independent body. We were able to provide advice about the next steps if her complaint wasn't resolved locally, and how we could help by sharing her concerns with the Care Quality Commission.

The complaint was resolved but Mrs Lee still felt concerned about the home, and was reassured that Healthwatch Sheffield were aware of the problems she had faced in case anyone else experienced them. We will be monitoring future feedback in light of her story.



I would like to thank you for your help and support.

Directing people to the right support

Sometimes the people who call us for advice need more specialized support.

This might be from a local health or social care service. We help people to choose the care which is best for them, using NHS Choices, the Care Quality Commission, and our own knowledge of the services which are available locally.

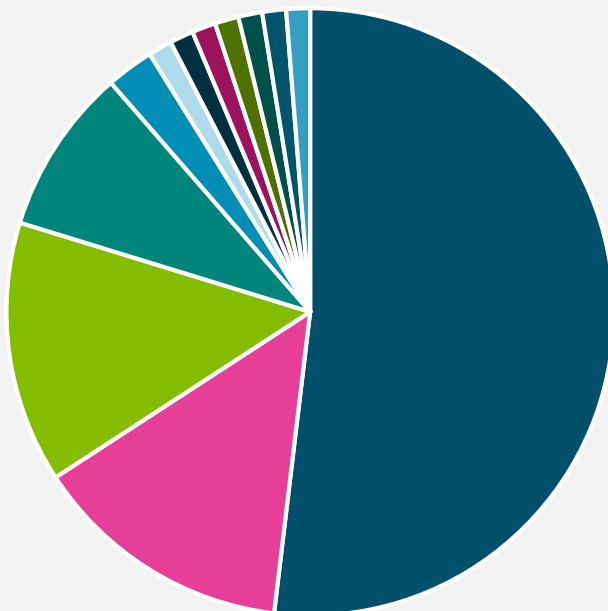
We also work closely with voluntary sector organisations in Sheffield, so we're able to point people in the right direction when we think they would benefit from support from a local or national charity.

We received a call from a local man who had concerns about a couple who live on his road. The husband had suffered a stroke, leaving the already frail wife unexpectedly in a caring role. The neighbour wanted to help, but didn't know where to start.

Using our knowledge of the local and national voluntary network, we gave him details of charities who could help with both practical and emotional support, such as the Stroke Association and Sheffield Carer's Centre.

The neighbour was then able to offer this support to his neighbours, supporting people in his community on a very personal level.

Which voluntary sector organisations did we signpost to this year?



- Sheffield Advocacy Hub (41)
- Citizens Advice Sheffield (11)
- Sheffield Mental Health Guide (11)
- Sheffield Carers Centre (7)
- Volunteer Centre (2)
- Zest (1)
- Stroke Association (1)
- Disability Sheffield (1)
- Vida (1)
- Sheffield Parent Carer Forum (1)
- South Yorkshire Eating Disorders Association (1)
- Sheffield Mind (1)



Are you looking for help?

If you have a query about a health and social care service, or need help accessing further support, get in touch. Don't struggle alone. Healthwatch is here for you.

w: www.healthwatchsheffield.co.uk

t: 0114 253 6688

e: info@healthwatchsheffield.co.uk



Our volunteers

How do our volunteers help us?

At Healthwatch Sheffield we couldn't have such an impact without the support of our skilled and dedicated volunteers who work with us to help make care better for their communities.

In 2018-19, 44 people volunteered with us, contributing 550 hours during the year.

We'd like to thank every volunteer and encourage you to think about getting involved.

What our volunteers do:

- + Raise awareness of the work we do in communities.
- + Visit services to make sure they're meeting people's needs.
- + Support our day to day running.
- + Collect people's views and experiences which we use in our reports.

Volunteers provide an independent view

Early in 2018, concerns were raised about the outcomes of Continuing Health Care (CHC) assessments carried out to determine the amount of funding residents of two dementia care homes would receive towards their care.

NHS Sheffield CCG reviewed whether the assessments were carried out fairly and consistently according to the national guidance for eligibility.

However, due to the strength of negative feeling about the way that assessments were carried out, and in particular, whether people were treated with dignity and respect, the Chief Nurse asked Healthwatch Sheffield to listen independently to residents and their relatives.

Funding for ongoing care is a sensitive and complex topic, which can affect families and individuals when they are sometimes feeling at their most vulnerable. We were extremely proud of the sensitivity shown by our volunteers.

Sadly, it seemed that a breakdown of trust between NHS Sheffield CCG and many relatives of residents was apparent. We made five recommendations to the CCG and advised that rebuilding trust needed to be addressed as a priority.

As a result an action plan has been developed and is being implemented to improve assessments.



We'd like to thank Healthwatch Sheffield for carrying out this invaluable piece of work. We appreciate your staff talking to relatives and representatives to hear about their concerns and issues. This report has helped us focus on where we need to improve.

We are sincerely committed not only to listening to residents but also improving CHC processes, how we communicate with residents and their families, and the care delivered. We understand that CHC assessments and reviews can cause worry and upset, and we want to avoid this.

In light of the concerns and Healthwatch's recommendations, the CCG has developed an action plan. This plan will be presented to a governing body committee in September to ensure governing body members, senior staff, and our partners are able to scrutinise and shape the plan before being finalised.

Mandy Philbin,
Chief Nurse, NHS Sheffield CCG

Meet our volunteers

We caught up with a couple of our fantastic volunteers to show you how their work truly makes a difference to the lives of people in our area.



Les

I got involved with Healthwatch Sheffield in late 2017. I went through a range of training and have attended numerous community events to get feedback from the public about their experiences of using health and social care services in Sheffield and asking for their suggestions for improvements.

This year I was involved in several visits to care homes to assess their effectiveness, obtain feedback from staff, residents and family members.

My reward with volunteering for Healthwatch is knowing that the information gathered will help determine future priorities and improvements for health and social care in the City.

I helped run a couple of feedback sessions in dementia care homes on the issue of Continuing Health Care funding which is very important to many of the residents. I found my involvement most rewarding in every way: I felt valued as a volunteer for my expertise and believe it was helpful for carers to have an independent forum to express their concerns and to be heard.

I have also helped deliver adult safeguarding training for other volunteers which I found interesting, rewarding and motivating in terms of supporting volunteers development. I enjoyed being involved and felt valued.

During Enter and View visits, people wanted to talk to us - staff, residents, carers and again, in terms of supporting people's voices to be heard, I felt useful and it was interesting.



Liz

Volunteer helps Council award Care at Night contract

Thanks for the excellent job you (volunteer David) did in supporting the evaluation and moderation of our new single contracted Care at Night service, which goes live in May 2019.

Gaining your perspective on the tender responses in your role with Healthwatch will help ensure that we award the contract to the right provider.

Your contribution has been very much appreciated by all. Thank you.

Paul Higginbottom
Senior Programme Manager (Ongoing Care)
Sheffield Clinical Commissioning Group

Meet our volunteers



Selvendran

I am delighted to be a volunteer with Healthwatch Sheffield.

First of all, working as a community research volunteer provided me with an opportunity to involve the community and understand health behaviour. Secondly, I had a chance to get involved in research by means of qualitative discussion with different people, thereby gaining the perspective of the community.

Finally, the research and other training provided by the organisation supported me to enhance my research skills and contribute in community-level activities. I really enjoy working with the team of volunteers and helping to improve the health and wellbeing of the community.

Strategic Advisory Group

In June 2018 we recruited volunteers to our new Strategic Advisory Group (SAG).

The SAG supports and guides Healthwatch Sheffield and acts as a mechanism for accountability.

The group is made up of volunteers drawn from local people with experience in health and social care, research, community development and communications.

Current SAG members are James Lock, Dr Patricia Edney, Guy Weston and Simon Duffy. The SAG is chaired by Judy Robinson.

They meet four times a year in public, and four times in development sessions. SAG members also represent Healthwatch Sheffield on external committees and boards, and meet with local stakeholders about specific issues arising in Sheffield.



Thanks so much for the experience, talking to such a broad range of people has really improved my confidence.

Abi Hunter
Healthwatch Volunteer



Volunteer with us

Are you feeling inspired? We're always on the lookout for more volunteers.

If you're interested in volunteering get in touch.

w: www.healthwatchsheffield.co.uk

t: 0114 253 6688

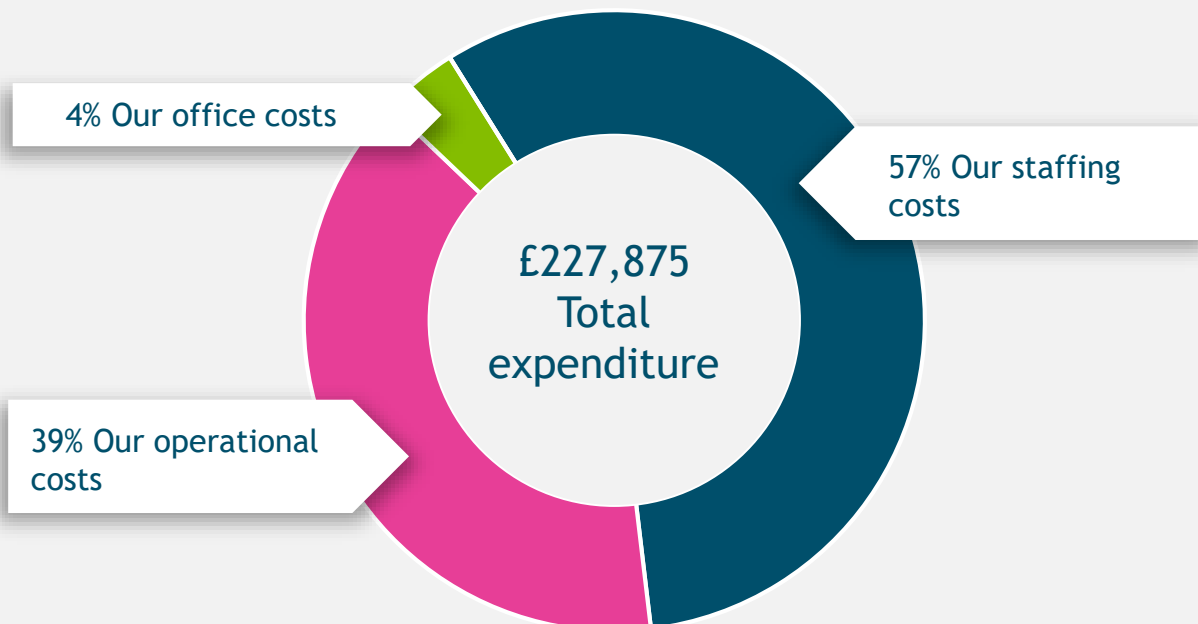
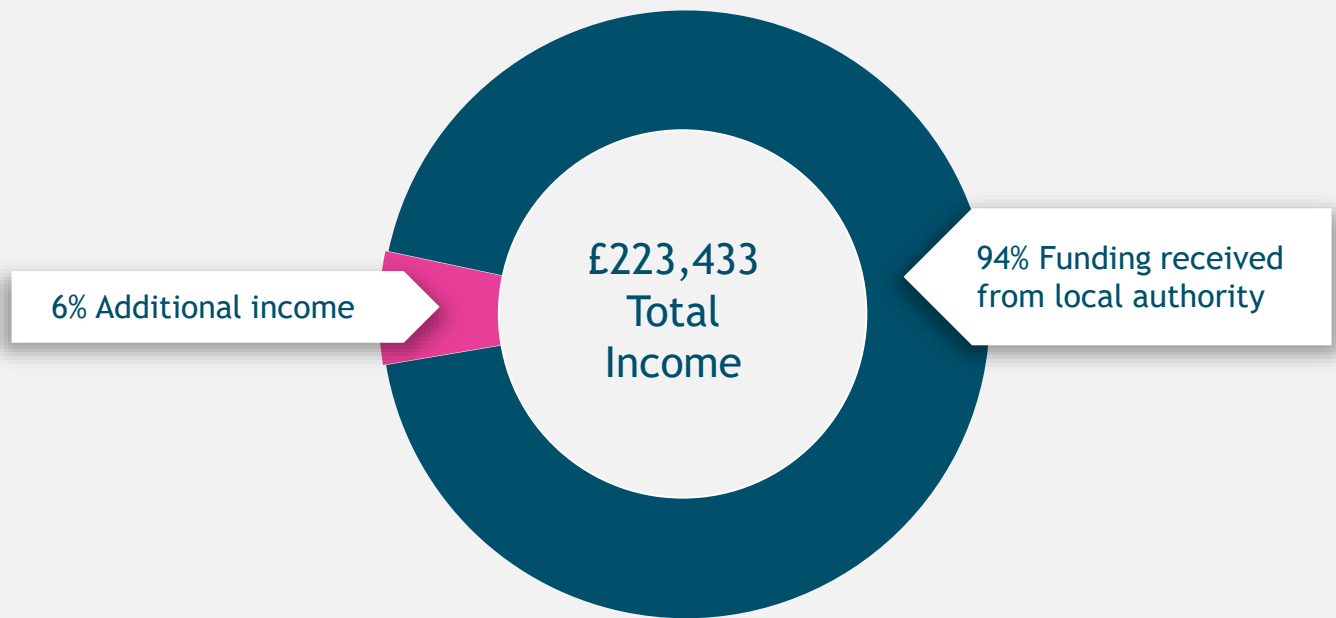
e: info@healthwatchsheffield.co.uk



Our finances

How we use our money

To help us carry out our work, we are funded by our local authority. This year we also secured additional income through our work with the Accountable Care Partnership (see page 16) and other smaller contracts.





**Our plans for
next year**

Message from our CEO

Two years ago I came into post as Chief Officer for Healthwatch Sheffield and described being appointed as an honour - and this still feels like the most appropriate term.

At Healthwatch Sheffield my role has been to create opportunities for people with lived experience to connect with health and social care decision makers.

It's fairly simple to describe in one line, but that does not account for the complexities and barriers that lie in the way. With pressures on our health and social care services, it's easy for the voices of individuals who need and value these services the most to become lost.

Our job is not to speak for people, but to contribute to a culture where people feel empowered to speak up for themselves and be confident that their views will be valued.

Healthwatch Sheffield also plays an important role in challenging those who design and run our services to truly listen and act on what they hear.

This will be my last Annual Report for Healthwatch Sheffield and is a timely opportunity to highlight the achievements of our dedicated volunteers and staff who contributed to Healthwatch in 2018/19, and the important contributions from Sheffield citizens who took the time to share their experiences and views with us.

It's also an opportunity to look to the year ahead and some of the creative ways that we hope to spread the word about Healthwatch.

In the spring we'll be hosting events with Festival of Debate to bring conversations about health and care to a wider audience.

And in the summer you'll have the opportunity to come face to face with some amazing Sheffields as we celebrate them in an exhibition with Archive Sheffield.

This year we intend to shine a light on some of Sheffield's citizens who are using their own experiences of health and care to make life better for other people.

With a change in leadership, you can be assured that Healthwatch Sheffield will remain committed to enabling a culture where people's experience comes first.



Margaret Kilner
Chief Officer, Healthwatch Sheffield

Thank you

Thank you to everyone that is helping us put people at the heart of health and social care, including:

- + Members of the public who shared their views and experience with us.
- + Our amazing team of staff and volunteers.
- + The wider team at Voluntary Action Sheffield.
- + The voluntary and community groups who have been generous with their time and knowledge.
- + The Healthwatch network and Healthwatch England.

What shines through is the representation of different communities in Sheffield. Such as effective focus is really heart warming.

Neil Tester, Deputy Director
Healthwatch England



Left to right: Laura Cook (Policy and Evidence Coordinator), Mark Smith (Volunteer and Engagement Coordinator), Holly Robson (Administrator), Judy Robinson (Chair), Grace Darbyshire (Engagement Officer), Abi Hunter (volunteer), Margaret Kilner (Chief Officer)

Contact us

- + Write to:
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Sheffield, S1 4FW
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- + Telephone: 0114 253 6688
- + Email: info@healthwatchsheffield.co.uk
- + Twitter: @HWSheffield
- + Facebook: /HealthwatchSheffield

Voluntary Action Sheffield holds the contract for Healthwatch Sheffield.

- + Email: info@vas.org.uk
- + Telephone: 0114 253 6600

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Keep up to date by signing up to our mailing list

Our staff

Below is a list of Healthwatch Sheffield staff members in 2018-19:

- + Chief Officer, Margaret Kilner
- + Volunteer and Engagement Coordinator, Mark Smith
- + Policy and Evidence Coordinator, Laura Cook
- + Administrator, Holly Robson
- + Communications Officer, Grace Edwards (until August 2018)
- + Engagement Officer, Grace Darbyshire (until September 2018)
- + Engagement Officer, Rosie Priestnall-Birkett (from September 2018)
- + Policy and Evidence Officer, Ben Christmas (until May 2018)
- + Policy and Evidence Assistant, Matthew Blomefield (from September 2018)
- + Community Outreach Lead, Sarah Fowler (from March 2019)

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you need this in an alternative format please contact us.

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