

Caring About Care Homes

Waltham Forest Assembly Hall, E17 4JF
Tuesday 6 October 17:00 - 20:30

On 6 October 2015, Healthwatch Waltham Forest held its 2nd annual event, ‘Caring About Care Homes at the Waltham Forest Assembly Hall. This report covers some of the key points that were discussed at the event, including our work with care homes in the borough, the key learning from the group workshops. The report also includes the event evaluation.

To provide accessibility to the deaf and hard of hearing community, there were speech-to-text report (STTR) writers available to annotate what was said onto a projector screen for the audience to read. Most of the notes below are taken from this [transcript](#). Whilst they may not be grammatically correct, they will give you an insight into the discussions that took place.

2	<p>What does Healthwatch mean to you? Group activity</p>
<p>To open the event delegates were asked, by our chair Sue Toole, to have a 10 minute discussion on their tables how they have interacted with Healthwatch Waltham Forest over the past year. There were no wrong answers provided. Sue read a few back to the room. The findings will help us to evaluate our service and think about where to focus in 2016/17. The full write up is available in Appendix 3 on our website.</p>	
3	<p>The role of Healthwatch, our work and finances during 2014/15 Jaime Walsh, Healthwatch Manager and Healthwatch Waltham Forest Board</p>
<p>Healthwatch, was established by the Health and Social Care Act 2012, we came into being in April 2013. Healthwatch is a statutory body and we have statutory functions to fulfil. These can be summarised in our six core functions. The link to the presentation can be found here.</p> <p>Healthwatch Waltham Forest board members gave some examples of their favourite pieces of work from the last year.</p> <p>Kat Sandford</p> <p>The one I wanted to bring to your attention to is on page 10 of the annual report, it's looking at the work we have done around patient engagement with the transforming lives initiative, now called transforming services together. It's a</p>	

massive bit of work, transforming services, changing lives, it's very exciting, but we did feel from the beginning there was perhaps not sufficient involvement for people whose lives were to be changed and so, as well as recommending increased engagement by the people delivering it, we also went out and did some engagement ourselves. We hired a lecture theatre in Whipps Cross where about 100 people, representatives of the CCG, transforming services changing lives and Healthwatch Redbridge members attended, (they are also affected by what goes on at Whipps Cross). In this way we started the ball rolling on patient engagement and fed it back to the transforming services team. I thought that was a really successful way of practising what we preach.

Sahdia Warraich

I have an example of some training we ran for local residents; this was done in partnership with Waltham Forest Clinical Commissioning Group (CCG) who funded this. It's a five module training course, which provides background to the whole NHS and performance of the NHS (because it's quite confusing to people), and gives participants training on procurement and the role of patient representative. It was good, comprehensive training. We had 25 people attend that and these people went on to take part in inspections in the local hospitals and regularly attend focus groups and workshops and gave us positive feedback.

Caroline Rouse

My example relates to the first of our core functions, which is about gathering views. We don't wait for somebody to give us a view, we go out and get them. So in October and November last year we decided to go to the A&E department at Whipps Cross for a week, from 10 o'clock in the morning to 10 o'clock in the evening every day, with a team of volunteers. We spoke to over 500 people, who completed our survey. We looked at the activity that was going on and all our findings were looking at the pathways that people went down when they came into the department, which services they tried to access before they entered hospital.

We spoke to a huge number of people; we worked with Waltham Forest young advisers who supported the project. The result was immediate signage changed so patients could move around the department better and know where they were going. Some of the things are in development, so they are developing a leaflet which will explain to people why they might have to wait a bit longer than somebody who arrived just now. Then, there are other things that they are very keen to change but they are still working on, such as TV screens giving useful information and current upgrades. Whipps Cross is looking at the new urgent care strategy and we are feeding into that all our findings, and we continue to go to the urgent care strategy group to make sure they don't forget what people said to us

and the changes that we want to see.

Financial highlights;

- Budget for 2014/15 was £170,000 and we spent £169,000 You will see from that chart that about half of our costs are employee salary costs
- Large budget area is “engagement budget”. This is spent on getting out and talking to you, meets you and run events and focus groups and finding innovative ways of reaching out more and further across the borough.
- "Volunteer expenses", is under £1,500, we have 40 volunteers supporting us last year and we certainly wouldn't be able to do any of our work without them, they are great credit to all of us and the work Healthwatch is able to do. Many of them don't claim expenses, we'll be trying to increase that this year, so we can really thank them for the support they provide.

If anyone has any questions about any of the financial matters please feel free to contact Healthwatch Waltham Forest.

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| 1. | What is Enter & View? Our programme of visits to Care Homes
Nafisa Saboowala & Alli Anthony |
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Presentation available on our website [here](#)

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| 4 | Enter and View: our experience in Care Homes
Claire Bendall, Head of Provision and Independence, London Borough of Waltham Forest |
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Presentation available on our website [here](#)

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| 5 | Keynote speaker - The Relatives & Residents Association
Emma Williams |
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Presentation available on our website [here](#)

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| 6 | Learning Workshops Feedback
<i>Tables facilitated by one member of staff, board member, or volunteer.</i> |
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- 1) How to ensure mealtimes are a healthy and pleasant experience.

Group 1; What is the definition of "healthy", that secondly the definition of the word "pleasant". There are two or three different generations so you've got to look at what people need, and perhaps what's more effective for them to eat now, and one of the aspects was salt and sugar. Fluids are completely inadequate and are only given by and large at mealtimes and snack times, and there is very little

variety. In terms of food, we looked at the food given by and large tends to be less appealing, bland, beige in colour, and lacking. Lastly, choice and control. There is no dental health, very little oral health in homes, and that's very much missing. So photographs of the food are much more important when menu planning is involved. Residents should be involved in preparation and meal planning. Staff should be encouraged to eat with them at the same time. It is disappointing to be given a plastic knife, a plastic fork, and a plastic mug. It should be cutlery that is appropriate.

2) How to make activities for residents more meaningful and enjoyable.

Group 2; Three that we picked out, personalising the activities, and one size doesn't fit all. We liked the idea of pets, and in particular if they're community caring, pets. So things like chickens, et cetera. Another area was about bringing young people into care homes, linking up with schools or local community groups, and looking at sharing young people coming into homes and listening to stories of the older people. Lady's lunch and men's lunch. So for example, if they all had light lunch and in the afternoon, which seemed to go down quite well.

Group 3; Three themes came, at one was about good practice, that those that are developing the activities should be given time to work on ideas and access the national activity provider association. We talked about appropriate stimuli activities, about individual context, using modern technologies, using different languages, basically helping people find ways for individuals to access the activities themselves.

3) How staff can be more responsive to residents and their needs.

Group 4; Top three things are, 1) thinking about including residents in recruitment panels and decision-making, not just having informal sessions where they can feed back, but actually including them in official decision-making, thinking of ways to improve staff responsiveness. 2) Making sure that staff respond positively from comments from anybody and not be so defensive. It's very difficult when you feel you might be being challenged or getting a complaint to not respond in a positive manner, but all feedback good or bad is really useful. 3) Staff do need to come quickly when support is being requested by people, particularly to those who are particularly vulnerable and shouldn't be left waiting for long periods of time. Being polite and helpful goes a very long way. We talked about the recruitment processes and there needs to be better recruitment in place to get good quality staff. And we talked about having a good staff to patient ratio to make sure there is enough staff on duty to meet the needs of the residents.

4) Relatives/Carer Involvement

Group 5; We did want to involve residents and carer relative feedback, and get it

and to act on it. So we discussed residents and relatives group, but we thought it might be nice if they were separate, because they might have completely different feedback and not want to discuss it necessarily in front of each other. Also make sure that there are huge notices, maybe in different languages, a Hindi poster might be useful for people coming into visit Hindi speaking relatives, rather than English. So you don't miss the opportunity to be on that group just by not hearing about it. Oh, we also thought that as part of the induction or admission process, you can make sure that relatives will be given information about services for them, the Carers Association, Alzheimer's, Stroke Association, Healthwatch, agencies that know what relatives and residents can expect, should expect, how to feed back appropriately, et cetera. Advocacy, so they know what to expect and how to go about asking for it, so they're not operating behind the scenes.

Group 6; We discussed about involvement of relatives and residents, residents. Our three main ones were: making visitors feel welcome. If the environment was friendly, open, the second one was, inviting people in, inviting a range of agencies, also for the residents to be involved and relatives to be involved in it, maybe advertising. That people assume they know homes are there and they know what they offer. It was suggested that, ever mindful of costs, that perhaps training could be done alongside mandatory training that needs to be done at certain key points throughout the year.

5) How can care homes continue to speak to each other and learn from each other after today?

Group 7; One of the first things that we identified was that things were a lot better now than they used to be. It used to be that there's a lot of competition with care homes, but now it is a lot more sharing and opportunities to meet through training. The training can be provided through the council, the CCG have training projects. We also looked at, although things like Internet can be used, face-to-face meetings are still the most valuable way of keeping in touch and communicating. More meetings like the Caring About Care Homes event. That would be good, especially because from statutory organisations like the CCG and others. However, we discussed how things used to be years ago, and managers meeting, which was lunchtime sessions for care home managers to meet.

6) Volunteers - how can care homes make links and work better with volunteers and local community groups?

Group 8; We highlighted that people need more than just care, they need more people to interact with on a daily basis. Matching volunteers with skills at volunteering events, so you ask people what they want and actually the people that provide that. I'd say that the priority was keeping peers informed.

Group 9; Neil Adie from the Waltham Forest Deaf Club, was keen to make sure that awareness around deafblind and deaf and blind issues in the care home setting was well thought through. The fact that somebody who was providing interpreter services at the Caring About Care Homes Event made it more accessible for him to get involved. So he was wondering what would you in a care home setting if you did come across any individuals that had that kind of a need. He also made it quite clear that there is an accessible information standard that's coming through from the Department of Health and NHS England How well will that be embedded in care home settings? Another delegate was talking about her experiences around Enter & View and she felt that it was really important to get engagement from people, making sure you have continuity of people, familiar faces coming in and out of the care home setting. Utilising volunteers to go out to do outings and trips that was something that was quite important to get right.

Overview of the organisations that had a stall at the event

Waltham Forest Carers Association

Waltham Forest Carers Association supports unpaid carers - people who provide assistance to friends or relatives who need their help due to illness or disability. This includes friends and family of people who live in care homes and other residential settings. Waltham Forest Carers Association offers a range of free services, including advocacy, benefit advice, support groups, exercise classes, training, activities, information/advice and a newsletter. Contact Waltham Forest Carers Association if you would like to refer someone for our help, more information about what we do, or some of our leaflets to display - alternatively, ring us on 020 8556 0857, email info@walthamforestcarers.com or visit www.walthamforestcarers.com

The Relatives & Residents Association

The Relatives & Residents Association (R&RA) speaks up and speaks out on behalf of older people in care homes. It is the only national charity for older people providing a daily helpline which concentrates entirely on residential care for this age group. In addition to the work it does on the helpline (0207 359 8136), the charity has produced a number of resources for the public and professional alike. The charities latest contribution is the *Keys to Care*, which are a best practice resource in an easily accessible format for front line carers. These Twelve attractive, durable cards, covering essential topics from care planning to continence, can be slipped into a pocket, kept together on their key ring, or used separately. You can read more about the Keys to Care and other R&RA resources and publications here <http://www.relres.org/products-resources/>

The Royal Association for Deaf people

Together with Deaf people; creating a better future.

We promote equality for Deaf people through the provision of accessible services. RAD has been working with Sign Language users and promoting Deaf people's rights since 1841, all our services are delivered in British Sign Language by native BSL users and staff who are fluent in BSL. RAD has a wide range of services supporting Deaf people of a wide variety of ages. Services include: Information, Advice and Guidance; Advocacy, Employment, Children and Families; Youth and Transition, Social Care and Interpreting. For further information please visit our website: www.royaldeaf.org.uk

Royal Association for Deaf People (RAD) is committed to increasing specialist care and support provision for older Deaf people. In addition, for those who use mainstream care, we want to work with providers to help make their service appropriately accessible to older Deaf people and their families. We have therefore introduced Deaf-Aware Care; a Care Quality Mark for Older Deaf People. This is a way of supporting and encouraging care providers across England to develop their services to be more accessible to older Deaf people, and to enable them to demonstrate their commitment to Deaf customers. The quality mark scheme was launched by Norman Lamb, the Minister of State for Care and Support in 2014, following research into the needs of older Deaf people commissioned by The Royal Association for Deaf People (RAD) and [sonus] (formerly Hampshire Deaf Association). The study found that older people who are British Sign Language users are receiving inadequate residential care because their cultural and communication needs are not being met. To find out more please click here:

http://royaldeaf.org.uk/newsid_144/Minister_pledges_to_promote_Deaf-Aware_Care.html

Waltham Forest AGE UK

Age UK Waltham Forest is a local voluntary organisation founded 25 years ago by local people to improve the quality of life of older people in Waltham Forest. It is governed by local people for local people and offers a range of good quality, personalised services.

Age UK Waltham Forest is a complex, multi-centre organisation whose staff and volunteers hold a broad spectrum of skills and experience, have a wide range of responsibilities and undertake a wide variety of tasks.

We add real value in Waltham Forest by working closely with our partner organisations, by having recognised expertise and by being effective and efficient.

We work to improve the quality of life for older adults in Waltham Forest by:

- providing direct services
- campaigning for the rights of older adults
- working with other organisations that share our goals

African-Caribbean Women's Development Centre

ACWDC (African Caribbean Women's Development Centre) is a charitable organisation that positively addresses poverty, disadvantage and social exclusion by providing a range of learning opportunities, community services, activities, projects, including the ACWDC VDP - Volunteer Development Programme. ACWDC runs activities and projects at other locations apart from its base in East London.

Examples of what ACWDC do:

- Community Supplementary School Project: FAVOUR in Leyton; HeLP in Walthamstow; WeLL in Walthamstow. (Tutoring and learning support for children and young people).
- CASE an advocacy and support service*.
- Provide learning opportunities, such 'English classes with a difference'.
- ACWDC VDP - Volunteer Development Programme.
- Young At Heart Programme (Elders Womens Project ; Elders Mens Project).
- Community events, cultural activities, including day trips, education trips.
- Produce the newsletter LABRISH! Current Volume 4, Issue 3 (see download section).
- Outreach support and information.
- Community research, consultations.

Alzheimer's Society

We are the UK's leading dementia support and research charity for people living with dementia, their families and carers.

Dementia can happen to anyone and there's currently no cure. There are 850,000 people with dementia in the UK and the number is set to rise to 1 million by 2021. At Alzheimer's Society, we believe passionately that life doesn't end when dementia begins. We are here for anyone affected by dementia, and we do everything we can to keep people with dementia connected to their lives and the people who matter most.

Healthwatch Waltham Forest

We had a stall to promote our wider work to gather the patient voice and represent the views of the general public. It included additional copies of our Annual Report 2014-15, copies of the presentations, corporate gifts, 'Your Voice' comment card collection and volunteer recruitment information.

Pledges made to make Care Homes a better place

- To continue in supporting care homes to network with one another by sharing good practice and providing them with dementia knowledge and resources. Tapping into the network and skills I have to aid activity provision development. Linking them to WF Dementia Action Alliance.
- To continue to be a volunteer for Healthwatch and make everyone proud of the work they do.
- I would like to pledge 2 hours of my time every month to WF care homes- I am not sure how they can use my time but at this point that's all I can think of. Additionally I will ensure that at a National agenda level this work is kept on the agenda!!
- International Women's Day will take place in March 2016 at Leyton Town Hall. I would like to enable, with the help of volunteers, for the residents of a local care home to visit the event.

Congratulations to pledge prize draw winner; Evalina Strum

We asked people to submit general questions to Healthwatch Waltham Forest on a question card during the event. These are our responses...

How independent is Healthwatch from Waltham Forest Council?

Funding for Healthwatch comes from Department of Health via a communities grant to local authorities. Local Healthwatch organisations (in our case the contract holding organisation, The Forum for Health and Wellbeing) have a contract with the Council to deliver the Healthwatch functions. This contract is monitored by the Local Authority, however, we are an independent organisation with an independent board (set up by The Forum for Health & Wellbeing to ensure independence and local leadership). The independence of Healthwatch is a crucial aspect of the organisation and an issue recognised by local Healthwatch across the country. Like Healthwatch across the country, here in Waltham Forest we appreciate there are or may be sensitivities to our independence because of where our funding comes from. To date we have had support from the council who value our role as a critical friend. We treat the council like our other key partners, offering challenge and support to ensure that the patient and service user voice is listened to and influences change.

Are there any Care Homes who specialise in care for elder people who DO NOT have dementia?

Most care homes offer a generic care service that would include people without Dementia. There are also Care Homes that Specialise Mapleton Road Care Home. But no, there is not a care home in Waltham Forest that does not offer a service for people without dementia.

Delegate evaluation

What didn't work well?

- Evening - that's why some were not able to attend (childcare/caring responsibilities).
- Workshops - warrant more time as these ideas and suggestions are future.
- None. Very late, tired after a long day.
- Group discussion because of communication issues.
- Caterers talking from the kitchen and slightly dodgy microphone. Very good overall, having Claire Bendall speak was a nice idea.

What worked well?

- Relatives & Residents Association presentation
- Technology - visual/deaf impairment awareness
- Table top discussions and group activity exercise
- Everyone was very involved and interesting!
- Interaction.
- Liked variety of presentation and group work.
- Good content - variable.
- Learning more about this work and involvement of Healthwatch in care homes. Innovative ideas - keys to care. Enter & View work.
- I particularly enjoyed the key note speaker's presentation and the presentation relating to care homes visits.
- Keys to care plans. Critical friend.
- The talks were very interesting.
- Listening to views of speakers, time to network.
- Residents and relatives speaker was excellent.
- I like overall.

Post event evaluation from staff and the board

- It was really great to see an inclusive event and that we had supported people who were deaf or had hearing impairments to take part. I don't know who the note taker was but they were brilliant and spot on We were all amazed at their skills. The presentations were excellent providing different perspectives.
- I thought it was great to see social care getting some attention. Especially care homes! It was good for HWWF to hear the providers side of things and how they used our reports.
- More from the two speakers would have been good as would much better attendance by care home staff.
- The last session - interactive - was good but in hindsight might have been better earlier on as time and events meant it tailed off at the end.
- Also food at the start with people turning up who perhaps don't know anyone and sitting and eating a meal alone was not the best start or good use of the hour. I think some introductions are really important and maybe a few activities to get people really engaged - than a short break - 30 mins for food and drink - but buffet stuff that they can eat with fingers and still mingle with each other rather than a full meal which was nice but a distraction. Food should cater for vegetarians better.
- Overall I think it went well and I was very pleased with the distribution of tasks between volunteers and Board members - it really felt like a team all working together.
- Excellent team work, everyone working together to ensure a fluid event.
- Excellent planning and preparation to ensure smooth running of the event.
- We could phone more contacts directly and more promotion would always help.
- Our 100 registered included a lot of tentative people from the calendar invite. A tentative is not really the same and probably skewed our confidence in numbers although of course other factors got in the way too!

Appendices

Please click on the links below to view each appendix.

[Appendix 1](#)

Agenda

[Appendix 2](#)

Full transcript of the event taken by the Speech To Text Reporters.

[Appendix 3](#)

Fully typed up post it notes from Agenda Item 2 'What does Healthwatch mean to you?'

[Appendix 4](#)

Fully typed learning workshop notes from Agenda Item 6.

[Appendix 5](#)

Pledges made by delegates.

[Appendix 6](#)

Full data set from event evaluation forms.

[Appendix 7](#)

Selection of photos of the evening.

Continue the discussion on Social Media

Twitter: @healthwatch_wf

#caringaboutcarehomes or #carehomes

Facebook: search Healthwatch Waltham Forest