

TITLE OF REPORT: Healthwatch Gateshead

REPORT OF: Felicity Shenton - Operations' Manager (Deputy Chief Executive) / Kim Newton - Project Manager

Summary

This report provides the Care, Health and Wellbeing OSC with an update on the range of work being carried out by Healthwatch Gateshead and asks for the assistance of the OSC in seeking further information in relation to funding under continuing healthcare (CHC).

1. NHS Continuing Health Care (CHC)

In 2018 we carried out some work around CHC and shared our findings with OSC.

We have since received contradictory information at Healthwatch Gateshead about funding of care under continuing health care (CHC). We have heard from some carers and Newcastle Gateshead Clinical Commissioning Group (NGCCG) staff that they have implemented a policy that restricts funding for care at home under CHC. This would mean that if a person requires more than eight hours care per day, they would need to move to a nursing care home. We would welcome an update from NGCCG about this matter.

2. Impacts of reduced funding for adult social care in Gateshead

Healthwatch Gateshead has produced a report on the above which includes recommendations for Adult Social Care in Gateshead. A copy of the full report is attached at Appendix 1 to this report.

3. Current Work

Adult Social Care Direct

We included Adult Social Care Direct in our public consultation for our 2019/20 priorities because we had received several negative comments about the service. Adult Social Care Direct is the telephone-based system that people need to use to access social care support and advice. The comments related to waiting times, staff attitude and the processes used by Adult Social Care Direct to assess and put care in place

The consultation resulted in Adult Social Care Direct being chosen as an area that the public would like to explore, so since June we have been working to identify the best way to find out what peoples' experiences of the service have been. We are pleased to report that we have been able to work in partnership with Adult Social Care and the service to send surveys to people who have recently used the service. We will share our findings once this work is complete.

Outreach and engagement

In May 2019 we appointed a new Volunteer and Outreach Coordinator, Beth Nichol. Between then and September 2019, we have attended and run 26 stalls and focus groups. These have varied from groups for young men (Blaydon Shed) to groups for older people (Rutherford AFC); from a stall at Newcastle Pride and the Mela to attending coffee mornings (Wesley Memorial Church and Kibblesworth Village Millenium Centre).

We were also part of the England-wide consultation on the NHS Long Term Plan coordinated by Healthwatch England. This asked people for their views on key elements of the NHS Long Term Plan and a report that covers the Northumberland, Tyne and Wear and North Durham area is available on our website (www.healthwatchgateshead.co.uk).

Strategic influencing

Our new Operations Manager (Deputy Chief Executive) for Healthwatch Gateshead, Felicity Shenton, started with us in May 2019. She has spent a great deal of her time getting to know the key decision makers within the Gateshead health and social care economy and understanding the key challenges and issues. Felicity is a great asset to Healthwatch Gateshead and will allow us to increase our presence and influence across the Borough.

Recommendations

The OSC is asked to:-

- i) Note the information provided.
- ii) Request an update on continuing health care funding from Newcastle Gateshead Clinical Commissioning Group.