



Season's greetings  
from everyone  
at Healthwatch

healthwatch

## Healthwatch Update for Wokingham HWBB – 14 Dec 2017 5pm

**Suffolk Lodge - a dementia friendly environment** This report details an informal visit to a purpose-built care home for older people with dementia. The aim was to pilot a new observational tool that identifies key elements of a healthy environment for people with dementia. Using observation, the team was able to offer specific solutions to improve the environment of the lodge. There was tangible impact as the home will be implementing the changes highlighted by Healthwatch. The provider even invited Healthwatch to come back next year for an annual check-up!

**Brighter Berkshire “Wellness in Wokingham” event.** Over 80 attendees, 20 stalls, Speakers inc:

- Darrel Gale
- Anne-Marie Gawen, Brighter Berkshire Wokingham
- 2 speakers who spoke about their mental health challenges and how they had recovered - Nick Winter and Chris Downes.

Highlighted the importance of holistic health care. Whole person needs to be taken into consideration including the emotional, physical, social and spiritual states of wellbeing. WBC & CCG have been exploring the possibility of setting up a Recovery College in Wokingham, which takes much more of an educational approach to addressing mental health and equips individuals with the knowledge and skills to get on with life, despite mental illness.

This event adds huge weight to alternative more holistic, person centered, integrated models of mental health care being considered by Wokingham Borough commissioners and providers.

**Shared our intelligence with CQC prior to time of WMC inspection** – we had concerns around stories from protected characteristic groups not getting access to services (carers/LD)

**Prospect Park Hospital Enter & View**, took place in conjunction with the 5 other HWs in Berkshire over a 7 day period, 11 visits between Monday 23 October and Sunday 29 October 2017, of 1.5 hours duration each, either at 9.45am, 2pm or 7.45pm.

This joint working means we were able to collect the views of a large number of people – more than 40 ((24 female, 17 male, a mix of voluntary or ‘sectioned’ inpatients, completed surveys, plus eight people took part in a group talk.))



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We also observed the environment where they were cared for. This is believed to be the biggest number of psychiatric inpatients interviewed at one time for any similar project carried out by any of the 152 local Healthwatch in England.

**Over the coming months...**

Supporting LINK Visiting Scheme to run a Sunday Community kitchen to reduce isolation and loneliness (using questionnaires pre and 6 weeks post)

Roadtesting how well understood/ adhered to the Accessibility Standard is in primary care settings across the Borough.

Launching a coffee companions pilot in Wokingham town centre in conjunction with Brown Bag

Liaising with CAMHS about us doing a piece of work around transition.