

Healthwatch Wokingham Borough Operation Plan and Budget

April 2016- March 2017

Summary

This document sets out our operational plan and budget to deliver Healthwatch services in Wokingham Borough during 2016/17.

Our Vision

Our vision is for Healthwatch Wokingham Borough to be the “go to” organisation for people’s feedback and views on health and social care within the Borough. We would like Healthwatch Wokingham Borough to be recognised as being an innovative, sustainable and responsive organisation driving change and improvement locally.

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We will achieve this by:

- Building on our evidence base, gathering more stories from a wider range of people about their experiences
- Maximising the impact of our work through multimedia approaches to reach our varied audiences e.g Apps, Vox pops, animation
- Supporting people who struggle to get heard to share their experiences of health and care

Our Values & Culture

Independent & Courageous

- We are independent and act on behalf of all Wokingham Borough residents
- We listen to what people tell us and speak on their behalf
- We challenge those in power to deliver better health and care services

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Creative & innovative

- We use creative ways to engage people, raise awareness of Healthwatch and communicate our learning
- We seek out best practice and innovative approaches and share these as part of our investigations

Responsive & Tenacious

- We work in partnership with Wokingham Borough residents and put their views and experiences at the heart of what we do
- We work collaboratively with local organisations, the voluntary and community sector to generate impact
- We are a credible, recognised brand

Sustainable

- We recognise the need to manage costs effectively in line with the pressures on public sector budgets
- 32 ▪ We proactively seek out opportunities for additional investment to support our future sustainability

Strategic Priorities and Focus Areas

In order to deliver on our vision during 2016-17 our Strategic Priorities are to:

- Influence decision making at strategic level and be able to evidence what difference we have made
- Gain a better understanding of the financial arrangements driving health and social care in Wokingham Borough

In addition, we will undertake focused pieces of work in the following areas:

- The health and care experiences of people with sensory impairments and/or disabilities
- The mental health of children and young people
- People's experience of mental health crisis care

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- The impact of housing on health and wellbeing, with a focus on Extra Care Housing provision in Wokingham Borough
- We will keep a small amount of capacity free to be able to respond to any pressing issues that may arise throughout the year

Influence decision making at strategic level and be able to evidence what difference we have made

This priority will be met through;

- Using our seat on the Health and Wellbeing Board & Health Overview and Scrutiny Committee to share our intelligence reports, highlight emerging trends and issues and lobby for change
- 3 ▪ Focusing on promoting and sharing good practice
- Gathering robust quantitative and qualitative evidence from consumers about local services and sharing this evidence with strategic partners and the public in a way that helps generate positive change
- Providing feedback to individual providers on their customer's experiences such as mystery shopping or Enter and View visits
- Requesting responses from service providers and commissioners on what they will change as a result of the feedback we share

We will measure our success by:

- The volume and quality of the feedback recorded on our CRM database
- Provider's requests for information on their service or asking Healthwatch to undertake some engagement work
- Changes made to the design, planning or delivery of services connected to issues we have highlighted

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Gain a better understanding of the financial arrangements driving health and social care in Wokingham Borough

This priority will be met through;

- Using our seat on the Health and Wellbeing Board & Health Overview and Scrutiny Committee to request clear information on financial arrangements
- Using our membership at WISP (Wokingham Integrated Strategic Partnership) to be able to oversee Better Care Fund progress
- Representing the Berkshire West Healthwatches at the NHS Berkshire West Future In Mind Board

We will measure our success by:

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- An improved knowledge and ability to question and challenge the financial arrangements underpinning health and care services in Wokingham Borough

Focus Areas

The health and care experiences of people with sensory impairments and or disabilities

We plan to utilise our volunteer base to undertake a number of mystery shops at dentists and opticians around the Borough
We plan to commission Deaf Positives to undertake a piece of work around the support and accessibility of information given to register with an NHS Dentist (because mistakes in the registration process can lead to penalty chargers) and the subsequent charging/pricing structure

The mental health of children and young people

We plan to co-design an app to enable young people to scale and log their mood, provide basic coping mechanisms and information signposting

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We plan to formalise our relationship with our first Healthwatch School
We would like to get youth representation established with the Healthwatch Board

People's experience of mental health crisis care

We will create a call to action in order to hear the experiences of those who have used adult crisis care
We plan to do a joint visit to Prospect Park Hospital with Healthwatch Reading & Healthwatch West Berkshire
We plan to analyse the intelligence that we hold around the experience of adults accessing crisis mental health support

35 The experience of the extra care housing resident on health and wellbeing

There is not much information on individuals' lived experience of being in an extra care housing setting. Due to an aging population and Wokingham Borough Council's significant investment in extra care housing, we would like to know if this type of service enables people to have a good quality of life and if it improves and maintains peoples independence whilst keeping them safe.

We plan to visit all 4 extra care housing schemes in order to better understand the key areas.

(Wokingham Borough has 3 extra care schemes and 1 enhanced sheltered accommodation

Alexandra Place

South Lake Crescent, Woodley, Reading, Berkshire, RG5 3QW.

Beeches Manor

Reading Road, Wokingham, Berkshire, RG41 1AA.

Cockayne Court

109 Arnett Avenue, Finchamstead, Wokingham, Berkshire, RG40 4ED.

Kennet Court (enhanced sheltered accommodation – no onsite care)

Woosehill, Wokingham, Berkshire, RG41 3DB.) This will enable us to make recommendations to the new extra care schemes currently being built in the Borough.

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