

6 December 2023

Subject:	Healthwatch Sandwell Update - Case study: A Patient's journey of moving to a care home
Presenting Officer and Organisation	<p>Phil Griffin Healthwatch Sandwell HAB Chair Alexia Farmer Healthwatch Sandwell Manager Anita Andrews Healthwatch Sandwell Engagement and Volunteer Lead</p>  
Purpose of Report	Information

1 Recommendations

- 1.1 To consider and comment upon the Healthwatch Sandwell Update – Case Study: A Patient's journey of moving to a Care Home

2 Links to the following Board Priorities

Priority 1	<p>We will help keep people healthier for longer Healthwatch Sandwell report to and raise issues regarding health and social care, identify areas of concern and hold key stakeholders to account.</p>
Priority 2	<p>We will help keep people safe and support Communities Healthwatch Sandwell aims to tackle health and economic inequalities, reduce isolation, and promote community cohesion by reporting and raising concerns and issues with relevant key stakeholders</p>
Priority 3	<p>We will work together to join up services Healthwatch Sandwell works in partnership with our community, voluntary sector organisations and the wider</p>

	health system to build resilience deliver a positive impact on health outcomes.
Priority 4	We will work closely with local people, partners and providers of services Healthwatch Sandwell are link for patients and non- patients to key stakeholders and decision makers in Sandwell

4 Context and Key Issues

4.1 The report and accompanying presentation, is a case study of a patient's and their family's experience of care services accessed when they became seriously ill. The experience and description of events in the case study sound relatively straight forward that is, a person with a progressive degenerative neurological disease:

- Receives support at home.
- Receives care in hospital.
- Moves to a respite at care home.
- Moves to a more suitable care home.

However, this person's experience as described in the case study has highlighted many obstacles within the care process and has been fraught with difficulties.

The case study and accompanying presentation:

- Identifies some of the challenges and obstacles that are faced by someone who has disabilities/impairments with regards to information received
- Describes key points to be considered based on the case study and recommendations put forward to Health and Social Care organisations for improvements.

The case study offers advice for care homes, Contract Monitoring Officers of care homes, Local Authority Quality Officer and Care Quality Commission.

The full case study is attached as **Appendix 1** to the report . However this summary report includes the conclusions of the report on which the recommendations to service providers (page 13 of the case study) are based. The conclusions (set out on page 12 of the case study) were as follows:

- Moving to a care home is not an easy decision to make, this case study has given a picture of a person's experience, who has a

neurological disease, of moving from their own home to a care home. The move was fraught with difficulties.

- This paper has identified some of the challenges and obstacles that are faced for someone who has disabilities/impairments with regards to information.
- It has also given points to be considered throughout the paper. It is essential that people have accessible information both verbal, written and including websites to comply with The Care Act 2014 and the Accessible Information Standard (2016). This should include information about fees, care and complaints procedures etc, to make/ ensure that they can make informed choices.
- New residents need to be able to visit a home (s) to ensure they have a choice and have access to appropriate staff to support the transition.
- New residents to be given a comprehensive care plan and contract. Care should be given by staff who are well trained and managed so that there is an open culture with noninstitutionalised care to avoid abuse and that care is safe and effective.

5 Engagement

5.1 Healthwatch work with local people and stakeholders across Sandwell including Sandwell Council, Black Country Mental Health Foundation Trust, Integrated Care Providers, Integrated Care Systems and voluntary organisations. We use feedback from people to better understand the challenges facing NHS and other care providers to ensure experiences improve Health and care services for everyone.

6 Implications

Resources:	Healthwatch is funded through a contract with the Local Authority and an in- year contract value of £180k
Legal and Governance:	Governance is via the local Healthwatch Advisory Board who assures the work plans agreed every year through established performance reporting processes
Risk:	Risk implications, including any mitigating measures planned/taken, health and safety, insurance implications
Equality:	Equality, Diversity and Inclusion is a strong value which underpins everything that Healthwatch Sandwell does
Health and Wellbeing:	Our work programmes and the support we give to local people helps to address access issues and to improve outcomes for local communities

Social Value:	Healthwatch employs local people and has a number of volunteers engaged in its work
Climate Change:	We give a commitment to minimise carbon footprint by encouraging work from home and using virtual meetings wherever possible
Corporate Parenting:	Healthwatch Sandwell is supported by its parent organisation Engaging Community Solutions

6 Appendices

Appendix One - Case study: A Patient's journey of moving to a Care Home.

Appendix Two – Presentation.

7. Background Papers

No background papers.