

## Healthwatch Oxfordshire - Brief Note to Health Improvement Board Meeting September 2020.

Since the last Health Improvement Board meeting in May, Healthwatch Oxfordshire staff have continued to work from home, and adapt ways of working and reaching out.

### Annual Impact Report 2019-20

We published our Annual Impact Report 2019-20 in June 2020 and this can be found on our website <https://healthwatchoxfordshire.co.uk/our-reports/annual-reports/>.

Immediate impact our work achieved included:

- **Boater's better access to health care** - Healthwatch Oxfordshire boater's access to health card is being distributed across the country by the Canal and Rivers Trust and Gypsy and Travellers Association.
- **OX4 on the spot** - the Chair of Clinical Commissioning Group uses our OX4 research to support their Report on Deprivation and Health Inequalities.
- **Smiling matters** - Care Quality Commission (CQC) report supports Healthwatch Oxfordshire's findings and recommendations including oral health checks for care home residents along with improved access to dentists.
- **Dental training in demand** - Oxfordshire Community Dental Service experienced increased demand for its oral health care training for care home staff since our report into Oral Health in Care Homes.
- **Greening the garden** - Healthwatch Oxfordshire visits to Vaughn Thomas Ward, Warneford Hospital in Headington, gave voice to patients' pleas for more plants and furniture in their garden. Staff on Vaughan Thomas Ward did the 5K Gung ho and raised £2,700 and will invest in the garden.
- **What happened to my idea?** - Listening to people at the Witney Adult Mental Health Service they wanted to know what happened to their suggestions. We told the staff this and so did the Service User Involvement workshops and now there is a 'You said, we responded' notice boards at each of the three hubs.
- **Night-time care** - An Enter and View visit recommendation from Healthwatch Oxfordshire to a care home to 'carry out a review of how care is provided during the night' led to training and support for all staff provided by Oxfordshire Safeguarding Team; enhanced rates of pay for night shift to attract applicants and management presence at the start and end of the night shift. The result - staff are better supported and residents better cared for.

- 64 recommendations were made following 19 Enter and View visits to mental health services, of which 26 were implemented within three months.

## Listening from near and afar

Since May 2020, we have been reaching out to Oxfordshire residents including:

- Carried out research and published report on Care Homes experience of managing Covid-19, with 26 homes responding. Information from this report was presented to the cross system Covid-19 joint social care Bronze response cell to support quick understanding of the issues- especially around testing and PPE, and also used by CQC for Government Social Care Covid19cTask Force group, and Healthwatch England, plus coverage on BBC Radio Oxford and South Today.
- Short survey to Patient Participation Groups to understand how they had worked with GP surgeries at this time, including supporting website information changes, communication around Covid-19 and support to shielding individuals.
- Focused on social care and launched two surveys which are currently live:
  - On experience of unpaid carers looking after family members or friends in their home  
<https://www.smartsurvey.co.uk/s/Unpaidcarers/>
  - On experience of people employed in home care support  
<https://www.smartsurvey.co.uk/s/Paidcarers/>
- Completed questionnaire on use of pharmacy, with additional information on impact of Covid-19. This will be published shortly.
- Produced report on experience of mental health services delivered by Oxfordshire Mental Health Partnership (OMHP). This was taken to OMHP Management Group meeting and report with comments from providers will be published online shortly.
- Continued joint work with Oxford Community Action to design and distribute a survey focused on views of community wellbeing-working through community champions (Somali, East African, Palestinian, Sudanese, Syrian, East Timorese and others) within new and emerging communities in Oxford. We had planned this together in late 2019, but Covid-19 issues meant that we worked with OCA on other areas, such as Covid-19 translated information. We relaunched the survey in July and distributed via online and food parcels. We have had 137 responses to date and will be producing and disseminating a report together shortly.
- Produced a report commissioned by Oxfordshire County Council on people's experience of 2018 policy change to social care financial contributions and communications.
- Continued to gather information on resident's health and care services via our Feedback Centre, and online forms with focus on Covid-19.
- All reports and responses from health and social care providers are available on Healthwatch Oxfordshire website <https://healthwatchoxfordshire.co.uk>

### Ongoing activity:

- Continue to highlight the need for translated materials for communities in Oxfordshire, in order to give up to-date information on Covid-19. A column in Oxford Mail focused on this <https://healthwatchoxfordshire.co.uk/news/healthwatch-oxfordshire-article-in-oxford-mail/> . We have also liaised with Oxford Health on production of translated materials for Talking Space, and with Oxford Domestic Abuse Services
- Worked with Oxford Community Action and Replenish Oxford to produce leaflets on how to read food labels in Swahili, Tetum, Somali, Arabic. These were distributed via Hurst Street Food Hub to over 300 families, and are being used by Oxford Hub and Good Food Oxford
- Despite challenges of face to face activity, we have continued to reach out to local groups, system meetings, and to raise awareness of Oxfordshire Wellbeing Network, and to maintain constant flow of trustworthy and accessible information. We are continuing to build our work with communities facing inequalities in health.
- Will be continuing to focus on social care this year, developing different ways to make sure we can hear from a wide cross section of individuals