

Thematic Priority Update - January 2020

Care at Home - SCC response and outcomes

Where we are	The report is complete and has been published on our website. We have presented summaries at two meetings with Surrey County Council staff and hard copies have been shared with key staff and with Care Agencies.
Outcomes	<p>We received very positive feedback from Surrey County Council with detailed responses to our recommendations including agreement to implement some of these with immediate effect.</p> <p>We have also been asked to work with them to ensure the recommendations are embedded in the development of the new Home Based Care contract, and to ensure the user voice is heard throughout the recommissioning exercise.</p>
What Next	Remain in touch with the Home Based Care team; provide guidance on engagement and offer resources (including commissioned resources) if appropriate.

Care Homes - delayed launch, identifying decisionmakers

Where we are	The report is complete, but publication was delayed by the Pre-Election blackout. The report is about to be placed on our website, shared with relevant stakeholders, and there will be comms support.
Response and outcomes	Our recommendations are mainly targeted at Commissioners, so we are focussing our efforts on contacting relevant commissioners in Social Care and in CCGs to ask for responses to our recommendations. The Heartlands merger has made it slightly more difficult to identify those with long-term responsibility for commissioning standards

Mental Health - Still committed, still searching for a valuable project

Project Value and next steps	<p>We remain committed to the thematic priority of Mental Health - it is a priority for the Surrey HAWB, the NHS LTP and featured in the recent election manifesto. However, we want to ensure our next Mental Health project brings fresh insight and has the power to influence commissioners and providers. We are still working on identifying a project that will deliver to this level.</p> <ul style="list-style-type: none"> - We are continuing our discussions with commissioners and providers - We have reviewed other Local Healthwatch projects but not identified anything we could replicate for Surrey
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Experience of Safeguarding - response from SSAB

Where we are	We presented the findings and recommendations of our report to the Surrey Safeguarding Adults Board in December and received a very positive and enthusiastic response from the wide range of attendees at the board (SCC Head of Safeguarding and Engagement Lead, Safeguarding Leads at various providers, lay members).
What next	<p>This was a commissioned project that is now complete. We have asked for formal feedback, including any plans to implement the findings and recommendations. We have already been told that the insights from the report will be built into new training procedures.</p> <p>We will also be presenting the timings to the Safeguarding frontline staff at their Q1 Surrey-wide meeting.</p>

Hospital Discharge - our Q4 focus

Where we are	Following the rotation of Thematic Priorities our next project is Hospital discharge. We are initiating a new project with the view to reporting at the end of Q4.
Value and impact	<p>We hear more about Hospitals (and GPs) than any other NHS service. Hospitals are under massive pressure to discharge inpatients as soon as feasible, and while some of this is to this is partly to benefit the patient (prevention of deterioration) there is also pressure to free up beds to enable admission.</p> <p>The aim will be to</p> <ul style="list-style-type: none"> - Understand the real experience of discharge in Surrey - Understand the patient impact; differentiate between the unsafe and the inconvenient - Develop recommendations if appropriate - Revisit the Hospital Discharge Checklist in light of the results - Open conversations with hospitals at Chief Nurse level - are they hearing what we're hearing?
What we're planning	Over the past two years we have gathered over 500 experiences touching on hospital discharge. This quarter we will interrogate our substantial evidence base to gain a clear understanding of what matters to people. If necessary we will add targeted engagement or calls for evidence to spotlight specific issues.