

# Cheshire East Council

## Health and Adult Social Care & Communities Overview and Scrutiny Committee

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**Date of Meeting:** 6<sup>th</sup> April 2017

**Report of:** Mark Palethorpe, Strategic Director of Adult Social Care and Health

**Subject/Title:** Healthwatch Cheshire

**Portfolio Holder:** Cllr Janet Clowes, Portfolio Holder for Adult Social Care and Integration  
Cllr Paul Bates, Portfolio Holder for Communities and Health

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### 1. Report Summary

- 1.1. This report provides an update on progress made to commission a new Healthwatch Service for Cheshire, Healthwatch Cheshire.

### 2. Recommendation

- 2.1. That Scrutiny note that the re-commissioning of Healthwatch Cheshire has now concluded led by Cheshire West Council in positive partnership with Cheshire East Council through a robust procurement process, following the decision by Cabinet in July 2016.
- 2.2. That Scrutiny notes the benefits of commissioning a new Healthwatch for Cheshire.
- 2.3. That Scrutiny note that the contract award was made and the new contract commences dated 1<sup>st</sup> April 2017, for a period of 3 years with a 2 year extension.
- 2.4. That Scrutiny are informed regarding how the contract will be monitored.

### **3. Other Options Considered**

- 3.1. Not applicable. The decision to collaborate working with Cheshire West Council and Chester East Council in the development of a new Pan-Cheshire Offer, was made by Informal Cabinet in July 2016.

### **4. Reasons for Recommendation**

- 4.1. Healthwatch Cheshire will:

- ✓ Provide people with information, advice and support about local health and social care services.
- ✓ Will better safeguard people most at risk, by gathering the views and experiences of local people on the way services are delivered and have the power to enter and view adult health and social care services to get a feel for how they are delivering.
- ✓ Influence the way services are designed and delivered based on evidence from those who use services, working in a more co-productive way, including working with Independent Advocates.
- ✓ Influence how services are set up and commissioned by having a seat on the local Health and Wellbeing Board.
- ✓ Pass information and recommendations to other local Healthwatch, Healthwatch England and the Care Quality Commission.
- ✓ Exercise the Enter and View powers in health and adult social care services by working collaboratively with Cheshire West and Cheshire East Councils, a wide range of care service providers and Care Quality Commission.
- ✓ Engage NHS/GP patients in giving feedback on and helping to improve services based on people's experience of health. An important source of local intelligence on access to and quality of health services will be the patient participation groups (PPGs) and patient reference groups (PRGs) run by many practices.

4.2 Retendering the service via a Pan-Cheshire collaboration will deliver a number of additional benefits such as:

- ✓ Healthwatch Cheshire will have 'significant statutory powers to ensure the voice of people/ local communities accessing NHS/Social Care services are strengthened by those who commission, deliver and regulate health and care services. We see Healthwatch Cheshire having a greater influence at a Pan-Cheshire level of quality of services with a real people influence over how services are developed looking forward, enabling people to have a real platform to make a difference in quality based on peoples experiences.
- ✓ The delivery of the Healthwatch Cheshire contract will be standardised over the Pan – Cheshire wide footprint. This will reduce inconsistencies for people accessing services and will enable system failings to be reported to Cheshire West and Cheshire East Council on a regular bases by directly involving people.
- ✓ Healthwatch Cheshire - will work collaboratively across social care and health footprints whilst retaining local expertise supporting both Sustainability Transformation Plans (STP).
- ✓ Healthwatch Cheshire will hold local government, agencies and the NHS to account, to ensure they fulfil their obligations.
- ✓ Healthwatch Cheshire includes within the outcomes based service specification the Councils statutory obligations to deliver a Independent Complaints Advocacy Service (ICAS), ensuring that people most vulnerable can have access to a Independent Complaints Advocacy, ensuring peoples rights to challenge when not satisfied with services can be represented.
- ✓ Healthwatch Cheshire will ensure the views of Carers are understood and that they also influence quality of services from their direct experience, given the important role they have in caring for the cared for and regarding their own assessed needs, when assessing services.
- ✓ Healthwatch Cheshire will proactively report on a quarterly bases against the statutory requirements detailed in both contract and outcomes based service specification to Cheshire West and Cheshire East joint commissioning group, who will make key recommendations regarding under underperformance and in the overall review of contract.

## **5. Background/Chronology**

- 5.1. The Health and Social Care Act 2012, sets out the requirement for local Council is commission a local Healthwatch with 'significant statutory powers, to ensure the voice of the people (Paitent/ Adults/Children in receipt of social care) accessing services is strengthened and heard by those who commission, deliver and regulate health and care'. The Act requires the Council to make contractual arrangements with a body corporate which is 'a social enterprise' to be known as the Local Healthwatch (Ref- National Health Service NHS Healthwatch – Statutory Guidance).
- 5.2. The contract for Healthwatch Cheshire has been awarded to Healthwatch Cheshire following the retendering process. The new contract commenced on 1<sup>st</sup> April 2017, for a period of 3 years with 2 years extension. Staff of Healthwatch services were protected by TUPE.
- 5.3. A mobilisation meeting was held dated 26<sup>th</sup> January 2017 with representatives from Cheshire East and Cheshire West Councils and wider relevant partners, so to ensure a robust transition took place over the contract mobilisation period.
- 5.4. Cheshire West Council and Cheshire East Council will jointly assume responsibility for the contract and quality management and monitoring of the new Healthwatch Cheshire service.
- 5.5. The structure of Healthwatch Cheshire is attached (See Appendix 1 – Healthwatch Cheshire Structure).
- 5.6. The Healthwatch Cheshire contract is for an initial period of 3 years from 1<sup>st</sup> April 2017/2020 with the option to extend for a further 2 years, 2022.
- 5.7. The total value of the contract for both Councils involved for the first 3 years is £1,005,970m, Cheshire East Council contribution is £503,477.
- 5.8. The value of the Independent Complaints Advocacy Service is retained at the current level £29,000 which is included in the £503,477. The funding was reduced as part of the renegotiation of the extension of the current contract by £38,000 presenting improved value for money and saving.

## **6. Wards Affected and Local Ward Members**

- 6.1. All wards

## **7. Implications of Recommendation**

### **7.1. Policy Implications**

Healthwatch Cheshire service specification underpins Cheshire East - Putting People first, Live Well, for Longer Outcome Five, Carers Strategy and Connecting Communities Strategy.

## **7.2. Legal Implications**

Healthwatch and ICAS are statutory services underpinned by the Health and Social Care Act 2012.

## **7.3. Financial Implications**

There are no financial implications and contract value operates within the intended budget.

## **7.4. Equality Implications**

Healthwatch Cheshire will have 'significant statutory powers to ensure the voice of the people accessing services is strengthened and heard by those who commission, deliver and regulate health and care, as detailed in the Healthwatch England Statutory Guidance.

Healthwatch Cheshire will be inclusive and reflect the diversity of the communities it serves as well as reaching communities that might otherwise be under-represented.

Healthwatch Cheshire will work with a range of care provider organisations including third sector and commissioners to ensure new innovative ways are put in place to reach out to people most at risk including people who lack capacity.

## **7.5. Rural Community Implications**

Healthwatch Cheshire will have 'significant statutory powers to ensure the voice of the people as the "consumer" is strengthened and heard by those who commission, deliver and regulate health and care', as detailed in Healthwatch England Statutory Guidance.

Healthwatch Cheshire will be inclusive and reflect the diverse needs of local communities, in ensuring, working with Cheshire West and Cheshire East Council that a clear plan to tackle social isolation and promote Connecting Communities with people most in need.

## **7.6. Human Resources Implications**

None for local authority employees.

The contract will ensure that local volunteers are valued and continue to be supported.

## **7.7. Public Health Implications**

A successful Healthwatch Cheshire service provides a clear mechanism for understanding the quality of care provided across Cheshire West and Cheshire East, including understanding the transient needs of people accessing NHS services.

Healthwatch Cheshire will also provide people with information, advice and support about local health and social care services including One You - Cheshire East.

#### **7.8. Implications for Children and Young People**

Healthwatch Cheshire service includes people at all ages, and all areas of health and social care including Children and Young People. Healthwatch Cheshire will work with children and young people in a variety of ways. This may include involving children and young people in the governance of local Healthwatch or the governance and steering of major projects; working with children and young people to identify priorities for change in the local area and asking children and young people to share experiences of using local services and their experiences of being young carers. Children and young people and their families may be provided with information and signposting services or they may talk to children and young people as part of service observations or Enter and Views.

#### **7.9. Other Implications (Please Specify)**

Non noted.

### **8. Risk Management**

- 8.1. The new Pan Cheshire - Healthwatch meets the local authority's statutory duty to commission a Healthwatch provision and makes best use of resources.
- 8.2. Cheshire West and Cheshire East Council working in joint partnership will be responsible for the contract and quality monitoring of the service, working in positive partnership with wider Clinical Commissioning Groups, Health and Social Care Professionals and Community Third Sectors groups, so to ensure the best outcome is achieved supporting people accessing health and care services.

### **9. Access to Information/Bibliography**

**9.1** Outcomes Service Specification

**9.2** National Healthwatch England Guidance Tools

### **10. Contact Information**

Contact details for this report are as follows:

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