

Dear Friends,

I hope you had an enjoyable and peaceful festive season and a good start into the new year. Let's hope the new year is going to be a healthy one for all of you.

[Healthwatch Brent Advisory Board](#)

The advisory Board met in December. The following organisations sit on the board: Age UK Brent, Brent Patient's Voice, Brent User Group, Community Health Action Trust, CVS Brent and Mosaic Youth. The board discussed Community Chest awards and Healthwatch Brent priority areas.

Due to the holiday season some of our work slowed down a little but we are now well rested and ready to progress with new vigour.

[Healthwatch Brent Promotion and Reach partners](#)

With the help of our Promotion and Reach partners we managed to reach nearly 7000 people in the last quarter.

The numbers of Healthwatch Brent friends are also steadily increasing.

[Community Chest grants](#)

We have received a range of applications and a number of projects are underway including Making Wembley Wonderful, Self Directed Support for individuals to meet their own mental health needs and a survey of looked after children at the stage of transition. A health day on breast cancer awareness has taken place.

There are still funds available, please do get in touch to discuss any possibilities as soon as possible.

Grants are available from £100 to £3000 to organisations to support Healthwatch Brent's work to allow our diverse communities to have their say on health and social care issues. We prioritise seldom heard voices.

Larger grants will provide clear evidence to support good practice or the needs of a service group. For example - surveys, reports and/or case studies based on patient and service users' views that demonstrate a need and/or good practice.

Small grants will raise awareness of the role of Healthwatch Brent. For example - Sponsorship of your local event – we pay for the food – you help raise awareness of Healthwatch Brent.

Successful applications will collect the views of less often heard groups on health and social care services as a way of getting views heard by decision makers.

Contact either Nicola Mills: nicola.mills@healthwatchbrent.co.uk or Ian Niven: ian.niven@healthwatchbrent.co.uk

You can telephone the office on: 020 8912 5831

[Healthwatch Brent information and signposting line: 020 3598 6414.](#)

We are distributing a flyer advertising our Information and Signposting service - **020 3598 6414** info@healthwatchbrent.co.uk – **we want you to help us with this so that many more people know this number.**

This line is live every Monday and Wednesday from 10 am to 2 pm. If you call at any other time you will be directed to voicemail and are welcome to leave a message. A member of the team will get back to you as soon as possible.

We are looking for people who can distribute this flyer to lots of different places such as their local supermarket, their GP or pharmacy, community services and many more. Do let us know if you can help.

Our offices are at **3 Rutherford Way, Wembley HA9 0BP.**

Our office telephone number is 020 8912 5831 (If you want advice or information please call the information and signposting line above).

[Volunteers](#)

We are pleased to welcome Sharae, a health and social care student, on placement with us. Sharae is helping us to reach more people in groups and hear what they have to say about health and social care. With her help we managed to attend some big events such as the International Day for the Disabled, Carers' week events and the Big Health Check Day for people with learning disabilities and their carers.

However, we are keen to visit groups who find it harder to be heard, harder to get to meetings and events, who maybe don't use email or the internet. If you know of any such groups please pass their contacts on to us.

Some of our volunteers have helped us with visiting groups but we would like to visit even more.

We gave Safeguarding and Equality and Diversity awareness training to 7 new volunteers.

We appreciate all the help that our volunteers provide through their actions.

If you are interested to volunteer or just want to find out a bit more before you make a decision please contact: elaine.fletcher@healthwatchbrent.co.uk or telephone 020 8912 5831.

You can also log onto our website www.healthwatchbrent.co.uk to find out more information.

[Healthwatch Brent Enter and View](#)

The Enter & View team made one visit in December to Edinburgh House, a care home for older people and people with dementia. They were pleased to report an exemplary standard for homeliness and meaningful activities.

Healthwatch Brent is going to compile a report of all enter & view visits and present it to the council.

[Healthwatch Brent - meetings attended](#)

London Assembly Health Committee

Ian, the Head of Healthwatch Brent, was invited to the London Assembly Health Committee on 9 December to answer questions regarding winter pressures and A&E.

Ian took with him 5 Healthwatch reports, 2 from Brent patients at A&E. These all show that patients are prepared to wait at A&E because they know they will get the right treatment and because they are not aware of alternative services. Informing patients of other services and giving them and health professionals confidence is not a simple message. As recommended by a Brent Scrutiny report, Healthwatch Brent has started working with Brent NHS CCG and Brent Council to tackle this - watch this space.

NHS England is supporting Northwick Park Hospital to improve its waiting times -we are informed that these have improved considerably. NHSE presented North West London A&E waiting times as largely a management issue.

A full transcript of the session will soon be available on the London Assembly website: <http://www.london.gov.uk/moderngov/mgCommitteeDetails.aspx?ID=304>

Find services on: <http://www.rightcare4u.org.uk/> (read more about it further down)

General information

[General Osteopathic Council - Patient and Public Partnership Group](#)

- Would you like to be involved in developing information for patients and the public?
- Are you interested in standards of osteopathic practice?

The General Osteopathic Council is keen to set up a Patient and Public Partnership Group to engage with patients and the public on osteopathic care.

To express your interest and to find out more, please contact: Sarah Eldred, Communications Manager, General Osteopathic Council, Osteopathy House, 176 Tower Bridge Road London SE1 3LU

Or you can telephone: 020 7357 6655 x245 or email: seldred@osteopathy.org.uk

Click on this link to find out more details: <http://www.osteopathy.org.uk/about-us/our-work/patient-and-public-partnership-group/>

The General Osteopathic Council (GOsC) is the regulator for osteopathy in the UK. The GOsC works with the public and osteopathic profession to promote patient safety by registering qualified professionals, and setting, maintaining and developing standards of osteopathic practice and conduct.

See also their website: www.osteopathy.org.uk

Care Quality Commission (CQC)

Shaping the future of health and care quality regulation

The Care Quality Commission (CQC) is now carrying out the final stage of consultation on its strategy for 2016-2021. This comes at the end of several months of engagement and informal consultation with providers, people who use health and care services, and other stakeholders.

The 2016-21 strategy will set out proposals for developing the way the CQC works to make sure they are flexible and responsive to the changing health and social care landscape, and continue to serve the interests of people who use those services.

Following the publication of the strategy consultation document on 11 January, the CQC will be seeking the views of members of the public and representatives from public organisations at a number of events. These will provide an opportunity for you to explore some of the strategy proposals and give feedback.

There are events taking place across the country. The London event is on Friday 29 January (9am-12pm)

Spaces at the workshops are limited and are on a first-come, first-served basis. If you can't get to one of the workshops you will still be able to contribute your views via a web form. There will also be a range of other engagement activities online and via social media using the hashtag #cqcstrategy.

Click here to find out more: <http://www.cqcstrategy-publicevents.glasgows.co.uk/>

People are not being offered enough support to exercise their rights when subject to the Mental Health Act, finds CQC

The CQC has highlighted that greater attention needs to be given to supporting people who are subject to the Mental Health Act. This includes how they are involved in their care, if they are empowered to exercise their legal rights and if they

receive the safeguards provided to them by the Mental Health Act when they are being detained in hospitals or subject to conditions in the community.

The (CQC's sixth annual report shows that there is insufficient staff training and monitoring the impact of the Mental Health Act and outcomes for patients by leadership and management teams. This means that the protections offered to people by the updated (April 2015) Mental Health Act Code of Practice are not being consistently delivered. The Code, which must be observed by all services, offers statutory guidance for patients, their families and professionals in how people should be treated while subject to the Act, how their rights will be protected and what they can expect as a minimum from services.

In the report, which assesses how NHS mental health trusts and independent mental health hospitals have used the Mental Health Act in the last year (2014/15), the CQC has found some excellent examples where staff have made sure that people affected by the Act are supported and empowered to make decisions about their care and treatment and encouraged to help shape the planning of services. It also champions the many services who are seriously addressing their rules and procedures to ensure that they are not unfairly restrictive to individual patients.

However, the CQC is concerned that there remains an unacceptable variation in practice, including how management teams are dealing with the operation of the Mental Health Act and its outcomes for patients. This includes findings that staff had received no training on the revised Code in half (29) of 58 wards visited in September and October 2015. Throughout the year, they found no evidence of patient involvement or patients' views being considered in a quarter (25%; 961) of the 3,836 care plans that it examined during visits to hospital settings: There has been no improvement in this from the figures reported in 2013/14.

Furthermore, 10% (395) of the records CQC examined in 2014/15 did not show whether patients had had their rights discussed or explained to them, even though this is a strict legal requirement. This is a slight improvement from the 13% of records that lacked such evidence in the previous year.

The need for the NHS and independent mental health providers to get this right is greater than ever as the data from the Health and Social Care Information Centre has shown that the Mental Health Act is being used more than ever before. In the last year alone, the Act has been used over 58,000 times, 10% more than the 53,176 times in 2013/14 and the highest number of uses on record.

As part of its work to monitor the Act, the CQC carried out 1,292 visits to mental health wards from April 2014 to March 2015, assessing how people had been treated, meeting over 5,900 patients to discuss how the Mental Health Act and its Code of Practice were being applied to them.

The report recommends a number of changes to be made to practice across the system including specific calls to action for providers, NHS England and the

Department of Health to tackle the issues and improve the care being provided for patients affected by the Mental Health Act.

Read more about it here: <http://www.cqc.org.uk/content/mental-health-act-annual-report-201415>

London Ambulance Service

Healthwatch Brent received this information from the London Ambulance Service:

‘Since the inspection:

- We have 167 additional frontline staff and over 200 staff in training and under supervision.
- Our performance is improving and our crews now reach 77 per cent of the most critically ill and injured patients in ten minutes.
- The executive management team and I have met 900 people during staff road shows to provide feedback on staffing levels and gain information on issues of importance to them.
- We have reviewed our major incident plan and undertook a counter- terrorism exercise with the Metropolitan Police this summer.
- We have recently invested £14m on 104 new ambulances and 60 new fast response cars to reduce breakdowns and improve reliability.

We’ll be providing updates on the delivery of our improvement plans and I hope you will continue to support us as we move forwards, improving care for Londoners.

For more information on the changes we are implementing please visit:

www.londonambulance.nhs.uk/news/news_releases_and_statements/cqc_publishes_inspection_report.aspx

If you would like to discuss the report further please get in touch with our Communications department: communications@londonambulance.nhs.uk.’

Devolution agreement for London’s health services

In December London’s CCGs, London Councils, the GLA (Greater London Assembly), NHS England London Region and Public Health England London Region agreed to work closely together to go further and faster in integration and collaboration using devolution as a tool to achieve this. National bodies – including NHS England and Public Health England – and central government agreed to support this agenda by being active partners in the pilots and demonstrating their commitment to health and care devolution in London.

The key elements are:

- Given the size of the London system three levels of action will be needed: borough (local); multi-borough (sub-regional); London-wide (regional).

- The agreement is underpinned by the principle of subsidiarity. This means that decisions should always be taken at the most local appropriate level and aggregated up to multi-borough or London-wide only as needed.

- London's health and care system is highly complex. We have a large number of health and care organisations and population and patient flows occur with frequency across local boundaries. For these reasons London will be running pilots to test different elements of health and care devolution at different geographical levels.

Click here to find out more: <https://www.gov.uk/government/publications/london-health-devolution-agreement/london-health-devolution-agreement>;
<https://www.myhealth.london.nhs.uk/system/files/Summary%20-%20London%20devolution%20-%202015%20Dec%202015.pdf>

News from around Brent

CQC reports

Clarence Medical Centre

The Care Quality Commission (CQC) has rated the Clarence Medical Centre in Brent, North West London, as inadequate and has placed the provider into special measures following an announced comprehensive inspection in September 2015. The CQC found that some of the concerns raised during the previous inspection in November 2014 had been addressed but overall the practice had not improved and the CQC identified further concerns.

Placement into special measures means that the provider must now make necessary improvements or face action that could result in closure.

Under CQC's programme of inspections, all primary medical services in England are being given a rating according to whether they are safe, effective, caring, responsive and well led.

Clarence Medical Centre provides primary medical services to around 1,200 patients within the Kilburn area of Brent, including a high proportion of families with children aged under 16 years that are classified as living in poverty.

CQC inspectors found that the practice did not have suitable arrangements in place to ensure medicines were administered safely. A number of concerns were identified including over prescribing of antibiotics in comparison to other local practices, failure to carry out checks required to protect patients from the dangers associated with high risk medication, and a lack of awareness of local antibiotic prescribing guidelines.

Although inspectors observed that practice premises were clean and tidy, there were no cleaning records or schedules available. Although an infection control policy was in place, it had not been reviewed since July 2013, and an infection control audit had not been completed since January 2014.

However, patients told CQC inspectors that staff responded compassionately when they needed help and provided support when required. Patients said they felt the practice offered a good service and that staff were helpful, caring and treated them with dignity and respect.

Click here to read the full report:

http://www.cqc.org.uk/sites/default/files/new_reports/AAAD9792.pdf

Middlesex Manor Nursing Centre

On 28 and 29 September 2015 the CQC made an unannounced inspection of Middlesex Manor Nursing Centre. The CQC rated the service as: requires improvement.

At a previous inspection in October 2014 the CQC found that the service was not meeting the requirements of the law in relation to the following: management of medicines; staffing; nutritional needs; safeguarding people who use services from abuse; assessing and monitoring the quality of service provision. During this latest inspection they found that the provider had taken significant steps to improve the service in order to meet the requirements identified at the previous inspection.

Middlesex Manor Nursing Centre is purpose built and run by Bupa Care Homes (ANS) Limited. The home provides nursing care for up to 83 people. At the time of the visit there were 63 people living at the service. Most were older people, some were living with dementia or with other conditions associated with ageing. Other people had physical disabilities.

People who lived at Middlesex Manor told the inspectors that they felt safe, and this was confirmed by family members.

People had up to date risk assessments to ensure that they were kept safe from avoidable harm. Most risk assessments contained detailed guidance for staff in managing risk to people. However, the inspectors were concerned that some risk assessments had not been completed which meant that they could not always be sure that people were safe.

The service was generally meeting the requirements of The Mental Capacity Act 2005 (MCA). Assessments of capacity had been undertaken and applications for Deprivation of Liberty Safeguards (DoLS) had been made to the relevant local authority. The majority of staff had received training undertaken training in MCA and DoLS, and those the inspectors spoke with were able to describe their roles and responsibilities in relation to supporting people who lacked capacity to make

decisions. However the risk assessments for people regarding use of bedrails did not show that this was the least restrictive option available to meet their needs which is a requirement of the MCA.

People told the inspectors that staff were caring and they saw some positive interactions between people and their care staff. People also said, and the inspectors observed that they were offered choices and that their privacy was respected. However a small number of staff did not speak with people when they were providing support at mealtimes.

People who used the service, their relatives and staff members spoke positively about the management of the service. The inspectors were told that the new manager had made a number of positive improvements.

The inspectors found two breaches of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Read the full report to see the recommendations: <http://www.cqc.org.uk/directory/1-127818766>

[Community Sickle Cell Service Brent](#)

Brent's first ever community sickle cell service is up and running for local people with sickle cell to use.

Estimates show that about 450 people in the borough have sickle cell. The complications resulting from sickle cell can be extremely serious.

However, with the right treatment and by taking the right preventive measures, many of these problems can be avoided.

Brent's community service gives advice and support to people with sickle cell – and their loved ones – so they can better manage the condition and make sure they only make a potentially stressful visit to hospital if they really need to.

The service is run by Brent Sickle Cell Society. Your GP can refer you to the service or you can do it yourself. You can email: comfort.ndive@sicklecellsociety.org or you can telephone: 020 8961 7795.

Find out more on the service's website: <http://sicklecellsociety.org/brent-sickle-cell-advice-and-support-service/>

[New website for urgent care services](#)

A new website will help you find the right service. If you use A&E services for non-life-threatening cases you will take up valuable staff time. This website will help you

find a range of other NHS services in Harrow, Brent and Hillingdon that can help you more quickly: <http://www.rightcare4u.org.uk/>

[Central and Northwest London NHS Foundation Trust \(CNWL\)](#)

New CNWL leaflets

There are 18 new leaflets on the website. You will find them on the relevant service page but as an example here is the easy read leaflet about single point of access for patients with mental health difficulties:

http://www.cnwl.nhs.uk/wp-content/uploads/CNWL_SPA_easy_read_leaflet.pdf

You can find the leaflet about Older Adult Psychiatrist Liaison services here:

http://www.cnwl.nhs.uk/wp-content/uploads/CNWL_Older_Adult_Psychiatric_Service_A5.pdf (but it is not easy read).

Consultation on the future of CNWL sexual health services

CNWL has launched a consultation on the future of its Sexual Health Services.

It asks for views on a proposal to provide its services from two instead of three main bases.

Click here for the consultation: <http://www.cnwl.nhs.uk/have-your-say/consultations/>

Events

Healthwatch Brent would like feedback from you if you go to any of these events. If you do attend as a representative of Healthwatch Brent please adhere to our code of conduct.

[Dementia Café – Cricklewood](#)

The dementia café is run by the charity Ashford Place and if you are affected by memory loss, dementia or forgetfulness you are free to drop-in.

The café is open every Tuesday.

When: Tuesdays, 2 pm to 4 pm

Where: Ashford Place, 60 Ashford Road, Cricklewood NW2 6TU

For more information contact: danny.maher@ashfordplace.org.uk
or telephone: 07595 631 167

Alzheimer's Society Dementia Cafe - Kingsbury and North Wembley

The dementia café is a friendly meeting place for anyone affected by memory loss, dementia or forgetfulness and their carers. The café is run by the Alzheimer's Society and you are free to drop-in.

When: Wednesdays, 2 pm – 4pm

Where: Kingsbury Resource Centre, 364b Stag Lane, NW9 9AG

Or

When: Thursdays, 11 am – 1 pm

Where: St. Cuthbert's Church, 214 Carlton Avenue West,
North Wembley HA0 3QY (near Northwick Park Hospital)

For more information email: adrian.pennington@alzheimers.org.uk
or telephone: 07740 433472/ 01923

Philomena Mitchell from the Alzheimer's Society also holds a regular advice surgery for people living in Brent if you or your carer would like more information and guidance contact: Brent@alzheimers.org.uk or telephone 01923 824 329.

Monthly Cancer Support Group (MCSG)

The Chinese Association for Cancer Care (CACA) has a cancer support group every 2nd Saturday of the month. It aims to give support and strength to patients, survivors, family, friends. Chinese cancer patients can share their experience, share lunch, exercise and listen to talks. In January a personal health trainer will focus on healthy lifestyle.

When Saturday 9 January, 10.30 am – 12.30 pm

Where Soho Outreach Centre (SOC), 166A Shaftsbury Avenue
London WC2H 8JB

Contact Pang Sham on 07938969187 or visit their website: www.cacaca.org.uk

BAS4IL Forum – Loss and Breavement

When Wednesday 20 January, 2 pm – 4.30 pm

Where Brent Mencap, 379 – 381 High Road, Willesden NW10 2JR

Peter Iweanya Loss and Bereavement Therapist from Brent Community Learning Disability Health Team will talk about what to do after a death - the legal and practical side of death, your wishes, bereavement and mourning. The forum is primarily aimed at adults with disabilities and older people.

BAS4IL is an Information and Advice Service run by Age UK Brent and Brent Mencap and funded by Brent Council. BAS4IL have a drop in advice service as well as an advice line. <http://www.bas4il.org.uk/>

[Have your say about physiotherapy services](#)

Brent Clinical Commissioning Group (CCG) is looking to improve the local physiotherapy services. They want to hear how you would like to see the service develop in the future. There will be a workshop to discuss the service:

When: Thursday 14 January, 3.30 pm – 5 pm

Where: Training Room 1, first floor, Wembley Centre for Health and Care, 116 Chaplin Road, Wembley, Middlesex HA0 4UZ

There is limited space so please book early. Email: sandra.sam-yorke@nhs.net or telephone: 020 8900 5376

You can give your feedback on a questionnaire if you are unable to attend. Please ask Sandra to send you the questionnaire. Deadline 31 January.

[Brent Mencap Health Focus Group](#)

When Tuesday 19 January, 3.30 pm – 5 pm

Where Brent Mencap, 379 – 381 High Road, Willesden NW10 2JR

This focus group for people with learning disabilities and their carers meets every month to discuss and consult on health and social care issues.

[Health Partners Forum](#)

When: Wednesday 27 January, 6 pm – 8.30 pm (Refreshments from 5.15 pm)

Where: Bridge Park Community Leisure Centre, Brentfield, Harrow Road, Stonebridge NW10 0RG

To register or find out more email: brentccg.engagement@nhs.net or telephone 020 8900 5376.

You can also register here: <http://health-partners-forum-january-2016.eventbrite.co.uk>

Thank you for your continued interest and support.

Please keep in touch.

The Healthwatch Brent team