

Dear Friends,

I can't believe we are rapidly nearing the festive season and the end of the year. We at Healthwatch Brent hope that you will all keep warm and well this winter. We wish you all a peaceful holiday season and the best of health for 2016.

[Healthwatch Brent priority service areas - update](#)

Mental Health: Keeping well in the community –

- The CCG has applied for Government funding for a Transition Plan. As part of this, Healthwatch Brent agreed to undertake a Community Asset Assessment.
- We have received 3 applications to our Community Chest for projects that will allow people with mental health issues to voice their experiences.
- The Health and Wellbeing Board is setting up a forum that will bring together all the different strands of mental health work for a strategic overview.
- We did hope to have an update from CNWL on their community mental health services – we will pass this on once we have it.

Phlebotomy – Blood tests

- Amani, our researcher is leading on this. She will re-design a questionnaire and use it for both GP based tests and hospital tests. We trust that Northwick Park Hospital will continue to cooperate helpfully.

FGM – Female Genital Mutilation

- We have started discussing the Brent report and action plan with the lead council officer. From this we will create a plan of action – we will let you know what this is, hopefully in our next bulletin.

Communication –

- The council scrutiny report on GP access recommended that Healthwatch work with the CCG and the council to explain newer access options to patients. We met with Ian Adams, CCG Communications Director, to progress this and contacted the council to set up a plan of action. This is about improving communication about the GP Hubs and Urgent Care Centres.

Healthwatch Brent Promotion and Reach partners

Our partners - Elders Voice, Brent Mencap, CAB Brent, Brent Carers Centre, Jewish Care, CVS Brent, Brent Patient Voice, CHAT and Mosaic - have been helping to increase awareness of Healthwatch Brent.

In the last 7 weeks we have reached around 3000 people – we hope to reach 8000 people by the end of the year.

Community Chest grants

We have received a range of applications and are intending to support a health day on breast cancer awareness, the Making Wembley Wonderful project, with several other applications for small grants in the pipeline. Larger grants are being discussed for assessing the mental health needs of young Irish travellers, a report on Self Directed Support for individuals to meet their own mental health needs and a survey of looked after children at the stage of transition.

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

Our volunteers have started visiting groups to find out about their experiences of health and social care services.

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 hand their contacts on to us.

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

Our Enter and View volunteers have visited another care home in November and are planning a visit for December. We will publish these reports as soon as we can. We are also identifying the best opportunities to make these reports known to those with influence – like the Health and Wellbeing Board and Brent Scrutiny Committee.

We are also seeking ways of sharing intelligence between us and the CCG, Brent Council, CQC, BHeard and others. Phil Porter, Strategic Director for Adult Social Care, is helping with this.

Patients' views

- Our CQC liaison inspector is following up on a patient concern about Community Cardiology service run by Royal Free Hospital.

- All relevant patient views were anonymously shared with CQC ahead of their inspection of LNWHT – Northwick Park Hospital.

Our Enter and View reports are shared with CQC.

Healthwatch Brent - meetings attended

- The Development and Strategy sub-Committee – now Patient and Public Engagement Committee meeting – has had 2 meetings, in September and November to look at future engagement. We are certain that this group will work hard to make sure we help the CCG to develop further its patient engagement.
- One of our volunteers, Colin, is the Healthwatch Brent representative on the patients' experience committee at Northwick Park Hospital.
- The Health and Wellbeing Board (HWBB) held a healthy weight workshop. After the meeting the HWBB decided to focus on 0-5 year groups – educating families about sugar intake and the serious risks for oral health, obesity and diabetes.
- The HWBB gave an overview of its strategic aims to improve health and wellbeing and reduce health inequalities. This is based on the following principles:
 - to work together to deliver improved services
 - to provide safe, high quality services which respond to individuals
 - to work together to make sure every contact with service users counts
 - to promote a culture of self care and personal responsibility
 - to focus on disease prevention and health promotion
 - to engage in an on-going dialogue with Brent communities, residents and patients
 - to provide opportunities for individual and community empowerment
 - to achieve more for less, making the very best use of resources

HWBB priorities:

- Giving every child the best start in life
- Helping vulnerable families
- Empowering communities to take better care of themselves
- Improving mental wellbeing throughout life Working together to support the most vulnerable adults in the community

The HWBB decided to take a new approach -

- It recognises that this work is carried out by existing bodies - like the Childrens Trust - so the board recognises these bodies as the delegated forum for progressing the action plan. These bodies will report back to the HWBB.
- The HWBB will focus on adding value to these work programmes.
- The HWBB identified that mental health is the one area without a single strategic body bringing all the bits of work together - this will be addressed.
- This strategy is being updated with priorities staying the same but the current pieces of work changed.

- Ian had hoped for an audit of what had been achieved to date - but the response is that each piece of work reports, or each organisation. So for a piece of work that the CCG were leading on, this should be in their Annual Report.
- Mental Health is the only area that fits with Healthwatch Brent current priorities.
- The HWBB brings together directors of -
- CCG, Childrens' Trust, Local Authority, council leader, lead member for health and social care, other councillors, CNWL, Public Health, the CEO of the Council, and Healthwatch - in order to make sure that work on these priorities is joined up.

General information

London Ambulance Service NHS Trust placed into special measures

England's Chief Inspector of Hospitals, Professor Sir Mike Richards, has recommended that London Ambulance Service NHS Trust should be placed into special measures following an inspection by the Care Quality Commission (CQC).

Overall, London Ambulance Service (LAS) NHS Trust has been rated as 'inadequate'. A team of inspectors found that the trust delivered services that were caring, but that improvements were needed on safety, effectiveness, responsiveness and leadership.

During the inspection, which took place over a three week period in June, a team of 54 CQC inspectors and specialists including paramedics, urgent care practitioners, operational managers and call handlers looked in detail at the trust's emergency operations centres, the emergency and urgent care service, patient transport services and the resilience service, including the hazardous area response team. Click here to read the full report: <http://www.cqc.org.uk/location/RRU01>.

Ian Niven, Head of Healthwatch Brent is going to attend the quality summit regarding the LAS NHS Trust.

QualityWatch

While many national organisations are monitoring the quality of care, [the Nuffield Trust](#) and the [Health Foundation](#) believe there is also a need for independent scrutiny by non-statutory bodies.

That is why they formed QualityWatch, a joint research programme monitoring how the quality of health and social care is changing over time.

The latest annual statement reports about the quality of health and care services. Key findings for the year:

- Quality of services is suffering more than in previous two years due to financial

constraints

- Measures of access to services are declining, for example people spend longer in A&E and experience delays in planned treatment
- Mental health and ambulances are under particular pressures due to waiting times and workforce issues
- NHS staff experience high work-related stress and high vacancy rates
- Children in some cases might receive poorer quality services than adults. CAMHS (children and adolescent mental health services) is still an issue. Children's obesity is on the rise.
- Big data gaps are present in the system, particularly in the area of social care.

Click here to read the full report:

<http://www.qualitywatch.org.uk/annual-statement/2015-closer-critical>

Managing conflicts of interest – feedback wanted

NHS England is reviewing the statutory guidance on managing conflicts of interest for CCGs, as part of a wider governance project to strengthen conflicts of interest management across the NHS. Updated guidance will be published by 1 April 2016. NHS England is inviting feedback on the [current guidance](#), in particular any areas that need strengthening or clarifying. There will be further opportunities to comment on developing drafts of the new guidance - please send any initial feedback to england.co-commissioning@nhs.net by 5pm on 4 December 2015.

Decembeard

'Beating Bowel Cancer' is looking for 5000 men to grow a beard and raise funds for this charity. Every 15 minutes someone is diagnosed with bowel cancer. So get sponsored to grow a beard in December. In doing so you will have raised both funds and awareness of the UK's 2nd biggest cancer killer.

Decembeard runs from 8am on 1 December to 5pm on 31 December.

Click here to register: <http://www.beatingbowelcancer.org/decembeard>

Useful website for NHS jargon

Have you ever wondered what MASH or MERIT stand for? You can now check it out on this website that explains all kinds of acronyms used by the NHS. (An acronym is a word made up from the first letter of all the words in a phrase, for example: NHS = **N**ational **H**ealth **S**ervice)

<http://nhsconfed.org/acronym-buster>

[Another useful website](#)

Patient is a website that has lots of medical information that is based on evidence. You can search in different and easy ways. You can check symptoms, join forums, find out how to stay fit and healthy and much more.

Check it out: <http://patient.info/>

[Compare care homes and home care services](#)

TrustedCare.co.uk is an online directory, comparison and feedback website of care homes and home care (domiciliary) services from across the United Kingdom.

<http://www.trustedcare.co.uk/about-us/>

News from around Brent

[CQC reports](#)

The CQC inspectors rated Pettsgrove Care Home in Pettsgrove Avenue, Wembley as 'requires improvement'. Pettsgrove Care Home provides accommodation for up to six people with learning disabilities. At the time of the CQC visit there were four people using the service.

The CQC carried out an unannounced comprehensive inspection of this service on 11 and 12 December 2014 at which they found one breach of legal requirements. On 19 June the CQC had a follow up visit and found that the provider had started to address some of the issues. On 16 July the CQC had another comprehensive inspection of the service. The CQC identified four breaches of the relevant regulations in respect of safeguarding people, safe care and treatment, dignity and respect, and good governance.

Pettsgrove Care Home is run by [Striving for Independence Homes LLP](#). Click here to read the full report: <http://www.cqc.org.uk/location/1-304048198/inspection-summary#overall>

Another care home with the 'requires improvement' rating is Caretech Community Services Limited in 237 Kenton Road. CareTech Community Services Limited is a care home that provides personal care and accommodation for up to twelve people who have learning disabilities.

The CQC carried out an unannounced comprehensive inspection on 25 and 26 June 2015 and found a continuation of two breaches of legal requirements. These related to care workers not being supported to have the necessary knowledge and skills they needed to carry out their roles and people not receiving person centred care

and being engaged in meaningful activities. The CQC served two warning notices. On 9 October the CQC undertook a focused inspection. The service had started to address the issues but the CQC could not improve the rating to 'good' because to do so requires a demonstration of consistent good practice over time.

Click here to read the full report: <http://www.cqc.org.uk/directory/1-133442228>

[Growing Healthy Communities – The health and wellbeing index](#)

As many of you will know our health depends very much on our environment and circumstances. This is called the 'determinants of health'. Some of these are child poverty, unemployment, housing, education.

This new report found that Brent has the 4th best health outcomes in England. Factors like obesity, smoking, sports participation, drug misuse, under age pregnancy, mortality rates, diabetes form the health outcomes.

Even though Brent is number 312 out of 324 local authorities when it comes to the health determinants it does much better on the health outcomes than one would expect.

The report states that this is partly because there are many excellent health facilities in London. It also says that local authorities, CCGs and other organisations such as the voluntary sector need to work more closely together and communicate well with each other. A focus on preventing ill health and making health services easily accessible also leads to better health outcomes for Brent people.

You can read the full report here: http://www.grantthornton.co.uk/globalassets/1.-member-firms/united-kingdom/pdf/publication/2015/growing-healthy-communities-health-and-wellbeing-index.pdf?utm_source=The%20King%27s%20Fund%20newsletters&utm_medium=email&utm_campaign=6390795_HWBB%202015-11-23&dm_i=21A8,3SZ63,FLWPS6,DT81F,1

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. This is a weekly event. See below for the first meeting in December

When: Tuesday 1 December, 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

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 every Wednesday and you are free to drop-in.

When: Wednesday 2 December, 2 pm

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

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.

Brent Carers Centre AGM

When: Thursday 3 December, 6 pm – 8.30 pm

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

Please RSVP Bindu on 020 8795 6240
or by e-mail: email@brentcarerscentre.org.uk

Monthly Cancer Support Group (MCSG)

When every 2nd Saturday of the month, 10.30 am – 12.30 pm

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

MCSG is open to individuals touched by cancers. It aims to give support and strength to patients, survivors, family, friends and carers so they can move forward together.

It is important to know that none of you is alone!

Programme: Health Talk, Chinese cancer patients sharing, exercise, shared lunch

Contact person: Pang Sham 07938969187

Facebook: Chinese Association for Cancer Care

Website: www.cacaca.org.uk

BAS4IL Forum

When Wednesday 2 December, 2 pm – 4 pm

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

This session will be around dental health. Sapna Mandalia, Oral Health Promoter at NW London Health Care Trust will be talking about dental health; how to look after your teeth and dentures; the right way to brush your teeth and care for your dentures.

It 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/>

International Day of People with a Disability

When: Thursday 3 December, 8 am – 5 pm

Where: Brent Civic Centre, Engineers Way, Wembley HA9 0FJ

Brent is celebrating the International Day of People with Disability. The day aims to increase understanding of the barriers that face people with disabilities. It also aims

to promote participation and inclusion.

The theme for 2015 is "Inclusion Matters: access and empowerment of people of all abilities"

The event is an opportunity to engage with residents, carers and colleagues.

To register for this event please contact the Equality Team equality@brent.gov.uk or telephone Jenny Duncan on: 020 7937 3164

[Big Health Check Day \(for people with learning disabilities\)](#)

When Thursday 10 December, 10 am – 3 pm

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

People with a learning disability, their carers and professionals from health and social care meet annually to discuss health and social care issues. This year the focus is mainly on cancer screening for people with a learning disability. There will be presentations and discussions around this topic. People with a learning disability will also present some findings around friendships and relationships.

There will be a range of information stalls around screening, relationships and health.

Please register by calling Brent Mencap on 020 8451 5278 and ask for Claudia.

[Know your blood pressure](#)

The Stroke Association is running a blood pressure checking service.

How do you know if you have high blood pressure? The only way to know if you have high blood pressure is by getting it checked.

Come to Wembley Library to get your blood pressure checked.

When: Friday 11 December, 11 am – 12 pm

Where: Wembley Library, Brent Civic Centre, Engineers Way,
Wembley HA9 0FJ

When you have your blood pressure checked you can find out if you are at risk from any potential health issues, for example heart attacks or strokes, and you can take action to prevent them.

You can also get advice on how to keep your blood pressure at a healthy level.

Brent Mencap Health Focus Group

When Tuesday 15 December, 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.

Young Carers Christmas Ball

When: Saturday 19 December, 3 pm – 7 pm

Where: Mandhata Youth & Community Association
20a Rosemead Ave, Wembley HA9 7EE

Brent Carers Centre will be closing at 1pm on Thursday 24 December 2015. There will be no drop in session on this day. It will re-open on Monday 4 January at 9 am.

Telephone 0208 795 6240 for more information about different carers' support groups and advice sessions. You can also email Brent Carers Centre: email@brentcarerscentre.org.uk or check out their website: www.brentcarerscentre.org.uk

Thank you for your continued interest and support.

Please keep in touch.

The Healthwatch Brent team