

Views on Statement of Scope for Market Study of Care homes – Healthwatch Lincolnshire

Theme 1.4

Local Healthwatch have a statutory duty to collect peoples issues and complaints. Information should be provided to residents/family members at time of admission that confidential feedback can be made to local Healthwatch which will be dealt with accordingly, depending on seriousness, nature of issue, safeguarding aspects etc. It would be helpful if the role of local Healthwatch are routinely referred to as a support organisation for this purpose.

Theme 2.6

There would appear to be a lack of information when people enter care homes especially around financial matters. It would be helpful if people were provided with accurate and up to date information on the current financial support available at the time of entering care or in the event of changes being made ie increase in charges eg information on or referral to CAB or other local 'benefit specialist' service

Theme 3.9

We would like you to ensure Local authorities are fulfilling their obligations under Care Act 2014 and in particular market shaping and planning obligations.

I note you are specifically looking at care for over 65s. However please be aware that a significant number of adults with learning disability also live in some form of residential care. The likelihood is that that this group of people face similar problems.

Please note local Healthwatch have statutory duties regarding health and social care. These include enter and view provision, along with gathering peoples' views of service provision. The Healthwatch network provide an independent watchdog role and works closely with the CQC in monitoring standards of care provision. There is also a statutory duty to provide information and signposting. I have included further detail about Healthwatch Lincolnshire below.

HEALTHWATCH LINCOLNSHIRE

Healthwatch Lincolnshire is one of 152 local Healthwatch groups set up by the government as part of health reforms set out in the Health and Social Care Act in 2012. Its job is to ensure that the voice of patients, users and the public is at the heart of NHS and care services. **Healthwatch Lincolnshire** gathers patient views, represents those views to local NHS organisations and makes sure they are taken account of.

1. **Healthwatch Lincolnshire** is the only independent consumer watchdog for Health and Social Care services in Lincolnshire. It

- Monitors and influences local health and social care provision.
- Harnesses the expertise of local communities, charities and voluntary organisations.
- Encourages people to share their views with about the services they use.

- Gives feedback to health and social care providers as well as to Healthwatch England.
- Signposts people to information about health and social care services in Lincolnshire.
- Provides information about what to do and who to talk to if things go wrong.
- Above all ensures that the public's voice is heard - and responded to!

2. Vision, Mission and Strategic Priorities

Our Vision and our Mission which are:

- **Our Vision** is for everyone in Lincolnshire to access and receive outstanding health and social care services.
- **Our Mission** is to be the consumer champion for all health and social care services for everyone in Lincolnshire.

The HWL Board has set 5 strategic priorities to focus the operations and financial investment on public engagement activities, through creating and sustaining engagement team staffing levels and ensuring HWL has the infrastructure to report issues and help influence services keeping the public voice at the heart of our activities.

The 5 strategic priorities are

- **Influencing** health and social care services through engagement with the public, patients, carers and communities
- **Marketing, PR and campaigns**
- **Developing HWL**
- **Consultations** to support improvements in health and social care
- **Participation and involvement** in the health and social care environment.