



Working together as Healthwatch South Tees

Annual Report 2018-19



Contents

Message from our Chair	1
About us	3
Highlights of the year	5
How we've made a difference	7
Helping you find the answers	15
Our volunteers	19
Our finances	23
Our plans for next year	25
Thank you	29
Contact us	30



Message from our Chair

It is with great pleasure that I take this opportunity to introduce the 2018/19 Annual Report, covering our second year of operation as Healthwatch South Tees, bringing together Healthwatch Middlesbrough and Healthwatch Redcar and Cleveland.

The work of local Healthwatch is vast and varied. We spend our time listening to local people about their experiences of health and care services, we respond to queries through our information and signposting work and we represent the views of local communities in a range of forums to bring about positive change in the way services are planned and delivered. You can read more about the work we have been doing throughout this report, as well as some of our future plans.

During the year, we have established our new Partnership Board where the main work has been to consider and determine our immediate priorities and ensuring progress against the commitments we have made. Our staff and volunteers have been working hard through a significant programme of community engagement and consultation activities. We are grateful to all our stakeholders who have made the work of Healthwatch South Tees possible, including local authorities, NHS bodies, charities and community groups, and most importantly the residents of Middlesbrough and Redcar and Cleveland.

We are looking to the year ahead with energy and excitement in doing all we can to support improvements in making a positive difference for the benefit of local people.

Contact our team (details on the back page) if you have any queries about the work of Healthwatch South Tees or if you would like to discuss how you can be involved.



Paul Crawshaw
Chair,
Healthwatch South Tees Partnership Board

your voice counts

Changes you want to see

Last year we heard from 1,270 people, through information and signposting enquiries and community engagement events, who told us about their experience of a number of different areas of health and social care. Here are some examples of the changes that you want to see:



+ A dementia-friendly community in Redcar and Cleveland for those living with dementia.



+ More provision of information in accessible formats for Black, Asian, Minority Ethnic (BAME) communities.



+ Awareness and implementation of the Accessible Information Standard in health and social care services.



+ More funding for groups to enable them to carry on providing valuable support within the community for kinship carers.

About us

Healthwatch is here to make care better

There is a local Healthwatch in every area of England. We are the independent champion for people using local health and social care services*.

Our sole purpose is to help make care better for people.

Since 1 April 2017, Healthwatch Middlesbrough and Healthwatch Redcar and Cleveland have been working together to deliver Healthwatch activities across South Tees.

We help make care better for people by:

- + Listening to what people like about services and what could be improved through a variety of different methods.
- + Sharing people’s views with those with the authority to make change happen to improve the quality of services.
- + Providing information about health and social care services available locally to people and communities.



* Health and social care services are referred to as care services throughout the report

Our vision is simple



Our vision is to be a strong, independent and trusted voice for local people. By working together in partnership with other organisations, the voluntary and community sector, the local Clinical Commissioning Group and the Local Authority, we endeavour to ensure that the needs and preferences of service users are central to how services are planned and delivered.

Our purpose



To find out what matters to you and to help make sure your views shape the support you need.

Our approach



People’s views come first – especially those that find it hardest to be heard. We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.

People at the heart of everything we do

We play an important role bringing communities and services together. Everything we do is shaped by what people tell us. Our Partnership Board members, volunteers and staff identify what matters most to people by:

- + Visiting services to see how they work
- + Running surveys and focus groups
- + Going out in the community and working with other organisations
- + Sharing community intelligence

This helps us to raise people’s concerns with health and care decision-makers so that they can improve local support. The evidence we gather also helps us recommend how policy and practice can change for the better.





Highlights from
our year

Find out about our resources and the way we have engaged and supported more people in 2018-19. **Our resources:**



We have reached 35,429 people through our social media platforms, of which 2,711 people have visited us via our website.



We visited 69 services and community events, speaking to 1,228 people to understand peoples experience of care.



900 people were provided with eight e-bulletins containing current information about local health and social care services.

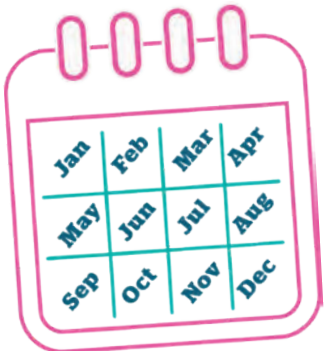
263 People have accessed Healthwatch advice and information online or contacted us with questions about local support.



We provided service user feedback and recommendations regarding the Accessible Information Standards to 38 GP Practices across South Tees.



42 People have shared their personal health and social care stories with us through our information and signposting service and at engagement events.



We have 12 volunteers helping to carry out our work. In total they contributed 195 hours.



How we've made
a difference

Changes made to your community

Sharing your views with us has led to positive changes to health and social care services in Middlesbrough and Redcar and Cleveland. Our work shows that when people speak up about what is important, and services listen, it results in improvements for all.

Over the past year, we have collected specific experiences of dementia services, the Audiology Department and the STAR (South Tees Access Response) Scheme.

Increasing dementia friendly services across Redcar and Cleveland

Our report, *'People's Experiences of Living with Dementia in Redcar and Cleveland'*, highlighted a lack of dementia awareness within Redcar and Cleveland and a real gap in services for those living with dementia. Our report and recommendations, based on the views and experiences of those living with dementia and their carers, has had a significant impact in Redcar and Cleveland working towards becoming a dementia friendly community.

We have assisted in the establishment of a Dementia-Friendly Communities Task Group, which meets on a regular basis to guide the work of the project and monitor progress made towards the Action Plan. Someone with lived

experience of dementia works with the group along with their carer, to ensure that progress is driven by the needs of those with dementia.

Changes Made to Our Community

From having very little dementia friendly services for those living with dementia and their carers, there are now 87 organisations registered as Dementia-Friendly, and 617 Dementia Friends working within the area.

These organisations include a range of services which people living with dementia use in their everyday life, such as banks, cafes, dentists, libraries, pubs, and supermarkets, helping to prevent the previous trend of isolation in society.

When these organisations have applied to become dementia-friendly and have been asked "How will you listen to what people living with dementia and their carers think is important?", reference has been made to Healthwatch, in particular our report and recommendations.

Receiving our certificates following Dementia Friends training



“We will read the report by Healthwatch regarding people’s experience of dementia and take into account any recommendations that are appropriate.”

A range of dementia friendly activities are now on offer in the community to enable those living with dementia and their carers to carry on with the things they have always enjoyed and to also offer new opportunities. These include: monthly dementia friendly dances and film screenings which accommodate the specific needs of people living with dementia and their carers. A social prescribing programme* is also in development, with a focus on using arts and creativity to be inclusive of those living with dementia.

**** Social prescribing programme is a way of linking patients in primary care with sources of support within the community. It provides GPs with a non-medical referral option that can operate alongside existing treatments to improve health and well-being.***

Martin:
“We now feel we have power”

“Carol was diagnosed with early onset of Alzheimer’s in March 2011. We managed with the condition for five years without any support, things became a little more difficult when Carol had to give up her driving licence, leaving her isolated at home and dependent on others to take her anywhere. It started to dawn on me that we may need help.

When it came to places to go to for people with dementia of Carol’s age, the only group was at Thornaby, 15 miles away. We didn’t attend as Carol wasn’t interested in going. It was difficult to occupy everyday with something. Friday was the only day of relief in the week.

Attending a dementia training session run by Stirling University, I met Vanessa Newlands (Health Improvement Specialist for Public Health South Tees), she asked if Carol and I would be interested in joining a Dementia Task group.

This led us to attend the first celebration event for the first businesses and community groups in Redcar and Cleveland area signing up to work towards being dementia friendly. We met Brian Rowcroft, who gave me a flyer for a new group which was just setting up for people with dementia, called Whippet Up.

Through these meetings, we have a regular calendar of activities to attend, we now go to Whippet Up every week, go to Cineworld for dementia friendly showings of films for people with dementia, a disco dance to 60’s 70’s music.

We are also part of the Redcar and Cleveland Dementia Task Group. Through this we have been involved in leading change in the borough.

We were invited to walk round a local store to see if there were any improvements, we could make to improve it for people with dementia, we made some suggestions which have been implemented.

When Carole said she loved to go swimming but could not as she needed help dressing and I felt unable to go into the changing rooms with her, Brian asked us to go to Redcar Leisure centre to meet with the Centre Manager, we were advised we could use the group changing rooms. We now go swimming once a week, something which we could not do before.

Carol has gone from not wanting to attend any dementia group meetings, thinking they were for older people, to now being involved with the Dementia Task Group and attending the dementia friendly groups which gives her a sense of worth and things to look forward to.

We now feel we have power; the task group is a vehicle for us to influence change. Being involved with all the above has enriched our lives, being involved with the Dementia Task Group has given me the insight of how both Redcar and Middlesbrough are working together to improve the lives of people living with dementia. At the start of our journey I thought all the dementia agencies were working separately but now through the Dementia Task Group’s efforts I can see they are trying to bring them together.”

“I used to feel down and very lonely. When I lost my licence and Martin was at work I’d just be sitting in the house. The only people I would see is a few close friends and my weekly trip to the Friday Church Group.”

“I’d say to anyone, ask for help; you’ll find it’s out there. And try it!”

Carol
Person living with dementia



Ensuring support for people with hearing loss

During 2017/18 we carried out a consultation with the deaf community and produced a report summarising the key issues raised by those people with hearing loss.

These issues included:

- + A lack of implementation of the Accessible Information Standard by NHS providers and Social Care Services;
- + A lack of emergency provision of interpreting services;
- + A lack of deaf awareness with health professionals;
- + Little opportunity for deaf people to give feedback or make a complaint.

We have continued with this work during the year, by asking organisations how they comply with the Accessible Information Standard. The responses we have collected have shown general compliance to the Standard:

- + Most services ask patients for their preferred method of communication and preferred format of information, and note this on the individual’s medical records;
- + Most services provide additional support through provisions such as hearing loops, website services and staff with deaf awareness training.

Where gaps have been highlighted, this is largely to do with capacity and resource; some services cannot provide TV monitors, visual call systems and text systems to support those service-users with hearing loss.

Our report has allowed services to identify the gaps where improvements could be made.

“We will review the Accessible Information Standards to understand what we need to do to be compliant with the standards.”
Redcar and Cleveland Adult Social Care

What is the Accessible Information Standard?

The Accessible Information Standard was established in 2016 with the legal requirement for all NHS services to provide communication support and information in formats that can be accessed by those with a disability, impairment or sensory loss.

It says that patients, service users, carers and parents with a disability, an impairment or sensory loss should:

- + Be able to contact and be contacted by services in accessible ways e.g. via email or text message;
- + Receive information and correspondence in formats they can read and understand;
- + Be supported by a communication professional at appointments if needed e.g. a British Sign Language interpreter;
- + Get support from healthcare staff and organisations to communicate e.g. to lip-read or use a hearing aid.



Audiology Enter & View

Based on specific intelligence gathered at the Middlesbrough Deaf Centre, we conducted an Enter & View to make observations of the Audiology Department at The James Cook University Hospital and to have the opportunity to speak to service users and staff.

The feedback we collected from this was that appointments were of good quality, reflected by the staff’s statement that they were often complemented for providing a high-quality service. Other positives were that waiting times were short and staff were “polite”. This was mirrored in our observations whereby staff took the time to chat to patients despite being so busy, creating a friendly environment.

“A screen would make me feel more comfortable for not missing appointment. I’m on alert all the time – a sign will enable me to relax a little bit”
Patient at Audiology Department
James Cook University Hospital

The greatest improvement that could be made for patients, was in regards to the alert that they received for their appointment; 13 had been called to their appointment and two had relied on family members to alert them, as their name hadn’t been signed. A visual resource such as a display screen would be more beneficial for them.

We have fed this information back to the department with the recommendations to:

- + Review their call system and introduce a more visual resource to alert patients to their appointment;
- + To indicate how long patients will have to wait for their appointment on arrival to the department;
- + To display more visual resources within the waiting area, for example information on local support services;
- + To have clearer signposting of the different reception desks and waiting areas.

Enter and View is another way in which we can gather information. We have the statutory power to enter and view services to find out how they are being run by collecting the views of staff, service users, families and carers at the point of service delivery.



The STAR Service

Intelligence gathered about the STAR (South Tees Access Response) Scheme, from our Enter & View visits to GP services across the South Tees, highlighted a lack of awareness of the out-of-hours service. Throughout the year, we have worked to promote the service and have further evidenced the need for a greater awareness among service-users.

Our report made the recommendation to promote the service, especially to older people who were largely unaware of it, reflected by the low number of users. A response from South Tees Clinical Commissioning Group (CCG) has however highlighted that older people are more likely to access healthcare during in-hours, and therefore less likely to need the STAR service. Despite this, we have continued to promote the STAR service when engaging with older people throughout the year. This information has been well received and found to be of interest for those who had previously been unaware of the ability to access out-of-hours appointments.

A concern raised by a member of the public highlighted an issue with the STAR Service within Zetland Medical Practice. Although waiting lists for appointments had been recorded as six to eight weeks, service-users had not received a referral to STAR or had been offered it as an alternative option.

We were able to facilitate a meeting with a GP from the Zetland Medical Practice and the Practice Manager, a member of the CCG and the local councillors, to explain the STAR system and how it works within the practice.

While enquiries to our Information and Signposting service still highlight the issue of long waiting times for GP appointments and a corresponding lack of awareness of the STAR Scheme, we will continue to advocate the service and liaise with GPs to ensure service users are aware of their opportunity to access appointments out-of-hours.

“I am pleased with the positive response from Healthwatch to the concerns expressed in relation to the appointments performance of GP Practices and one in particular, it did demonstrate to me the benefit of having a dialogue and sharing information, creating a greater awareness and understanding of all parties’ views.”

Councillor Thomson

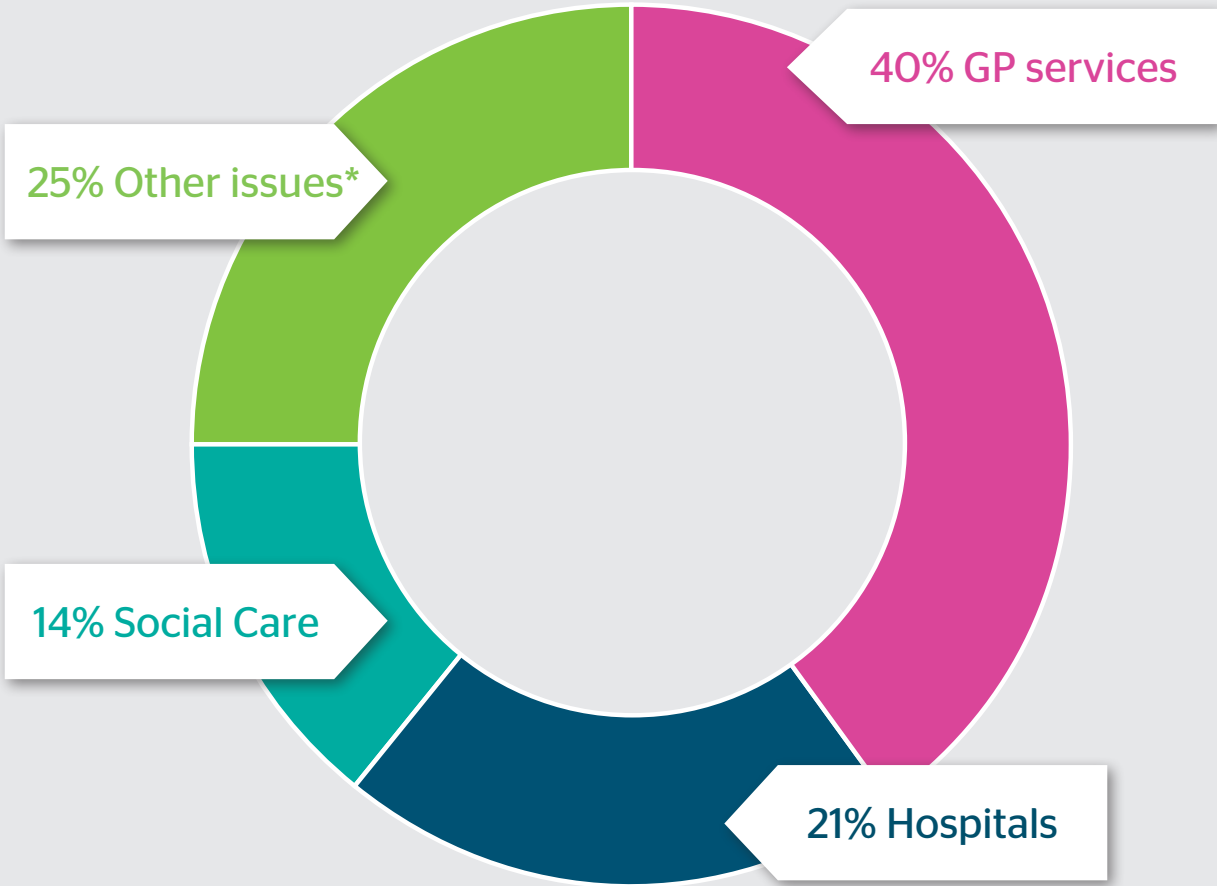


Helping you find the answers

What services do people want to know about?

People don't always know how to get the information they need to make decisions about their own health and care. Healthwatch plays an important role in providing advice and pointing people in the right direction for the support they need.

Of the 1,228 enquiries we have received, here are the most common things that people have asked us about:



Throughout the year, our information and signposting enquiries have captured increasingly complex issues and experiences of health and social care services. This seems to be on the increase and can only assume is reflective of the changes to how healthcare services are delivered, and how this is being promoted in communities. We have still endeavoured to signpost people and give them information so they are able to navigate their way through the system and access the appropriate services.

* Other issues included: information and advice about falls prevention, mental health and dental forms.

How we provide people with advice and information

Finding the right care or support can be worrying and stressful. There are a number of organisations that can provide help, but people don't know where to look.

Last year we helped 263 people access the advice and information they needed.

- You can come to us for advice and information in a number of ways including:
- + The Healthwatch Middlesbrough and Healthwatch Redcar and Cleveland website;
 - + Our social media channels;
 - + Our SHARE form;
 - + Community engagement events;
 - + Our free phone number: 0800 989 0080



Ageing safely

A lady running an elderly community group contacted us, requesting for some information to be delivered to the group about what safety measures could be used in the home to help prevent falls. We were able to ensure that the group gained the appropriate information through contacting Age UK Teesside to visit and deliver the session.

Transport issues

“Being able to share the very real worries and anxieties I have experienced has been a great help to me. It’s hard to keep up with all the changes, and in these busy times, to find a listening ear that can talk problems through and give helpful advice is a unique experience.”

Faced with transport issues, a lady rang us to ask for advice on getting from Redcar to her consultation at the RVI in Newcastle. After talking with her, we realised she had been wrongly denied access to the North East Ambulance Service (NEAS) Patient Transport Service, and we helped her successfully book transport for her consultation.



Making sure people get the right answers about their wellbeing

A lady contacted us, after she had been unable to find the appropriate statutory support for her mental health.

Although being diagnosed with traits of borderline personality disorder, primary care services couldn't support the individual, but her condition was not severe enough for secondary care. The patient wanted help with emotional regulation however their only options were to either get better on their own, or to get worse to ensure they could gain secondary care help. At a loss of where to turn to, they had contemplated suicide.

After coming to us to explain the process that they had been through, we visited Saltburn Wellbeing Centre, which informed us that they could offer support through its funding from Step Forward Tees Valley. We were then able to advise the individual to access this service, ensuring that they would have the support they needed.



Breaking down barriers

The problems that language barriers can cause within health and social care services was highlighted when a member of the Healthwatch South Tees team visited an organisation working to support refugees and asylum seekers.

The majority of members of the group were unaware of the STAR (South Tees Access Response) Scheme with the 111 service and there were many accounts of difficulties in accessing healthcare due to communication barriers, with some appointments being cancelled as no translator was available.

We have encouraged services to have their information available in other languages, especially that of the STAR scheme so that all service-users can avoid the wait for the next available appointment, if in urgent need. The South Tees Clinical Commissioning Group and North East Ambulance Service have confirmed that this information is available in different languages online with Google Translate, and that hard copies of information can be provided in other languages upon request.

As a result, patients and their families are now telling us how they feel better supported and more knowledgeable about their needs when they leave hospital.

Are you looking for help?

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch.

w: www.healthwatchmiddlesbrough.co.uk
www.healthwatchredcarandcleveland.co.uk

t: 0800 989 0080 or 01642 955605

e: general@healthwatchsouthtees.org.uk



Our volunteers

How do our volunteers help us?

Our volunteers play a significant role in our engagement work with the community.

Giving up their free time to administer surveys to the public and community groups, such as the University of the Third Age (U3A) group in Saltburn, our volunteers have been able to collate valuable views and experiences from a range of service-users.

Through our surveys, people are able to have their say on their healthcare. When asking about hospital services, our volunteers found that 63% of their respondents rated their patient experience of either James Cook University Hospital or Redcar Primary Care Hospital as “excellent” and clinicians from these hospitals were described as “outstanding” and “well-informed”. Our volunteers have also been able to collect older people’s experiences of health and social care services, exploring national concerns such as isolation and loneliness, and the digital move; the results of this can be seen in our U3A report. The intelligence we gather is always fed back into the services and is shared with the Care Quality Commission upon request of intelligence.

Our volunteers also represent us at public engagement events. This has involved holding information stalls to tell members of the public about the role and work of Healthwatch, at libraries, care homes and hospitals and at seven different community events, for example the Living With and Beyond Cancer events in both Middlesbrough, and Redcar and Cleveland.

We are recruiting more volunteers into the Healthwatch team to ensure this valuable work will be continued in the community over the following year.

How Healthwatch South Tees Volunteers are increasing dementia awareness across South Tees:

The work of our volunteers has helped to increase the number of dementia-friendly services across South Tees, enabling those

living with dementia to have a better experience of health and social care services.

Our volunteers are Dementia Champions, allowing them to deliver dementia awareness and training sessions. They have delivered these sessions at a number of care homes, for the carers and relatives of residents and have supported events such as coffee mornings.

How our volunteers are influencing our work through the Partnership Board:

The Healthwatch South Tees Partnership Board membership currently includes seven volunteers. They all bring knowledge and skills from a variety of different health and social care backgrounds in addition to a real interest and passion for this work. Each member brings an understanding and experience of community barriers as well as an awareness of current challenges faced by the changing health and social care landscape across the South Tees area. Without their strategic understanding of the role of relevant public bodies and how public engagement can influence them, we wouldn’t be able to be as effective as we are.

Some of the activities carried out by these volunteers are:

- + Promote good governance
- + Attend board meetings, participating with other groups where required
- + Attend external meetings and events, and be an advocate for local Healthwatch and our work
- + Maintain good relationships with all stakeholders, including staff
- + Contribute to decision making and work planning, ensuring independence and transparency
- + Attend relevant training and development days
- + Support the Team to carry our Enter and View activities
- + Feedback on reports and quality accounts

Meet our volunteers

We caught up with Dr. Ian Holtby, to highlight the valuable role that our volunteers play within Healthwatch and the importance of their work in the local community.

Ian was contacted to get involved with Healthwatch as his previous positions as a GP and within Public Health were guaranteed to provide a valuable insight into healthcare services. Providing healthcare as a junior hospital doctor in Leeds, Nigeria and Middlesbrough, as a GP in Redcar and then as a consultant in Public Health, he feels that this experience allows him to offer a different perspective, weighing up the differences in the supervision of services.

Through his contacts, Ian has been able to share information about Healthwatch, to services as well as the public. He feels that it is important for services to know about the role of Healthwatch as it is a way for patients’ views and experiences of that service to be gathered, which are vital in order to make improvements.

Ian has been involved with a lot of our work projects and likes to get involved in the things that link with his previous work and that he knows a lot about. This was the case with our Enter & View at the Audiology Department of James Cook University Hospital, whereby Ian collected both patient and staff experiences, linking to one of Ian’s previous roles within Community Child Health.

A key aspect of Ian’s role is his seat on the Health and Wellbeing Board whereby he feels supported by us to feedback information that we have gathered from service-users and to share updates on our workplan.



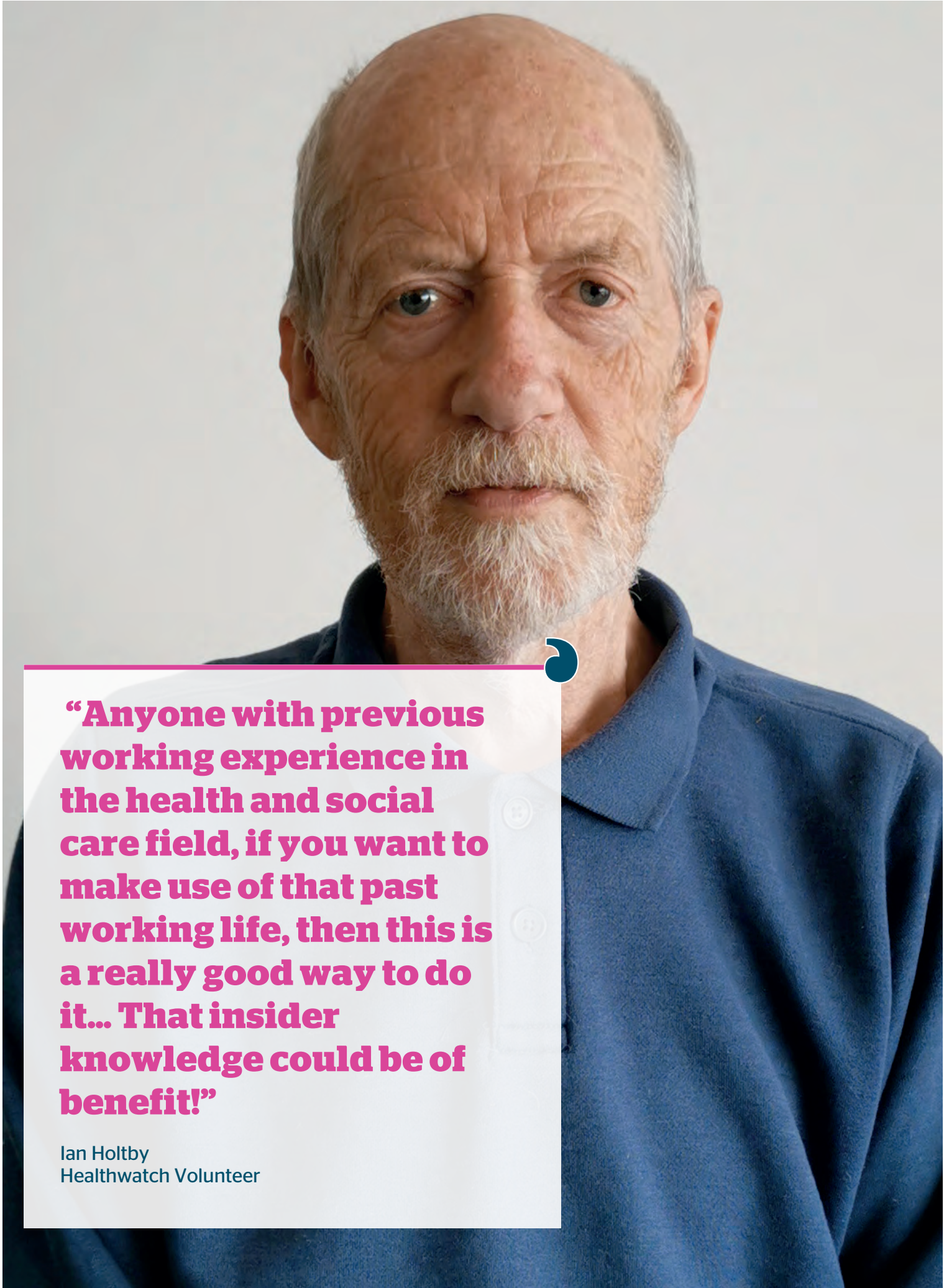
Volunteer with us

Are you feeling inspired? We are always on the lookout for more volunteers. If you are interested in volunteering get in touch:

w: www.healthwatchmiddlesbrough.co.uk
www.healthwatchredcarandcleveland.co.uk

t: 0800 989 0080 or 01642 955605

e: general@healthwatchsouthtees.org.uk



“Anyone with previous working experience in the health and social care field, if you want to make use of that past working life, then this is a really good way to do it... That insider knowledge could be of benefit!”

Ian Holtby
Healthwatch Volunteer



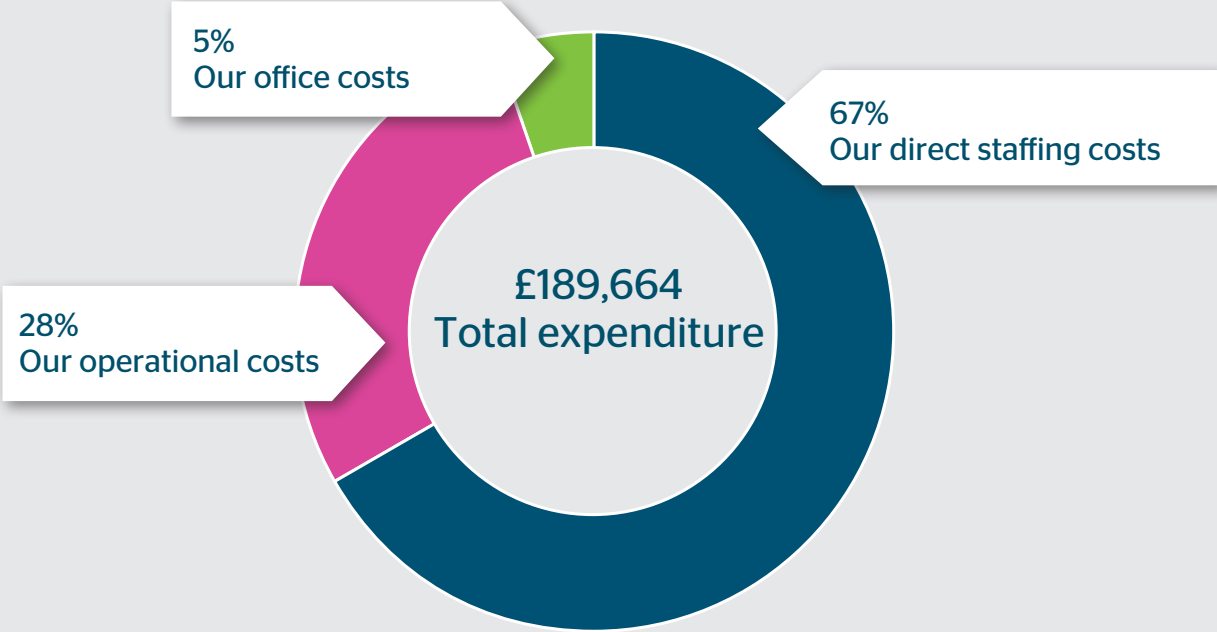
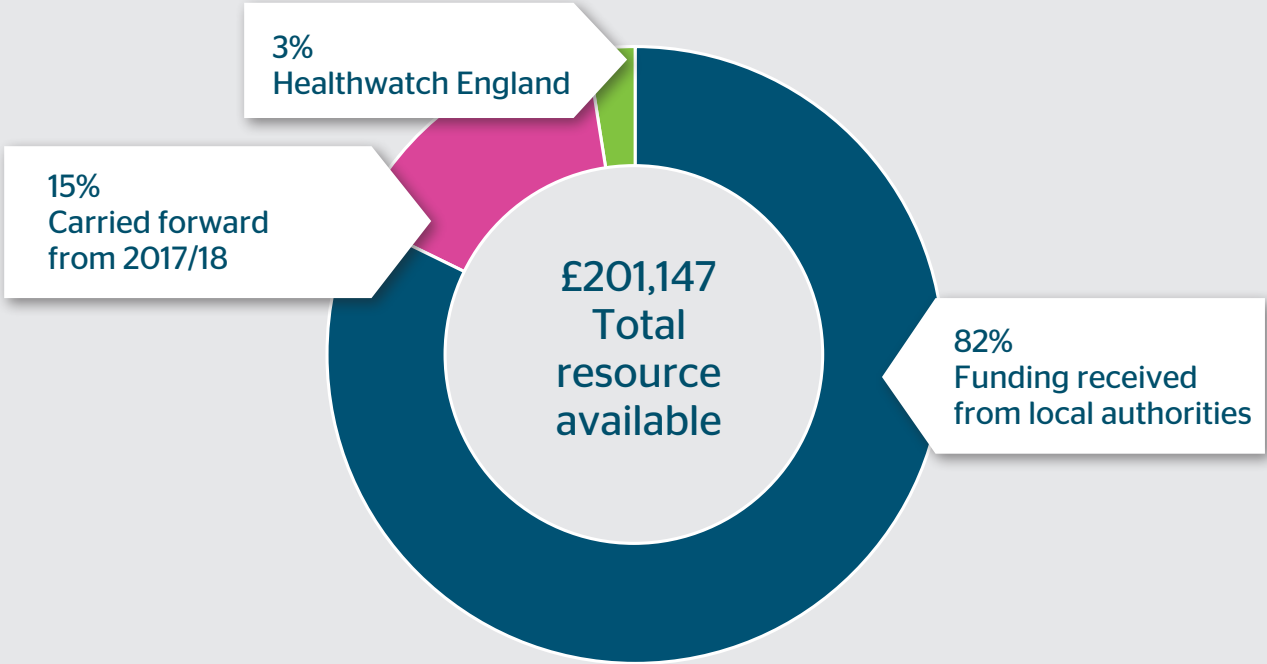
Our finances

How we use our money

To help us carry out our work, we are funded by Middlesbrough Council and Redcar & Cleveland Borough Council.

In 2018-19 we spent £189,664

We also received additional income from Healthwatch England to undertake consultation activities.





Our plans for next year

Message from our Manager

Highlights from our year

#Haveyoursay Stakeholder event

During this year we hosted a stakeholder event which saw 37 stakeholders and community leaders of groups. The aim of the day was to gain an insight and valuable intelligence into the barriers and issues experienced when accessing and using health and social care services. The focus of discussions centred around older people, the BAME population and those diagnosed with long-term health conditions as these were demographics agreed by our Partnership Board.

The main priorities identified were:

- + Finance and support (impact of funding)
- + Communication (individual, between services language)
- + Knowledge and awareness
- + Isolation
- + Systems (Process, capacity, navigation)
- + Barriers/stigma

There were very few issues that couldn't be shared across the three different demographic areas. This was prominent in the discussions surrounding isolation and communication.

It is interesting to note that a lot of the group discussions centred around those with long-term health conditions, in regard to eligibility for care, accessing services, knowledge about conditions and preventative self-care. This will therefore inform the focus of Healthwatch South Tees consultation 2019-20.

Dementia friendly

We have played a big part in supporting Redcar to become dementia friendly. As mentioned previously in the report, the work in partnership with the local Health Improvement Team,

creating a further 10 Dementia Friends and the dementia awareness session delivered by the volunteers to the family and friends of dementia residents at Inglewood Care Home are just a few examples of work we are particularly proud of.

Looking ahead

Using community intelligence gathered through the NHS Long-Term Plan consultation, we have identified the following key areas to give focus to our work:

- + Combatting the prevalence of diabetes within BAME communities
- + Supporting asylum seekers and refugees who have long-term health conditions to navigate the health and social care landscape
- + Addressing the health and social care challenges faced by children with Special Educational Needs and Disabilities (SEND) and their families
- + Influencing arthritis care to make the necessary changes to improve the wellbeing of older people
- + Working with GP's to improve community wellbeing
- + Further develop and build on the dementia work by supporting our volunteers to lead on delivering awareness training for families and carers within care homes across Redcar and Cleveland.

One of the ways we will continue to involve and engage the community to influence the commissioning is through developing Youthwatch: a platform for those aged 14-25 to share their views and experiences of health and social care services.

We will continue to...

- + Strengthen the collective voice of the community in influencing local health and social care services to better meet their needs.
- + Identify gaps in services and areas which require improvement.
- + Conduct investigations, produce reports and making recommendations to local health and social care providers and commissioners.
- + Act upon concerns highlighted by the public and service users and using our statutory right to Enter & View local services.
- + Support people to find the right health and social care services by providing appropriate information, advice and signposting.
- + Use our seat on the Health and Wellbeing Board to escalate issues raised with Healthwatch.
- + Work closely with key local voluntary and community organisations, networks and forums.
- + Develop collaborative links with GP and NHS Patient and Public Involvement Forums.
- + Build relationships and a network of contacts to ensure representatives of service user patient and carer groups and organisations can get involved, making their views heard.
- + Inform and share intelligence about the work we do with national bodies such as Healthwatch England, Care Quality Commission (CQC) and other bodies responsible for scrutinising local services.



“Since recently becoming the new Development and Delivery Manager for Healthwatch South Tees it’s been fantastic to see the difference we have made for local communities mentioned throughout this report. Throughout the coming year I’m looking forward to further develop existing relationships with those who can drive change as well as identifying new ones through our future engagement activities. This will only be enhanced with the experience and skills of our new team.”

Lisa Bosomworth
Development and Delivery Manager
Healthwatch South Tees

Because we are always receiving information from the public, the South Tees Award of Recognition enables us to recognise good practice. Here are two shining examples we celebrated this year...

Sophie Colella
Mental Health
Partnership Worker

“Some young people find it hard to communicate with work coaches for lots of different reasons, with the RACC form, it’s a positive way to help the work coach understand a young person’s situation and are able to give the necessary support. This gives the young person the confidence to open up about their circumstances and improve communication between the two, helping to improve their mental health and wellbeing.”

Young person

Sophie supported the inclusion of Requesting Adjustments to Claimant Commitment (RACC) Form, developed by the Talent Match Middlesbrough Young People’s Panel, at Middlesbrough Job Centre Plus (JCP). It is a conversation starter that highlights young people’s mental health, anxiety, and other issues due to adverse life experiences, e.g. homelessness, carer and being in the care system.

Because of Sophie, the JCP now use this as part of their suite of documents for work coaches. They are starting to roll this form out regionally with a view to adopting it nationally.

Kathryn Luczakiewicz
Founder and owner of the
Saltburn Wellbeing Centre

“In my own direct experience of working alongside Kathryn over the years, I have been enormously impressed by her selfless commitment to the ongoing success of the Saltburn Wellbeing Centre as a place where people from all backgrounds can access support for all manner of things”.

Community Development Worker

Kathryn has been a long-standing member of Healthwatch and has always raised awareness of issues that affect her clients, particularly those who seem to fall through the gaps in services and those in mental health crisis including ex armed forces personnel.

We have signposted individuals to the Wellbeing Centre when we have been unable to find appropriate statutory services. The Wellbeing Centre, and Kathryn in particular, does everything she can for individuals and never turns anyone away in crisis.

Thank you

Thank you to everyone that is helping us put people at the heart of health and social care, including:

- + Members of the public who shared their views and experience with us
- + All of our amazing staff, volunteers and partnership board members
- + Our partners, stakeholders and the voluntary organisations that have contributed to our work:
 - Aapna Services
 - Action on Hearing Loss
 - Alzheimer’s Society
 - Audiology Department at JCUH
 - Careline Homecare
 - Carers Federation,
 - Dementia-friendly Communities Task Group
 - Hindu Cultural Society
 - Homegroup
 - Independent Health Complaints Advocacy
 - Job Centre Plus
 - Kinship Carers
 - Linthorpe Road Resource Centre
 - Middlesbrough Live at Home Scheme
 - North East Ambulance Service
 - NHS South Tees Clinical Commissioning Group
 - North Star Housing Group
 - Public Health South Tees
 - Saltburn Wellbeing Centre
 - Saltburn U3A
 - Sanctuary

- SNE Care
- Sunshine Project NE
- Terrence Higgins Trust
- Tees Esk and Wear Valleys NHS Foundation Trust
- The Over Fifties’ Youth Club (TOFY)
- Virgin Care
- Windermere Grange
- Women Today North East



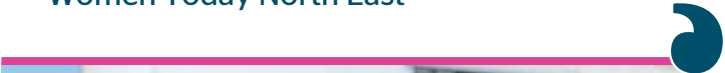
“Working with Healthwatch in support of their ‘Enter & View’ project within James Cook University Hospital, I identified potential issues that patients may encounter in the waiting room of the audiology department and found ways to ensure better accessibility to patients with a hearing loss... it afforded the opportunity to share useful information about the service of Action on Hearing Loss and other relevant local services.”

Raza Hussain
Action on Hearing Loss



“The stakeholder consultation was a brilliant event to share ideas and knowledge”

Locardia Chidanyika
Women Today North East



Contact us

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- + 0800 989 0080 or 01642 955605
- + general@healthwatchsouthtees.org.uk

Healthwatch South Tees is the name in which Healthwatch Middlesbrough and Healthwatch Redcar and Cleveland is operating. Healthwatch Middlesbrough and Healthwatch Redcar and Cleveland are delivered by MVDA in partnership with RCVDA.

If you need this in an alternative format, or for any other information, please contact us.

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