



Annual Report 2019–20

# Guided by you

**healthwatch**  
Middlesbrough

**healthwatch**  
Redcar and Cleveland

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# Message from our chair



**Paul Crawshaw**  
**Chair,**  
**Healthwatch South Tees**  
**Partnership Board**

It is with great pleasure that I take this opportunity to introduce the 2019/20 Annual Report, covering our third year of operation as Healthwatch South Tees. Healthwatch South Tees brings together Healthwatch Middlesbrough and Healthwatch Redcar and Cleveland into a single body whose aim is to strengthen the voice of users of health and social care in their local area.

The work of a local Healthwatch is vast and varied. We spend our time listening to local people about their experiences of health and care services, responding to queries through our information and signposting work and representing the views of local communities in a range of forums. All of this work allows us to bring about positive change in the way health and social care services are planned and delivered.

During the year, our Partnership Board has continued to consider and determine our immediate priorities and ensure progress against the commitments we have made to you, our communities. 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.

This year we are proud to have built on our direct engagement with local communities through a number of different channels but predominantly as a result of face to face activities which has grown by 76%. People accessing our Information and Signposting has increased by 93% and engagement through our digital platforms has risen 400% which has been as a result of the HWST team and Partnership Board working tirelessly with continued commitment and passion. Whilst these figures are impressive, it also needs to be acknowledged that this has been done with the most seldom heard across South Tees. These achievements as well as the improvement of connections and developed relationships within many strategic forums this year has contributed to a highly successful year for us.

You can read more about what we have been doing this year throughout the following report, as well as some of our future plans.

Follow us on social media or 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.

*“Looking ahead to the coming year there are many new challenges and opportunities for us. I look forward to working with all of our communities to ensure their voice is heard continues to be used to shape the delivery of health and social care services.”*



# Our priorities

During 2019-2020, 1,874 people told us about the improvements they would like to see health and social care services make. These were our six priorities based on what you told us:



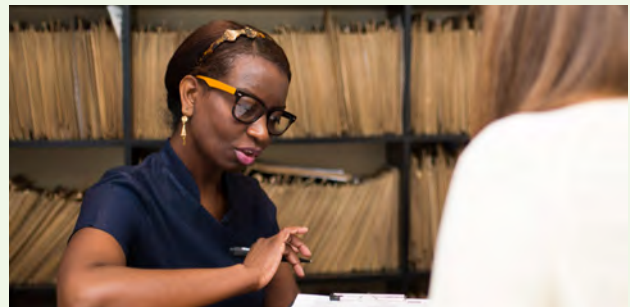
- Work with young people to identify causal factors and solutions for poor mental health.



- Improvements in health and care for children and young people with autism and learning disabilities.



- Gather experiences of arthritis services and care for people aged over 50.



- Explore barriers to self-management of diabetes in Black, Asian and Minority Ethnic communities.

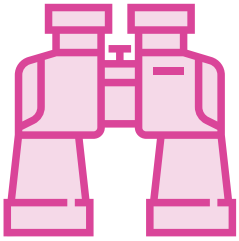


- Raise awareness of difficulties with Personal Health Budgets, linking with local Clinical Commissioning Group priorities.



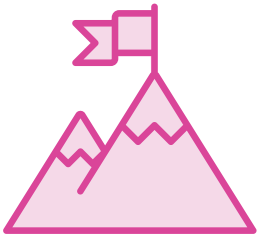
- Improve experiences of carers in GP settings.

# About us



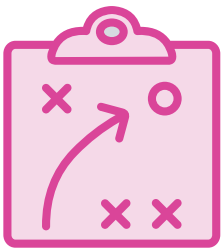
## Our vision is simple

Health and care that works for you.  
People want health and social care support that works - helping them to stay well, get the best out of services and manage any conditions they face.



## 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 seldom heard groups.  
We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference for you.



## How we find out what matters to you

People are at the heart of everything we do. Our staff and volunteers 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

*Healthwatch South Tees continues to make a valuable contribution across Redcar & Cleveland and Middlesbrough, prioritising pieces of work that support and influence the development of services for residents. They aim to enable the voices of people who use Health & Social Care services, to be heard, we will actively continue to work together, to ensure that this happens in an ongoing and meaningful way.*

*The voice of the public is essential to shape services for people across South Tees and Healthwatch continue to provide this intelligence adding value to the work of both councils and partners such as the NHS.*

**Redcar and Cleveland and Middlesbrough Commissioning Officers  
(responsible for the monitoring of HWST contract)**

## Here to make care\* better

The Healthwatch network's collaborative effort around the NHS Long Term Plan shows the power of giving people who find it hardest to be heard a chance to speak up. The #WhatWouldYouDo campaign saw national movement, engaging with people all over the country to see how the NHS Long Term Plan should be implemented locally. Thanks to the thousands of views shared with Healthwatch we were also able to highlight the issue of patient transport not being included in the NHS Long Term Plan review - sparking a national review of patient transport from NHS England.

We simply could not do this without the dedicated work and efforts from our staff and volunteers and, of course, we couldn't have done it without you. Whether it's working with your local Healthwatch to raise awareness of local issues, or sharing your views and experiences, I'd like to thank you all. It's important that services continue to listen, so please do keep talking to your local Healthwatch. Let's strive to make the NHS and social care services the best that they can be.

\*Care can refer to support for medical conditions and illnesses in health settings as well as support for vulnerable people in the community.



*I've now been Chair of Healthwatch England for over a year and I'm extremely proud to see it go from strength to strength, highlighting the importance of listening to people's views to decision makers at a national and local level.*

- Sir Robert Francis



Find out more about us and the work that we do

Website: [www.healthwatchmiddlesbrough.co.uk](http://www.healthwatchmiddlesbrough.co.uk)  
[www.healthwatchredcarandcleveland.co.uk](http://www.healthwatchredcarandcleveland.co.uk)

Twitter: @HWMiddlesbrough  
@HWRedcarClevela

Facebook: @HWMiddlesbrough  
@HWRedcarCleveland

# Highlights from our year

Find out about our resources and the way we have engaged and supported more people in 2019-20.

## Health and care that works for you



### 17 volunteers

helping to carry out our work. In total, they gave up 456 number of hours.

We employed

### 5 staff

80% of whom are full time equivalent, which is the same as the previous year,

We received

### £166,412 in funding

from our local authorities in 2019-20, which is broadly in line with the previous year.

## Providing support

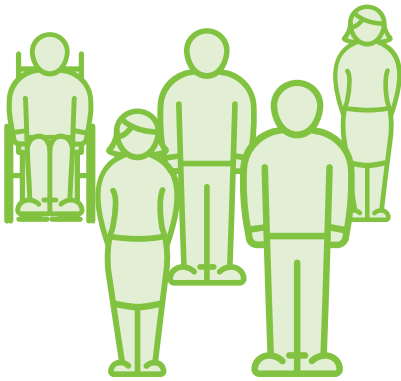


### 2172 people

shared their health and social care story with us.

### 81 people

contacted us with questions about local support, **93%** more than last year. (A further breakdown of this information can be found on page 21.)



## 9 focus groups

were held with people from seldom-heard groups - five with people with Special Educational Needs and Disabilities (SEND) and their families, and four with asylum seekers and refugees, and women from Black, Asian and Minority Ethnic backgrounds (BAME).

**150** young people were engaged in workshop discussions with a focus on equality, diversity and inclusion as part of Redcar and Cleveland College Respect Festival.

*We understand the importance of engaging with seldom-heard groups to ensure they have a say about their local services to ensure their needs are met. We have engaged in ways to reflect the needs of these groups, in order they can share their specific experiences, views and needs in an environment that is comfortable for them, which may otherwise not have been heard in mainstream forums.*

## Making a difference to care



## 9 reports

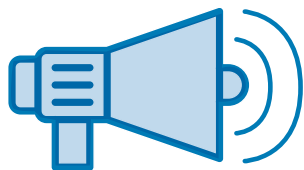
were published about the improvements people would like to see with their health and social care, and from this, we made 28 recommendations for improvement.

We continually share these recommendations with members of the 28 different groups, meetings and partnerships we regularly attend. This is to ensure patient voice informs and influences care services and commissioning at a decision making level across South Tees. You can see some examples of the difference these recommendations have made on page 11.

We were involved in the Tees, Esk and Wear Valley (TEWV) 'Right Care, Right Place' Event, raising awareness of Healthwatch with 298 members of TEWV staff and contributing our intelligence in the development of a new model of delivery.



## Reaching out



# 172,917 people

were reached through our social media channels\*, 2,496 people visited our websites, and 985 people engaged with us at community events.

We redesigned both of our websites to make them more secure, accessible and easier to navigate. Take a look!

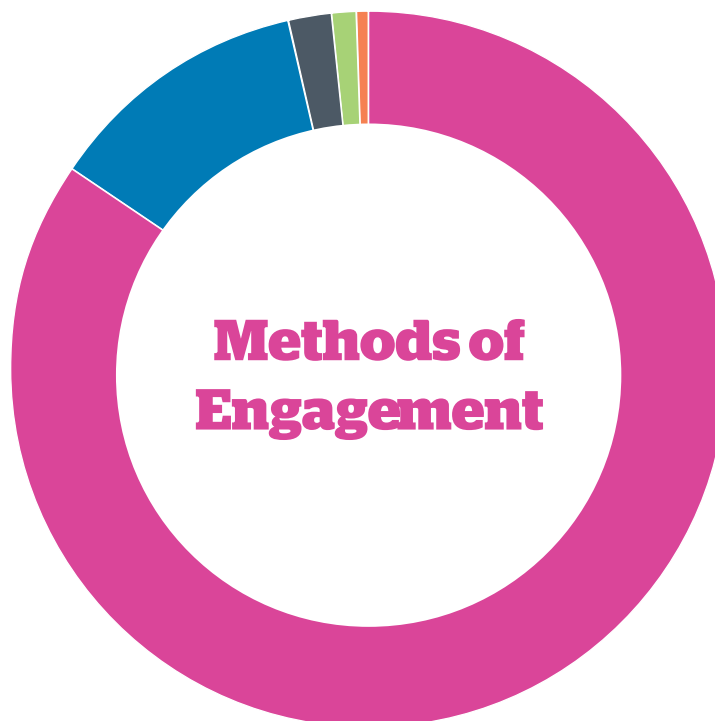


<https://www.healthwatchmiddlesbrough.co.uk/>  
<https://www.healthwatchredcarandcleveland.co.uk/>

Around 900 people also receive a monthly e-bulletin with the latest local health and social care news.

\*This figure consists of both Facebook reach and Twitter impressions for Healthwatch Middlesbrough and Healthwatch Redcar and Cleveland combined.

Here are the ways we have engaged with 2,172 people over the last year:



- Face-to-face (1,840)
- Online survey (255)
- Telephone (41)
- Email (26)
- Website (10)

# How we've made a difference

Speaking up about your experiences of health and social care services is the first step to change. This year we have focussed on ensuring there is diversity in our work to reflect local communities. We have been creative in our approaches, making sure that our platform is accessible for all voices to be heard in a way that is meaningful to them.

Take a look at how your views have helped make a difference to the care and support people receive across South Tees:

## *Gaining a youthful perspective on mental health*

We collected just under 500 young people's views around the topic of poor mental health, asking what they think causes it and what can prevent it.

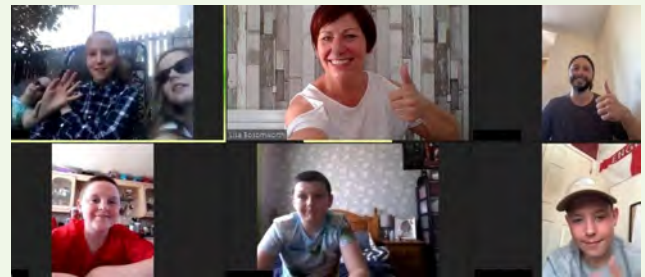
The top causes we identified from the young people included:

- Stress and pressure
- School
- Bullying
- Social media
- Family

The top solutions suggested by the young people included more support and opportunities to talk in their local communities and action taken by schools to prevent bullying.

We've since worked with young people to develop social action groups to build on these findings and to help support their peers and the local community. This has continued during lockdown through virtual youth sessions.

This work offers a youth perspective which has previously never been done to such an extent across South Tees. Young people fed back how much they valued the



A virtual session held with young people

*This was a brilliant interactive session this afternoon.*

- Parent of a young person involved in the virtual sessions

opportunity to have their voice heard as this made them feel like their views were important. They felt optimistic that this was a priority for HWST as decision makers were more likely to take them seriously.

Whilst it's still early days in measuring the impact of this work, we can still highlight some initial areas of influence.

*"Healthwatch South Tees findings and recommendations have been used in places of influence, including local Children and Young People Commissioners forums, the Pathway Steering Group for the Mental Health and Learning Disability partnership and in commissioning recommendations for 20-21 investment."*

- North East Commissioning Services Commissioning Delivery Manager.



People from Black, Asian and Minority Ethnic backgrounds have their say at a Healthwatch event

### Giving BAME Communities an opportunity to have their say

As part of our engagement for the NHS Long Term Plan and the Integrated Care System (ICS), we held focus groups with members of the Black, Asian and Minority Ethnic (BAME) community.

We recognised that due to perceived challenges in engagement, their views and experiences aren't often represented, despite Middlesbrough being the most ethnically diverse local authority in the Tees Valley.

Some of the challenges we experienced were:

- Encouraging people to participate
- Language barriers
- A difficulty in translating the meaning of our work

To overcome these challenges we worked with community organisations that were well trusted by the BAME community. They helped us to recruit participants, informed us how best to host the groups, how to consider the needs of the individuals and gave us advice on cultural requirements. They also provided trusted translators so that participants felt comfortable to get involved in discussions.

Working in a culturally-appropriate way within the community, we were able to gain insight into the issues faced by BAME communities, such as language barriers and lack of awareness of cultural sensitivity.

We shared the findings with our local NHS and ICS, to ensure BAME views had an influence in the shaping of local health and care services and to encourage more collaboration with these communities.

“Healthwatch reports shared with the CCG previously have suggested that increased understanding of cultural factors would be beneficial and we will consider this as part of primary care education programmes.”  
- Craig Blair, Director of Commissioning, Strategy and Delivery





The entrance to James Cook University Hospital

### *Audiology Enter and View*

We have the legal power to visit health and social care services to see them in action, this is called an 'Enter and View'. It offers an opportunity for us to identify what is working well with services and where they could be improved by speaking to patients, public, their families and staff.

Building on our previous years' work around Accessible Information Standards, we carried out this activity with James Cook University Hospital's Audiology Department. Peter Craggy, Principal Audiologist, detailed how our recommendations would be followed up.

Our Enter and View highlighted issues with the seating arrangements, mixing different services within the department, e.g. Ear, Nose and Throat (ENT) and Audiology. A meeting is arranged to discuss where geographically within the departmental footprint each services' patients sit and whether it would be feasible to arrange all patients in particular areas.

The patient calling system was another issue for patients with hearing difficulties. Rearranging the seating of the department will allow for a 55-inch TV system that will have rolling info screens / videos and an integrated patient call system.

### *Concerns regarding changes in James Cook University Hospital Paediatric Intensive Care Unit Service*

The strength of our relationship with South Tees NHS Foundation Trust was recently demonstrated when we received a number of concerns regarding rumours that the Paediatric Intensive Care Unit (PICU) at James Cook University Hospital (JCUH) was closing.

We contacted Alan Downey, the Chair of the Trust, requesting a quick response to reduce local anxiety and speculation. A response was received straight away clarifying the rumours were untrue.

We continued to receive concerns which were fed back to Alan, and in response, he called an urgent meeting between Healthwatch, the heads of all relevant departments at JCUH and their Communications team.

Following this meeting, the Trust released a statement clarifying small changes to delivery within PICU. We shared this statement and prepared a response sheet for our team to use in case we received more concerns.



**Long**

**Term**

**Plan**

**#WhatWouldYouDo**

## NHS Long Term Plan

Following a commitment from the Government to increase investment in the NHS, the NHS published the 'Long Term Plan' in January 2019, setting out its' key ambitions over the next 10 years. Healthwatch England launched a countrywide campaign to give people a say in how the plan should be implemented in their communities.

## Highlights



280 people shared their views with us.



We gained 223 responses to our survey about the NHS Long Term Plan



We held 5 focus groups reaching 57 people from different communities, including those from a BAME background, and parents and carers of SEND children

### Here's a summary of our work and what we found:

#### "Get on with it": Exploring Arthritis Experiences of the Over 50s across South Tees

As part of the consultation, we distributed a survey to gather experiences of those with specific health conditions. Thirty six respondents told us of their experiences of arthritis. Only six of these noted that the support they received met their expectations. Others had been offered a *"purely clinical model"*, *"only given pain killers"* and hadn't been told of alternative therapies.

As this work highlighted arthritis as a common condition among those aged over 50 across South Tees, we developed a survey specific to arthritis and gathered a further 58 experiences. The full report of these findings can be found on our websites.

 *When I was diagnosed with arthritis I would have preferred dietary advice as well as information about local support groups*

- Highlighted in a survey response

## Asylum-Seekers: Eligibility and Disclosing Health Conditions

We met with the Regional Refugee Forum and discovered that the health experiences of this group were very specific to their status. Due to the experiences of this group, there was a high prevalence of poor mental health, commonly linked to the “hostile” and long asylum seeking process.

Many people going through this process didn’t want to disclose serious health matters, especially mental health, for fear of the impact it would have on their application.

There also seemed to be a lack of understanding of what asylum seekers and refugees were entitled to in their healthcare, not only within the group, but also among health professionals. Clearer guidance would be beneficial for both deliverers and users of the system.



Women from BAME Communities discuss long term health conditions

## BAME and Self-management of Health Conditions

We visited Aapna Services, a community group supporting women from different Asian backgrounds. When asking the women about their health, a pattern of long-term health conditions became clear; many had diabetes and/or arthritis.

There were lots of barriers that prevented the women from effective self-management of these conditions. The women suggested they would benefit from more regular check-ups to monitor their condition, greater consistency with the health professionals they see and more digital options for communication, e.g. a one-stop NHS app and more cultural awareness from health professionals in the advice they provide, e.g. around food choices and accessibility to exercise.



Members of the public speak about their thoughts and experiences



Contact us to get the information you need

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 @HWRedcarCleveland

## Parents and Carers of Children and Young People with Autism and or Learning Disability

We engaged with Parent Carer Forums to gain insight into the different issues that can impact the wellbeing of children with autism and learning disabilities and their families and what they think should change:

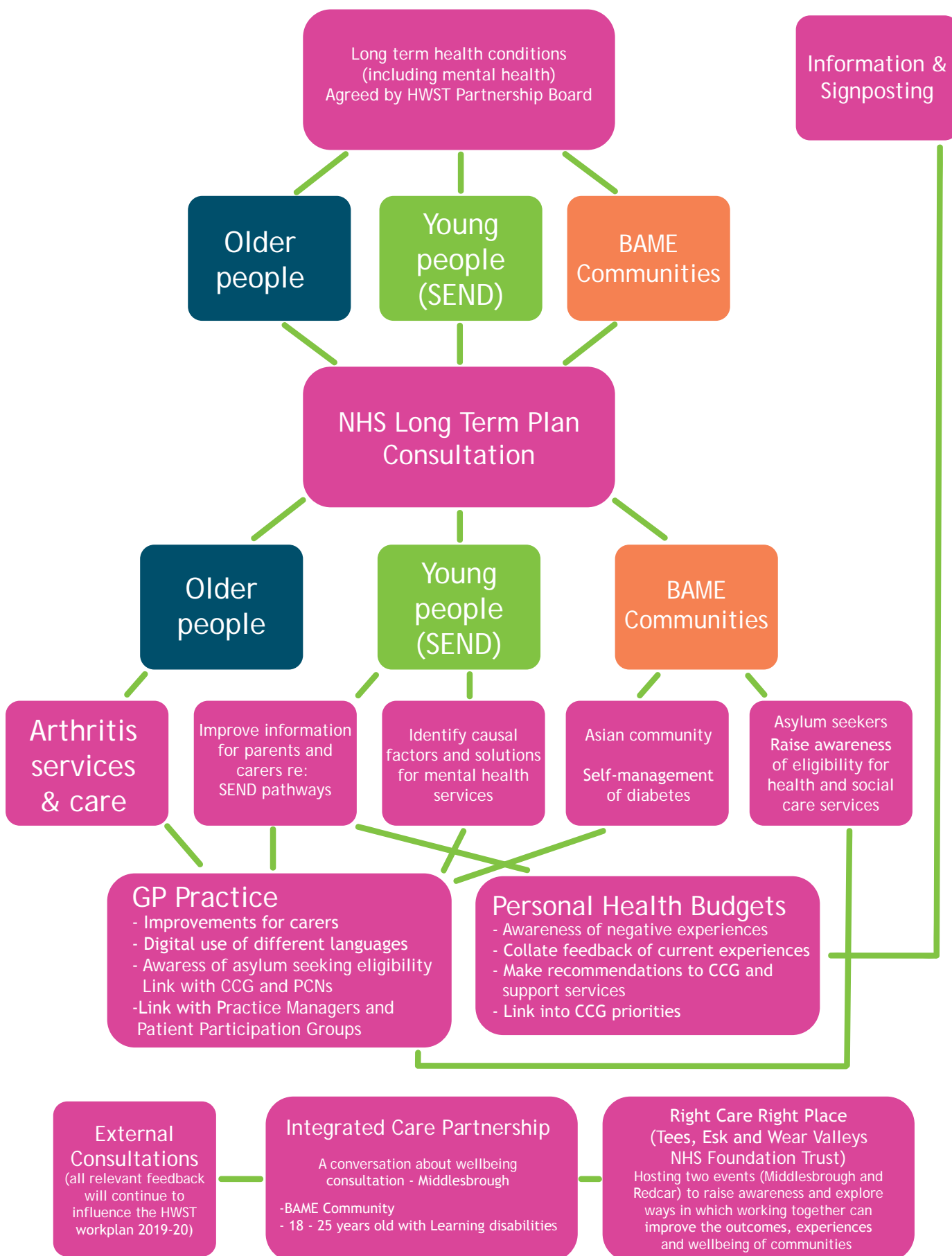
- Everyday challenges for SEND families can have a negative impact on both their own and their children's mental health;
- Earlier assessments and prompt diagnosis are needed so that children's needs are understood and can be met in different settings;
- Health, social care and educational services need to work more closely together to ensure consistency in meeting children's developing needs, and this should be evidenced in Education, Health and Care Plans;
- The treatment and management of long-term and recurring conditions can be improved through longer term health plans and improving access to specialists.



A parent shares her experiences at a Parent and Carer Forum in Redcar.



# How the NHS Long Term Plan consultation informed our workplan 2019-2020



The analysis of the NHS Long Term Plan consultation identified priorities to take forward locally. These were considered by the Integrated Care Partnerships (ICP) which informed their workstreams. As part of the continuation of this work, Healthwatch Middlesbrough was approached to carry out further engagement to inform the direction of these future workstreams.



### ICP conversations about 'Wellbeing' with adults with learning disability

We attended Myplace, a community group in Middlesbrough which hosts a number of social groups for adults with learning disabilities. We wanted to find out what 'wellbeing' meant to them, which we referred to as staying 'happy' and 'healthy' for the participants.

It was important for them to have the support to take part in activities, e.g. dance, and to learn life skills. Making and meeting friends and having someone to talk to helped them to stay happy, as well as having ambitions and continuous learning opportunities. Opportunities for volunteering and paid work helped the participants develop their confidence and self-worth.

The group highlighted the importance of kindness, consideration and support for each other and thought that more could be done to educate people about this.

Home was identified as an important part of being happy and healthy. Here, they had somewhere to feel safe and relaxed and had someone to look after them and to talk to.

At times or circumstances in people's lives, it was recognised that professionals like doctors might be needed as well as other professionals, such as police, to help keep communities safe.

# Helping you find the answers

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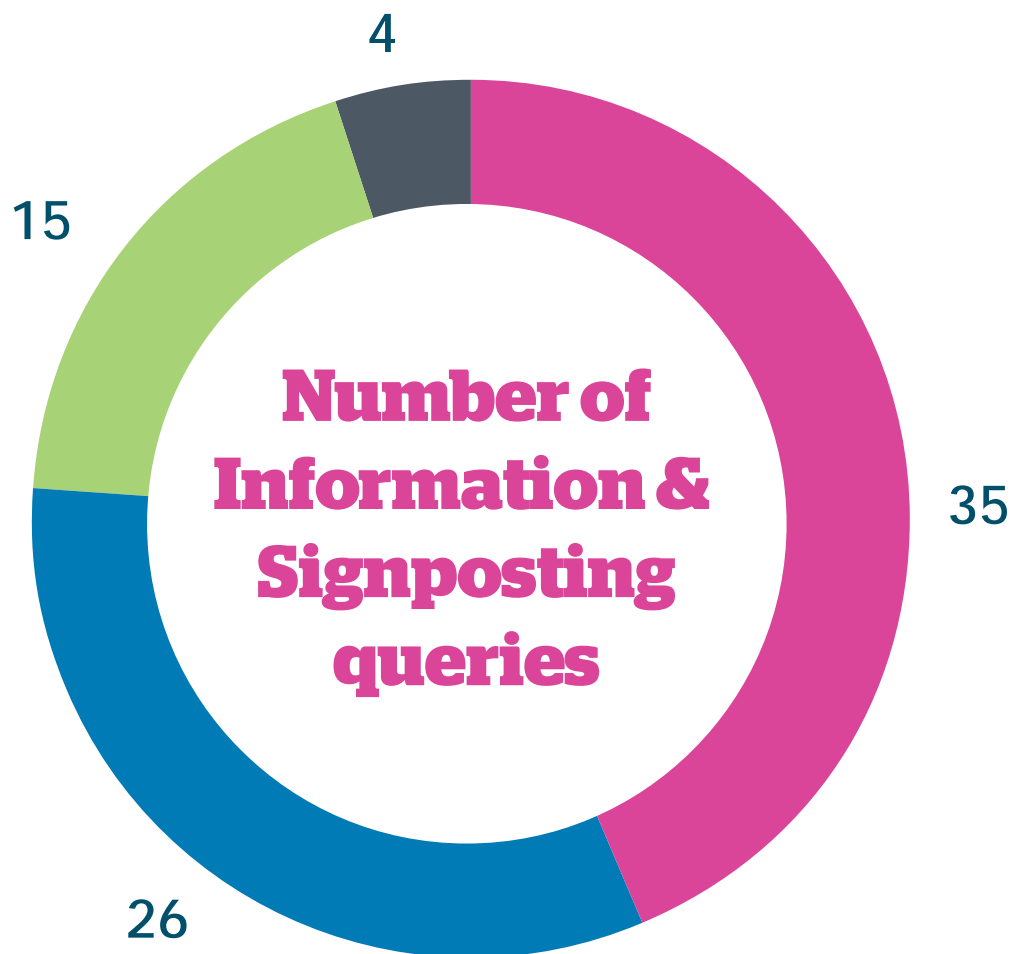




Finding the right service can be worrying and stressful. Healthwatch plays an important role in helping people to get the information they need to take control of their health and care and find services that will provide them with the right support.

This year we helped 1,146 people get the advice and information they need by:

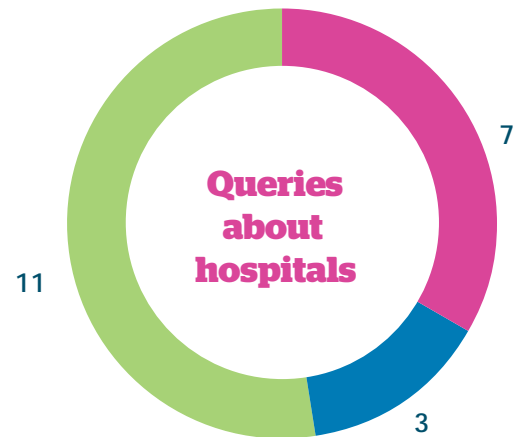
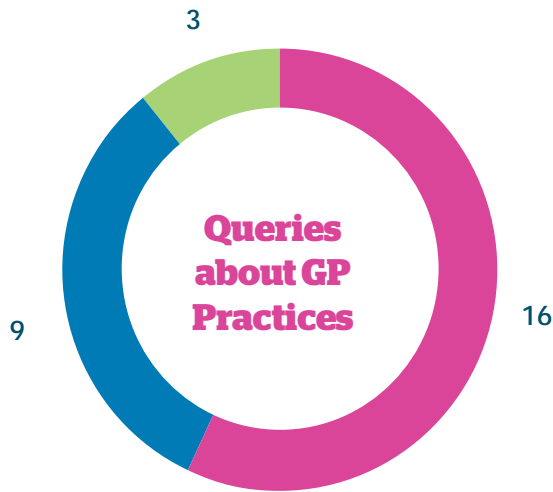
- Providing advice and information articles on our website.
- Answering people’s queries about services over the phone, by email, or online.
- Talking to people at community events.
- Promoting services and information that can help people on our social media.



- Middlesbrough
- Redcar and Cleveland
- Unknown
- Out of Area

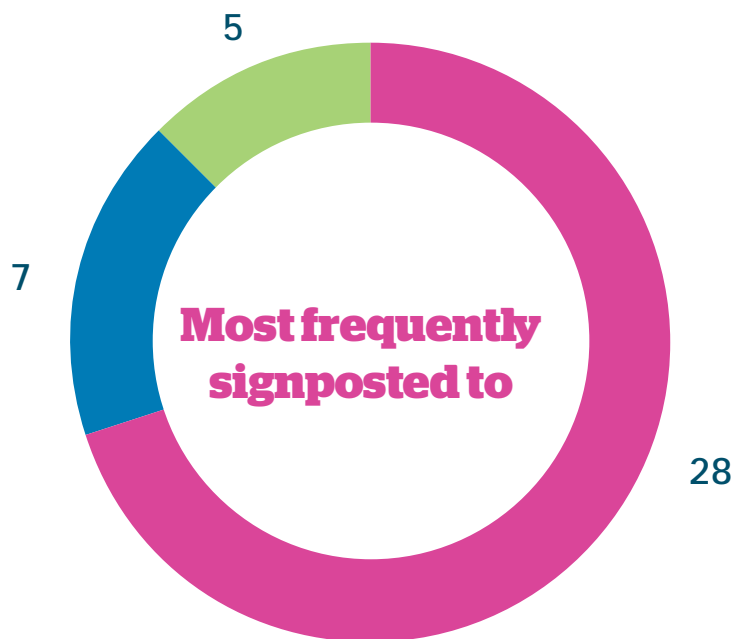


Here are some of the areas that people asked about:



- Middlesbrough
- Redcar and Cleveland
- Unknown

- Middlesbrough
- Redcar and Cleveland
- Unknown



- Independent Complaints Advocacy
- Patient Advice and Liaison Service
- NHS Choices



## Clare's Law

Throughout Safeguarding Week 2019, we published a series of infographics highlighting various forms of abuse, what to do if you spot them, and local organisations that can provide help.

We published information about Clare's Law, a Domestic Violence Disclosure Scheme designed to protect potential victims from abuse. The awareness raising post resonated with local people, reaching over 41,000 people and gaining over 1000 reactions, comments and shares, showing us how prominent the issue is across South Tees.



## Helping local people abroad

We were contacted by the family member of a lady who had fallen seriously ill while abroad and needed to be transferred to a hospital in Teesside. However, complications arose regarding bed availability, meaning she couldn't receive care in England until a bed was guaranteed.

We worked with the South Tees Clinical Commissioning Group and the Critical Care Unit at James Cook University Hospital while continuing to communicate and keep the family updated. After a week, we were notified that a bed was available at the University Hospital of North Tees, and that plans were in place for the lady to come home.



### Contact us to get the information you need

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## How can a GP Practice raise awareness of caring roles?

In April 2019, 10,267 people were registered with Hillside GP Practice, but only 227 were registered as carers. As a result, the Practice decided to be more proactive in identifying people on their register who cared for others.

A campaign was launched to promote awareness of carers, which included:

- Posters displayed in the building
- Text messages to all patients
- Making links with voluntary agencies
- Providing awareness sessions for all Practice staff, including referral and signposting information
- Offering four one-hour appointments every Friday to carers, which can be booked directly at reception

As well as this, Hillside GP Practice also produced a booklet named 'Caring for Carers', which includes information on:

- Who is considered a carer
- Carers' rights and needs assessments
- Welfare rights
- Counselling services
- Support for working carers and employers
- Training
- The benefits of registering as a carer with your GP, such as the flu vaccine and appointments that can be worked around caring responsibilities
- Access to outside support and advice agencies

To engage carers and link them to a range of support networks, a Carers' Day was held at the Practice. Many organisations attended e.g. Carers Together, The Falls Team, Dementia Friends, Age UK and Healthwatch South Tees, hosting information stalls. This gave the opportunity to provide useful information, advice and links. The Patient Participation Group, from the Practice, also hosted a stall and invited carers to be involved.

As a result of this campaign and event, the list of people registering as carers at Hillside GP Practice increased by 169!

Derrick, a patient at the Practice, gave his thoughts on the campaign and how it helped him:

*I was invited to attend a Health and Wellbeing Event at the Hillside Practice. There were many health professionals and service providers at the event, all providing valuable information on their services.*

*I had a chat with an organisation called Carers Together, which was all about helping me as a carer. They have since helped me to prepare a support plan and to complete my wife's PIP application form.*

**Derrick, Hillside Practice Patient**

Derrick wanted to thank GPs at Hillside Practice, for the help and continued support they have offered to both himself and his wife.

Lots more carers are now receiving the help and support they need as a result of this good practice.



## Fighting Arthritis with Exercise

When the pain in Mervyn's hip got worse, he began to struggle with everyday tasks, and could no longer ride his bike. He began to rely on his walking stick, struggled with the inactivity and the pain - he felt miserable. This was a big change as he was used to being active.

Mervyn "hit a really low point" with his pain, even strong painkillers prescribed by his GP weren't helping anymore. He discussed surgery with his doctor, where more exercise was discussed to reduce his BMI to help with his recovery post-op. He was prescribed 'exercise through referral', so twice a week he started attending his local Everyday Active leisure centre and received personal, tailored training from one of the instructors.

Initially, Mervyn thought "exercise is the last thing I want to be doing with this level of pain". The first time he attended, he felt exhausted just from taking the stairs at the centre even with his stick, the handrail and help from his instructor.

He only managed four minutes on the walker and ten minutes on the bike and used some of the resistance bands. The pain was still a problem and he continued to need painkillers to get through it, but he persevered. Through regular attendance, he built up his fitness and strength which reduced his pain and he can now do an hour and a half at the gym twice a week!

**I can't believe the difference from the first session just from doing two sessions a week**

Mervyn spoke very highly of the staff at the leisure centre, particularly his instructor, explaining how "he'll always make time to look after you and check you're doing it properly".

Mervyn's instructor tailored his exercise routine, strengthening muscles around his hip, ensuring no added pressure was applied. Mervyn has also learnt how to improve his

posture and the different exercises that he can do at home to help further.

Mervyn has experienced many benefits from regularly exercising:

- lost two stone in weight
- no longer needs help getting out of chairs
- can easily take the stairs
- feels stronger and fitter
- no longer needs his stick
- has reduced his medication

This has motivated him to continue as he realises exercise has changed his life for the better.





# Volunteers

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At Healthwatch South Tees we are supported by 17 Volunteers and Community Champions to help us find out what people think is working and what could be improved to their community services.

This year our volunteers:

- Raised awareness of the work we do at events, in the community and with health and care services.
- Visited services to make sure they are providing people with the right support.
- Helped support our day-to-day running.
- Listened to people's experiences to help us know which areas we need to focus on.

### Volunteers help to recognise good practice using our STAR Awards

Our volunteers suggested formalising the South Tees Award of Recognition with a ceremony to celebrate recipients, raise our profile and share the message that we value good practice.

Information guidelines and promotional materials were marketed through a variety of methods including radio interviews on local stations.

We received 38 nominations, ranging from individual home carers and volunteers to service deliverers.

Our volunteers were instrumental in judging the nominations against a criteria e.g. how far people went above and beyond. The six categories



South Tees Award of Recognition logo

included people from community innovators to those excelling in support for others.

Unfortunately, the final presentation event has been postponed until we are able to re-schedule once the COVID-19 lockdown eases.



#### Volunteer with us

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

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[www.healthwatchredcarandcleveland.co.uk](http://www.healthwatchredcarandcleveland.co.uk)

Freephone: 0800 989 0080

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# Our volunteers

As the work of Healthwatch South Tees is driven by what local people tell us we have been developing a network of Community Champions across our area.

Our Community Champions network is made up of organisations and individuals who work with and support local people. They play a vital role in the health and wellbeing of local people by raising awareness of local issues, or goals and help local people to have their say in the design and delivery of health and social care services.



## Annalice Sibley, The Recovery Advocates and Consultants (TRAC)

At TRAC, we work with individuals in Teesside who have become marginalised through substance misuse and mental health issues and many are also either at risk or experiencing homelessness. We provide wrap around advocacy support to assist the clients at the start of their recovery journey, we will help with benefit appointments, tribunals, GP appointments, housing related issues and issues relating to family matters.

I became involved with Healthwatch after it was suggested that I could provide feedback about the experiences my clients were having while using local services. I also wanted to be involved so I could find out about what else is going on in the local area that could be of interest to TRAC and our clients.

I feel that being involved with Healthwatch provides our clients with a degree of confidence knowing that we are linked to an organisation that oversees care in the local area. Being linked to an organisation like Healthwatch means people will have more trust in our organisation and they also have the knowledge that if they want to report anything, they can. I feel that being a community champion has allowed me to gain a greater knowledge of what is going on in the local area.

### Get in touch with TRAC:

Email: [info@trac.uk](mailto:info@trac.uk)

Phone: 07761 933030

Address: TRAC, St. Mary's Centre,  
Middlesbrough,  
TS1 2RW

Website: <http://tracuk.uk/>





### Get in touch with Karen:

Email: [karen@senseswellbeingcentre.co.uk](mailto:karen@senseswellbeingcentre.co.uk)

Phone: 07794 571933

Website: [www.senseswellbeingcentre.co.uk](http://www.senseswellbeingcentre.co.uk)

## Karen Winspear - Exercise in the Community

I am a local community fitness instructor from East Cleveland. I deliver fitness classes for every age and ability across Skelton & Brotton and deliver seated chair (dementia friendly) classes for older adults in care homes and assisted living venues. My passion is children's fitness and as paediatric inactivity rises, I enjoy engaging children with alternatives to sport based curriculum.

I work in the community, with the NHS, schools and Special Educational Needs schools to deliver sessions to kids and adults with Special Educational Needs and disabilities. I love bringing our community together to lift hearts and spirits as well as keeping the brain fit too.

I am opening a Senses Wellbeing Centre CIC in Skelton in 2020. Senses will be a wellbeing hub providing fitness and wellness sessions in a safe and fit for purpose environment.

I got involved with Healthwatch to try and help spread the word across Redcar and Cleveland. In 2004 I set up Skelton Baby & Toddler Group (volunteered) and saw hundreds of families across its 8 year run. At this time there was no Facebook or social media and the community came together via word of mouth, posters and the local press. Now I get to see hundreds of faces a week in my community fitness sessions. We are at a time when adverts are at our fingertips and information can be passed through shared posts and closed targeted groups, I can assist in quick delivery of information to the residents across not only Redcar and Cleveland but the whole of the Tees Valley.

Healthwatch will benefit our region so much with details of community events, educational and health topics and things of interest. With my involvement in health, wellbeing and community it will hopefully be a partnership we can work together on for years to come!



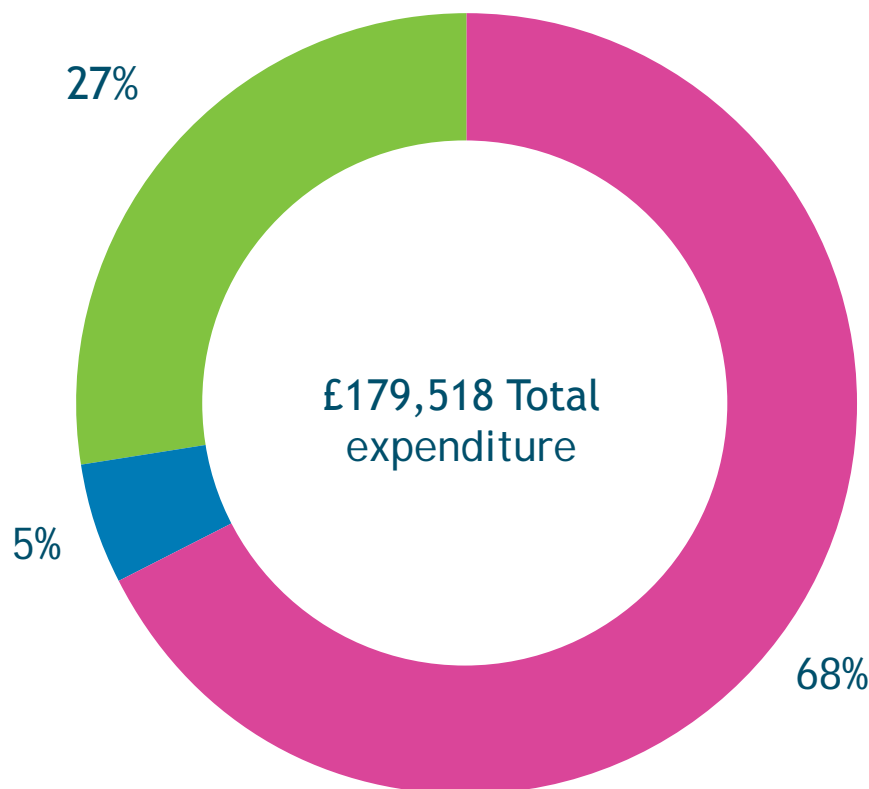
# Finances

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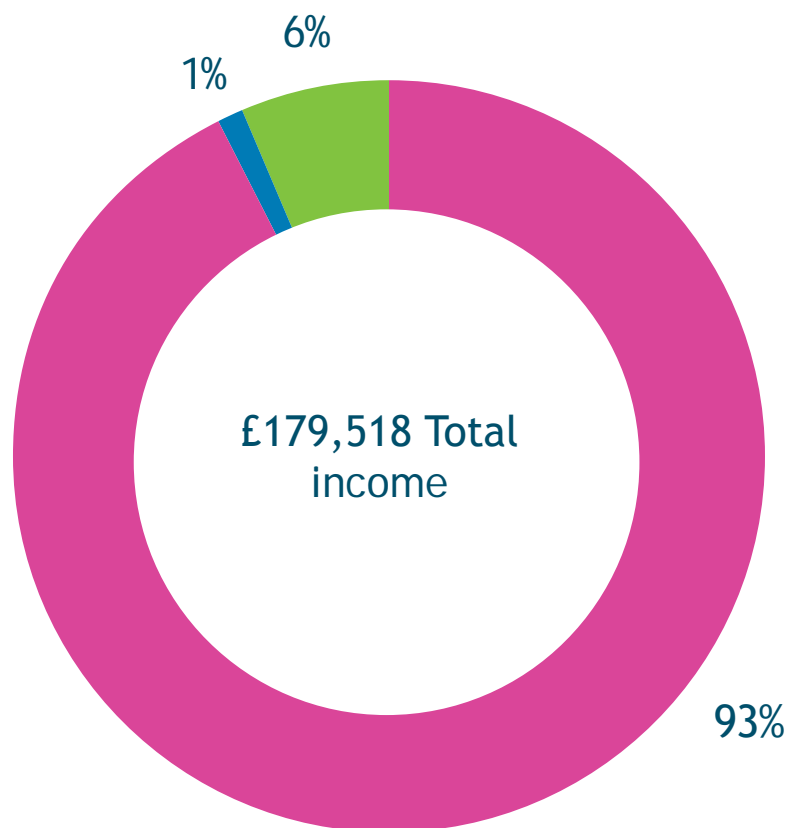


We are funded by our local authorities under the Health and Social Care Act (2012). In 2019-20 we spent £179,518.

- Running costs
- Management costs
- Staff costs



- 93% funding received from local authorities
- 1% additional income
- 6% carried forward from previous year



Note: Whilst the income and expenditure shown on this page balance, it is important to highlight that the partners were unable to cover the true cost of the service during the year and therefore the actual management and running costs claimed are lower than the actual cost to Middlesbrough Voluntary Development Agency and Redcar and Cleveland Voluntary Development Agency.



# Our plans for next year

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Next year we will continue to influence strategic development and commissioning building on community intelligence gathered this year.

## Looking ahead

Our focus will remain on long term health conditions including mental health with the following diverse local communities:

- Young People
- Older People
- Black, Asian Minority Ethnic (BAME)

Our work this year has identified a lot of these service areas that still require change. This information as well as other areas for development will give focus to our work listed below:

- Build on 'Our Future - Young People Speak Up about Mental Health' report, developing social action groups with young people.
- Continue to influence and support the development of the South Tees Neurodevelopmental pathway and ensure parents and carers have a voice.
- Addressing the health and social care challenges faced by children with Special Educational Needs and Disabilities (SEND) and their families.
- Explore the impact of the COVID-19 pandemic on our local communities.
- Increase the number of volunteers and Community Champions to support our work.

This year, we have greatly strengthened relationships within health but looking ahead, we feel that connections need to improve within the social care sector. We already have developed some relationships that we feel we can build on through our connections with both Local Authorities and the Voluntary and Community Sector (VCS).

We also have plans to develop our Partnership Board this year to better reflect the diverse population across South Tees, and encourage more representation of our focus demographics with a model that improves communication with our volunteers and Community Champions. As always, these



**Lisa Bosomworth**  
Development and Delivery Manager  
Healthwatch South Tees

*I look forward to working with PCP, building on established relationships and exploring new ones*

developments can only help to improve our reputation locally as well as continue to ensure local people have a voice in the development of their services. This approach will reinforce our intelligence shared with the Live Well South Tees Health and Wellbeing Board where we have the opportunity to escalate issues raised with HWST.

## Thank you

Next year will bring a new perspective to us as we change our contract management from Middlesbrough Voluntary Development Agency (MVDA) and Redcar and Cleveland Voluntary Development Agency (RCVDA) to Pioneering Care Partnership (PCP). We would like to thank MVDA and RCVDA enormously for the support and direction they have given us over the past two years as well as the direct links into local communities we would have not otherwise had.

I would also like to thank all of those who have supported our journey this year and for your passion for your cause. I look forward to reinforcing links with all of you and continuing our story.



# Thank you

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

Members of the public who shared their views and experience with us.

## Healthwatch England

### Healthwatch South Tees Partnership Board:

- Andrea Latheron-Cassule
- Harsh Agarwal
- Ian Holtby (Vice Chair)
- Lesley Spaven
- Mel Metcalf
- Mike Milen
- Paul Crawshaw (Chair)
- Wade Tovey

### Volunteers and Community Champions

- Annalice Sibley
- Barbara Smith
- Derrick Previll
- Elizabeth Karikari
- Heather Murray
- Karen Winspear
- Maureen O'Neill

### Local Authorities

- Christine Walker - Commissioning Officer, Middlesbrough Council
- Emily Ahearn, SENDIASS Children and Young People Officer
- Emma Cowley, Employment Pathways Co-ordinator Middlesbrough
- Emma McInnes, Public Health
- HeadStart
- Jill Leck - SEND Officer Middlesbrough
- Kelly Gorman, nee Local Offer / SENDIASS Redcar & Cleveland Borough Council
- Linda Lord, South Tees Young People's Commissioner
- Louise Boardman, Preparing for Adulthood Co-ordinator Redcar & Cleveland Borough Council
- Michelle Graham - Commissioning Officer Redcar & Cleveland Borough Council
- Michelle Henley, Lead SEN Redcar & Cleveland Borough Council
- Myplace
- Philip Seymour, Everyone Active
- Lynne Blackburn - Case Worker, Jacob Young MP
- Julie Donaldson - Zetland FM Radio
- Care Quality Commission

### Partnerships

- Clinical Commissioning Group (CCG) Primary Care Committee
- Dementia Friendly Middlesbrough
- Dementia Friendly Redcar and Cleveland

- North East Migration Partnership - Zeban Faisal
- Preparing for Adulthood Middlesbrough
- Preparing for Adulthood Redcar and Cleveland
- Redcar and Cleveland Local Offer Steering Group
- South Tees All Age Operations Group
- South Tees Carers Forum
- South Tees Health and Wellbeing Executive
- South Tees Joint Health Scrutiny Committee
- South Tees Live Well Board
- Tees Crisis Care and Prevention Concordat
- Teeswide Safeguarding Adults Board (TSAB)
- TSAB Communication and Engagement Task & Finish Group

### Local Support Groups

- Middlesbrough U3A
- Saltburn U3A
- Tees Osteoporosis Support Group
- Teesside Arthritis Support Group

### GP Surgeries

- Hillside Practice
- Saltscar Surgery PPG

### Local organisations

- Achieving Change Through Enterprising Solutions (ACTES)
- Aapna Services
- Community Stepping Stones
- Dementia Friends - Brian Rowcroft
- Groundworks
- Hemlington Linx Outreach Project
- Jennifer Laws, North East Asylum Matters
- Middlesbrough Voluntary Development Agency (MVDA)
- North of England Commissioning Support - James Graham
- Nur Fitness - Shazia Noor
- Redcar and Cleveland Voluntary Development Agency (RCVDA)
- Redcar Versus Arthritis
- Regional Refugee Forum
- Tees Valley Sports
- Youth Focus North East

### Tees, Esk and Wear Valleys NHS Foundation Trust (TEWV)

- Allison Cook - Locality Manager

### Clinical Commissioning Group (CCG)

- Julie Bailey - Partnership and Health Inequalities Manager

**South Tees Hospitals NHS Foundation Trust (STHNHSFT)**

- Alan Downey (Chair) STHNHSFT
- Ian Bennett - Head of Patient Safety and Quality
- Jen Oliver - Patient Experience and Involvement Lead
- Mark Graham - Director of Communications
- Patient Experience Subgroup
- Peter Craggy - Principal Audiologist JCUH
- South Tees Maternity Voices Project

**Local Forums**

- CAMHS Parent Forum
- Checkers
- Parents4Change
- Redcar and Cleveland Parent Carer Forum

**Colleges**

- Middlesbrough College
- Prior Pursglove College
- R&C College

# Contact Us

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[Facebook.com/HWRedcarCleveland](https://www.facebook.com/HWRedcarCleveland)  
[Twitter.com/HwMiddlesbrough](https://twitter.com/HwMiddlesbrough)  
[Twitter.com/HwRedcarCleveland](https://twitter.com/HwRedcarCleveland)

Website: <https://www.healthwatchmiddlesbrough.co.uk>  
<https://www.healthwatchredcarandcleveland.co.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.

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## Middlesbrough

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## Redcar and Cleveland

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