



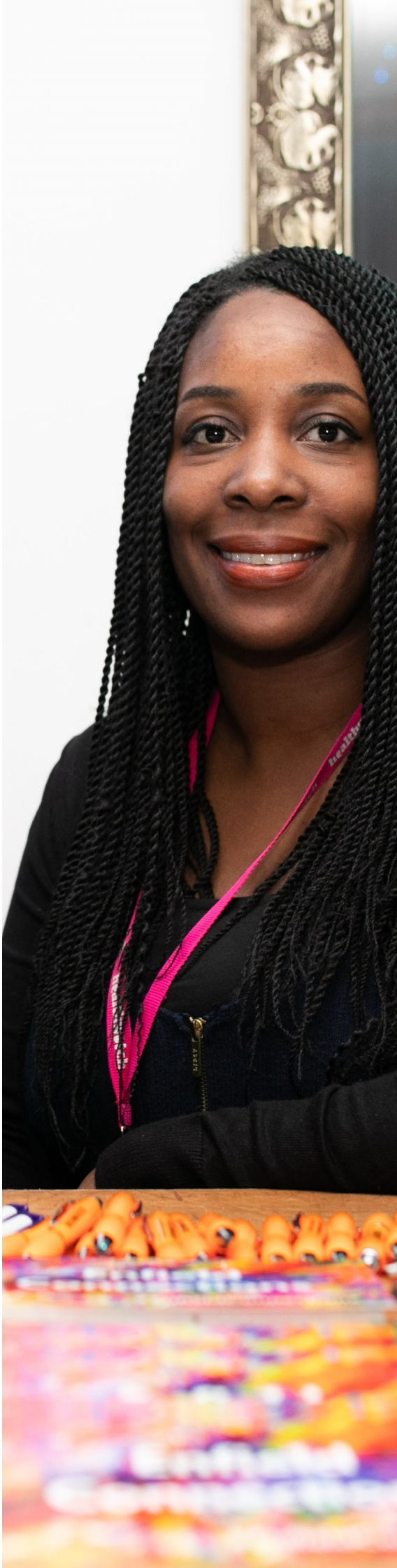
healthwatch
Barnet

Annual Report 2019 - 20

Guided By You

Contents

Introduction.....	3
Independent voice for Barnet residents....	4
About us.....	4
Engaging with residents and patients.....	5
Volunteers	6
Our connections with Barnet residents.....	12
Social media.....	13
How we used your voice to make a difference.....	14
Enter and view.....	17
Contact us.....	18
Financial information.....	19



Introduction

Since the launch of Healthwatch in 2013, Healthwatch Barnet has provided a high-quality service; listening to the needs of residents and patients and working with stakeholders from across the borough to make positive changes. This annual report highlights the work we have delivered during the year ending March 2020. By being a bridge between commissioners, service providers and the public, we have been able to make meaningful changes to the implementation, quality and communication of services in the borough.

Throughout 2019 and 2020, there have been big changes ringing throughout the health and social care system both locally and nationally, and we have been at the heart of them. In January 2019, NHS England launched the Long-Term Plan and in April and May 2019, we engaged with Barnet residents to understand the most important issues for the future of health and social care for people in Barnet. As well as receiving feedback from over 150 people, the focus groups we led through this work make specific recommendations on cancer services, including for those with learning disabilities or that do not have English as a first language. One of the main themes that arose for us this year was about the importance of always focusing on patient communication and understanding of the changes happening, and what this means for patients, their families and communities. There continues to be lots of positive developments and improvements taking place in Barnet and North Central London, but our engagement and feedback from residents tells us that these changes are not being explained or communicated effectively enough to make the most of this positive work. When our staff and volunteers spoke to 578 different patients at the Royal Free emergency departments at the start of 2019 to ask why patients had attended, we identified many gaps in patients' awareness of services in the borough. From this work, we developed further projects and reports to investigate why patients were not aware of this extra provision and what could be done to improve this. In doing this, we continued to engage directly with residents, while also closely scrutinising the services and communications being provided by commissioners and service providers. We made recommendations for change and worked with these teams to provide sensible and helpful solutions such as the referral management leaflet or the NHS services summary worked on this year.

There will be a breakdown of these projects and subsequent reports later in this annual report and you will be able to see that much of our work has followed feedback we have received directly from the Barnet public. Our volunteers and staff have engaged with over fifteen hundred Barnet residents individually over the last year, as well as using evidence-based research and public data to inform our work and represent the needs of the borough. This has been done face-to-face at events in the borough, through a variety of surveys, emails, letter and phone calls including through our Information and Signposting Service. We have produced in total 18 written reports this year, including 8 Enter and View reports and have worked with charity partners and teams at the London Borough of Barnet, Barnet CCG, Barnet Federated GPs and North London partners, among many others. We also launched a newly designed and up to date website.

We would like to take this opportunity to extend our gratitude to all the residents that have willingly shared their views, with some recounting very difficult experiences. We are grateful to all our charity and community partners that worked with us to give residents a voice in shaping and influencing the local health and social care services. Most importantly, we would like to thank our volunteers who have showed great professionalism, knowledge and commitment to improving the commissioning and delivery of services for residents of Barnet.



Julie Pal
CEO
CommUNITY Barnet



Selina Rodrigues
Head of Healthwatch
CommUNITY Barnet



Rory Cooper
Manager
Healthwatch Barnet

An independent voice for Barnet residents

Healthwatch Barnet is the independent voice through which Barnet residents can share their experiences of using health and social care services.

It is delivered by a Barnet based staff team, a network of Barnet based charities and community organisations and a team of enthusiastic volunteers.

Healthwatch Barnet is an arms-length department of CommUNITY Barnet, an independent legal entity and a registered charity and company limited by guarantee.

About us

Healthwatch was established through the Health and Social Care Act 2012 to give users of health and social care services a powerful voice both locally and nationally.

Healthwatch Barnet was established in 2013 and is part of a national network led by Healthwatch England. We have a seat on the Barnet Health and Wellbeing Board, the Barnet Clinical Commissioning (CCG) Governing Board and the Adult Safeguarding Board.

We are the independent voice for residents of Barnet who use health and social care services. Our vision is of a thriving and active community of Barnet people who want to influence and contribute to the development and delivery of quality health and social care in the borough.

To achieve this, Healthwatch Barnet has:

- Built a powerful relationship with residents, volunteers and service users to gather their views and experiences, capturing and presenting the voices of under-represented communities
- Promoted and supported the involvement of people in the monitoring, commissioning and provision of local care services
- Signposted individuals to available information and advice to help them make informed choices about their health and social care.



Engaging with residents and patients

Our engagement with the health and social care providers, Barnet's considerable voluntary and community sector, and the public and patients has continued this year. Our relationship with those providing and receiving services in the borough ensures that we are in a strong position to advise and signpost the public and provide informed, patient-focused and evidence-based recommendations to service providers.

Our representation on the Health and Wellbeing Board provided a platform for sharing formal patient and public insights, evidence and intelligence to inform the process of strategic commissioning and improve services for the benefit of the local population. We have been an integral part of many commissioner and provider meetings at CCG and local authority level, regionally and nationally, successfully contributing insightful evidence-based patient feedback and reports.

This year, our team has represented the voice of residents on over 60 forums in Barnet, but also at a regional and national level including at the following bodies:

- Barnet LBB Resident Involvement Board
- Barnet CCG Governing Board
- Barnet Health and Wellbeing Board
- Public and Patient Engagement Committee, Barnet CCG
- North London Partners Advisory Board
- Barnet Safeguarding Adults Board
- Barnet Council Health Overview Scrutiny Committee
- Barnet Patient Participation Network
- Barnet Social Prescribing Steering Committee
- Patient Experience Committee at Barnet, Enfield and Haringey Mental Health Trust
- Barnet Integrated Care Partnership Delivery Board

The engagement team have attended over 50 engagement events in Barnet, engaged with the public and collected feedback in some of the following ways this year:

- Face-to-face interaction, discussions and stalls at a huge variety of engagement and community events, such as those by the Over 55s Fayre, Silver Week, Barnet Carers and many more
- Led workshops for young people aged 15-16 in Barnet regarding their health and social care priorities
- 'Tell us your story' cards, which residents completed and returned to us free of charge.
- Our 'Speak Out' form available on Healthwatch website
- Talking to and helping 102 residents through our Information and Signposting service
- Engaging with over 54 residents in Barnet regarding their experience of cancer screening and cancer treatment in Barnet and speaking to over 300 Barnet residents regarding their awareness and understanding of cancer symptoms and screening
- Hosting a public event in conjunction with the Barnet Wellbeing Service focusing on Social Prescribing, attended by over 130 people
- Engaging with Alzheimer's Society service users around their priorities for the NHS
- Talking to residents about end of life care at the Dying Matter events
- Speaking to the public about their understanding of IAPT services at the Barnet Carers event
- Asking the public about their understanding of extra GP appointments at the Royal Free AGM
- Represented the public at a series of PLACE (Patient Led Assessments of the Care Environment) at a series of wards and hospitals in Barnet and North Central London
- Presenting to LBB Involvement Board about accessibility and communication for patients and residents
- Working with statutory partners in North Central London around safeguarding and homelessness

Volunteers

We have been very lucky over the last year to have the support and assistance of 30 volunteers, some new and many long-standing, who bring with them a wealth of understanding, knowledge, experience and empathy that ensures we are able to truly focus on the patient experience of Barnet residents. They have been central to so many of the projects we have worked on this year and have been able to support our work with their knowledgeable input, patient focus and a lot of time committed to supporting and engaging with the public in Barnet.

Last year our volunteers supported our work in some of the following ways:

- Talking to patients at Royal Free hospitals to find out about their experience of Primary and Urgent Care
- Representing Barnet residents on over a dozen public and patient engagement boards or committees
- Talking to residents about their understanding of cancer screening and symptoms in Barnet
- Leading eight Enter and View visits to care homes in Barnet
- Working with the staff at Barnet CCG to improve patient communications around Primary and Urgent Care throughout the year
- Leading group discussions at the Healthwatch Barnet public event around Social Prescribing
- Talking to residents at the Near Neighbourhoods event about their understanding of NHS services
- Interviewing over a dozen General Practice Managers in Barnet to identify themes and improvements for patient access
- Attended public engagement events during the Ravenscroft Practice consultation

Primary Care

Our Primary Care Group, co-chaired by Sue Blain and Stewart Block, has led on several exciting and important Healthwatch projects this year with a constant emphasis on patient perspective, understanding and the communication that patients receive. Throughout the year, the group have worked productively with teams at Barnet CCG and Barnet Federated GPs as well as working directly with a dozen different practices and practice managers, to analyse and improve patient access and experience. The Primary Care Group has also led the way in helping Healthwatch offer simple, practical solutions as well as recommendations. This includes:

- Having a summary of services printed in LBB's Barnet First magazine distributed to all Barnet households
- Developing a simple poster and leaflet to help patients in Barnet control their referrals
- Working with NHS 111 to help Barnet practices create improved out of hours communications

The Primary Care Group have helped on a variety of projects all year and their work has led to the production of many excellent reports this year, including:

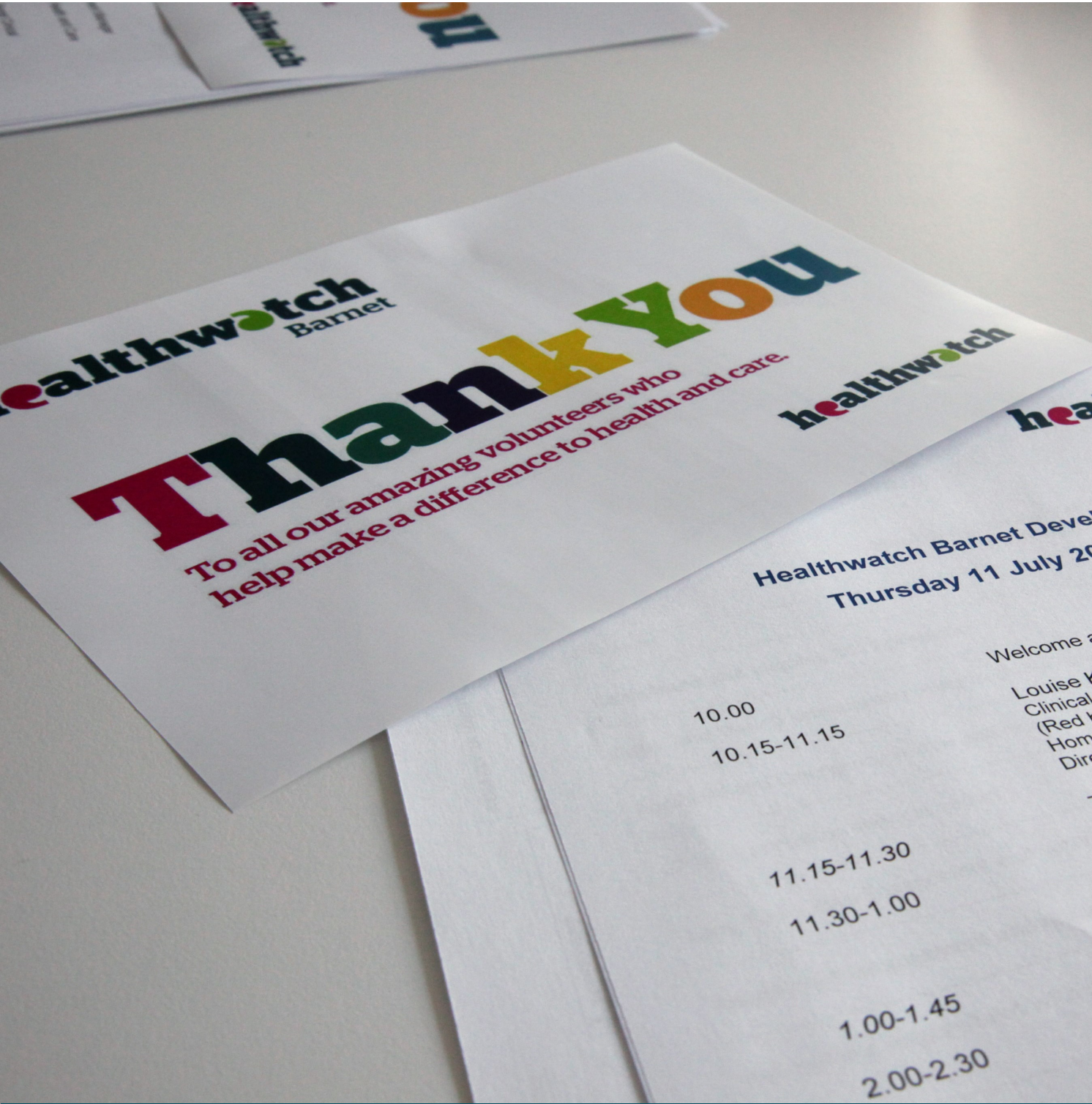
- Winter Communications
- Out of Hours Communications
- Referral Management Systems Information
- GP Patient Access in Barnet

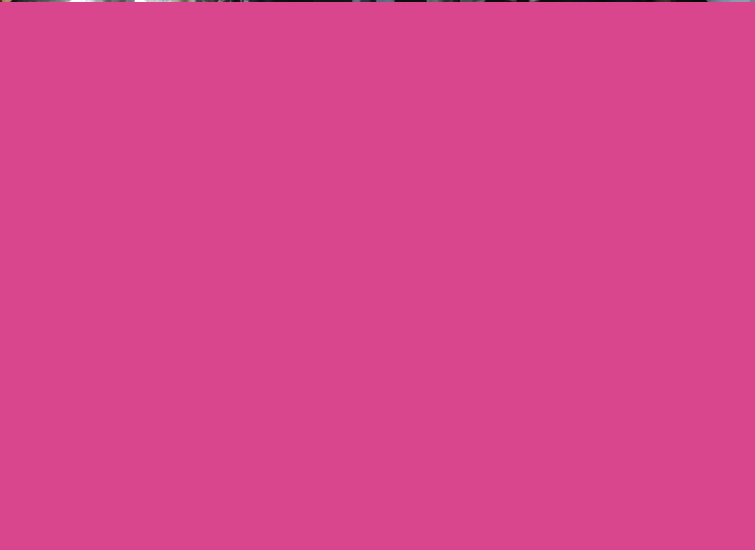
As well as working with Healthwatch Barnet on various projects, many of our volunteers contribute to other charities in Barnet and London more widely or represent the public and patient voice on committees and boards throughout North London and beyond.

Enter and View

Our Enter and View work was led by Tina Stanton, who chaired the Enter and View Team Leader's Group supported by Helena Pugh. Our Enter and View visits are a vital part of Healthwatch's statutory responsibilities, and we are proud that our volunteers continue to be such a vital part of those visits and reports. There is further information about the work of the Enter and View Group this year in this report.

On the 11th July 2019, we held a special event for our volunteers to thank them for their continued hard work and took the opportunity at this event to provide extra training and support. We were joined by the engagement managers from both Barnet CCG and from North London Partners, who shared their thanks with the volunteers and fed back on projects that they had contributed to over the last year.





All volunteers receive a thorough training to give them expertise and confidence in their judgement before they take part in team visits. **- Linda**

As an Enter and View volunteer I like the opportunity to visit care homes to highlight good practice as well as to identify where improvements are needed within a short time frame if necessary. I am motivated by my desire to support improvement in the quality of local health and social care services. Collecting reliable and valid evidence, as volunteers do, is crucial as it can then be used to influence the commissioning of appropriate services for residents. **- Helena**





I enjoy it. I get to meet like-minded volunteers and staff and between us we have undertaken projects that make a difference to patients and residents. Through Healthwatch, I have joined different steering groups and have provided a 'resident/patient's' voice; I am very keen to ensure that the NHS and Social Care have equality and diversity at the heart of all health and social care provision. **- Asmina**

I became involved with Healthwatch because I hoped to make a difference to primary care. **- Lyn**





I volunteer with Healthwatch as I really feel I can make a difference, and what matters most is improving NHS services for patients. - **Sue**



I want to ensure timely, efficient and quality care at the time that it is needed for Barnet residents. - **Derrick**

To ensure people are respected, treated with dignity, listened to and receive compassionate health care appropriate to their needs. The current project that I am involved in is the Adult Elective Orthopaedic Services Review, which is an opportunity to improve healthcare for residents with standardisation across the area, better outcomes and more consistency. - **Helen**





I have benefited from the NHS over the years and want to put something back. Healthwatch gives me the opportunity to help improve our local services in Barnet to ensure that patient/carerer feedback is taken into account at an early stage and to develop the clinician/patient relationship as a partnership. **-Stewart**



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Thank You

To all our amazing volunteers who help make a difference to health and care.

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Having retired from working both in the NHS and Social Services, I wanted to use my professional background and contribute where appropriate. There is a very big need for volunteers to monitor what is happening and try to influence those who can make changes. **-Diana**



Our connections with Barnet residents

68,924

reach through
partners

7,106

website
visits

1,752

Twitter
followers

1,600

individual
views
gathered

850

friends

650

volunteer
hours

187

Facebook
followers

60

statutory
meetings

50

outreach
events

29

volunteers

18

reports
produced

8

enter &
view visits

5

volunteer
training
sessions

1

new
website
launched

Social media



Share your views and help make local NHS services better in Barnet

healthwatch Barnet

what would you do?
It's your NHS. Have your say.

@HWBarnet 1 Dec 2019

Find out what it's like to [#volunteer](#) for us. A great way to use your experience and a fab way to make new friends! Visit our website or contact us today on 020 8364 8400 to find out more: bit.ly/33wzm6t [#volunteer](#) [#Barnet](#)



@HWBarnet 28 Nov 2019

The Public Health Team at [@BarnetCouncil](#), together with [@BarnetCCG](#) and other partners, want to improve public awareness of [#cancers](#) and how to detect cancer symptoms early. Have a look at the engagement pages for more info: bit.ly/35Is4yg [#health](#) [#Barnet](#)



@HWBarnet 1 Apr 2019

Today is our 6th birthday!! Thank you to everyone for sharing your views and experiences with us - together we make sure local people are at the heart of health and social care in [#Barnet](#). [#HealthwatchBirthday](#)



@HWBarnet 14 Jun 2019

We're at the [@BarnetCarers](#) open day for [#CarersWeek2019](#) with [@CommUNITYBarnet](#) and [@Barnetwellbeing](#) Come and speak to us and find out more about what we do in [#Barnet](#). [#mentalhealth](#) [#CB40Years](#) [@CommUNITYBarnet](#)



@HWBarnet 26 Mar 2020

For all of the latest information nationally on Covid-19: healthwatchbarnet.co.uk/advice-and-information/2020-03-19/information-coronavirus The Barnet Wellbeing Service has lots of up to date information about volunteering and keeping well in Barnet: barnetwellbeing.org.uk/covid-19



@HWBarnet 3 Feb 2020

Do you have an interest in [#orthopaedic](#) [#surgery](#)? [@nclstp](#) would like to hear your views on Mon 2 March on their proposed plans to improve surgery for bones, joints and muscles for patients in [#Barnet](#). Book your place: bit.ly/2OmsB2E [#NLP_ORTH](#)



How we used your voice to make a difference

We have captured the voice of Barnet residents in a systemic way and presented that information to the borough's strategic decision makers, commissioners and placed the patient and resident voice at the heart of decision making.

We have also worked closely with other partners and providers of health and social care, met with them regularly to monitor progress and shared our findings with them.

Understanding resident's experience and priorities

Cancer Awareness

Following on from our earlier cancer research, we were a part of a group chosen and commissioned by the London Borough of Barnet Public Health team to disseminate the 'Cancer Awareness Measure' survey, engage with local residents, and enable residents to complete the survey in a variety of formats. The survey was designed to find out the awareness-level of Barnet's residents regarding potential cancer symptoms and screening types, and how to improve this awareness – in particular, how to detect cancer symptoms early. As well as ensuring that we supported over 300 residents to complete the survey, we make certain that a good deal of the emphasis of our engagement focused on information sharing and cancer awareness. The full results of this survey will be shared in Summer 2020.

'What would you do?' Engaging on the NHS Long Term Plan

Working with Healthwatch England, across April and May we engaged 145 residents via a survey on their experiences of health and social care services, and the potential future developments as outlined in the NHS Long Term Plan. Residents told us that their priorities were:

- Professionals that listen to me when I speak to them about my concerns
- Having the knowledge to help me do what I can to prevent ill health
- Easy access to appointments
- For every interaction with health and care services, my time is valued

As a second phase of the project, we ran focus groups with a group of residents who had English as a second language about cancer screening, and with residents who had a learning disability in which we focused on annual health checks. This work was taken back to Healthwatch England and the North Central London STP,

Cancer Screening and Treatment

Following our NHS Long Term Plan work which involved leading a focus group on patient understanding and experience about cancer (and knowing that Barnet performs significantly worse than the UK average in terms of screening), we sought to get more feedback on this. We spoke to 34 service users at five different support group sessions, during July 2019, asking them about their experience with cancer treatment and care, and whether they have attended a cancer screening invitation sent to them. Although generally the respondents undergoing cancer treatment were pleased with the staff (consultants, oncologists, nurses etc), there were some areas, especially concerning their experience leading to diagnosis, whereby patients were distressed with the 'careless' attitude of the health professional. Most respondents gave positive feedback about the support they received once diagnosed. We made recommendations to raise awareness of cancer screenings and to make the experience better for service users, to Barnet CCG who responded positively.

All reports can be found at healthwatchbarnet.co.uk/news-and-reports

Review of Accident and Emergency Attendance

During February and March 2019 and working with Barnet CCG, we conducted a survey with patients attending A&E departments in the Royal Free Hospital Trust. Our staff and volunteers visited the A&E departments at Barnet and the Royal Free Hospitals to gather the views of over 500 patients. The main objective was to identify why people were coming to A&E. In total 578 patient responses were collected, 323 in Barnet Hospital and 255 in Royal Free Hospital. Our key findings showed that almost half of patients were referred to A&E by another health service and 1 in 3 patients were referred by their GP. This in depth and detailed work led us to further explore patient's understanding of primary and urgent care services in Barnet.

Engaging with Young People

In July and August 2019, we worked with a group of young people as part of their summer National Citizenship Service placement. This project took place over four days across three weeks of the four-week 'NCS Challenge' programme. The participants spent three days at our office attending workshops and one day off site, campaigning and fundraising for Barnet Hospital through the Royal Free Charity. Workshops were facilitated by us and were designed to expand the young participants' understanding of the health and social care sector; to understand health and social care priorities for this NCS group and young people more widely; to better understand and discuss the challenges that this sector has communicating and engaging with young people and how these might be overcome. The young people identified mental health as their biggest priority.

Working together for patients

Referral Management System (RMS) Information

Patients were confused about how GPs referred them to hospital and other services. To review the awareness and promotion of the referral management poster and leaflets that we had put together in conjunction with Barnet CCG, we conducted a mystery shopping exercise in all 52 GP practices between June & July 2019. This was to see if the RMS poster was on display, and to ask practice staff whether patients were receiving a copy when referred to a specialist. We found that 76% of GP practices were displaying the poster and that patients were less confused about the system, and there needs to be more internal communication within management to ensure all staff are aware of both the RMS system and the posters. A recommendation was made for all practices to display the posters, clearly visible and updated, in their practices. Barnet Federated GPs were pleased that this poster has helped reduce administration time in supporting RMS queries.

Non-emergency Patient Transport

In 2018 and 2019, community organisations, individuals and some GP staff told us of the extreme difficulties' patients were experiencing in using hospital transport for their journeys to and from Royal Free Hospital sites. We found out that patients with long-term, complex or terminal conditions and with significant disabilities were not meeting the eligibility criteria. Patients were not being told they could appeal if their application was unsuccessful. These findings were put to the Royal Free in a report. Royal Free Trust assured us that feedback had been taken on board and amendments were made to capture these patients, whilst ensuring they continued to provide patient transport. We are pleased to report that all the patient cases that we raised with the Royal Free were successful, in that the patient transport was re-instated for all of those patients.

Review of the Public Consultation to Relocate Ravenscroft Surgery

In 2019, it was proposed to move Golders Green-based Ravenscroft GP Practice to the Finchley Memorial Hospital site and a formal consultation was entered. This was a very controversial proposal and during the CCG's consultation period we received many emails from patients, and carers of patients, currently registered at Ravenscroft Medical Practice. All the emails raised concerns about the proposed move and the impact on patients. We attended three of the open consultation sessions to listen to the feedback from patients and carers, and to CCG's and Ravenscroft Medical Centre's response to this feedback. As a result, we identified several issues in a summary report and recommended action to help support patients, should the proposed move take place. The proposed move was initially given the go-ahead in August 2019 but was subsequently cancelled in October 2019.

Social Prescribing Event

At our social prescribing event in February, 130 people came together to work out how best to deliver these services, which will give patients non-medical help and support. The event was co-chaired by Barnet Federated GPs who run the new social prescribing service. A variety of stakeholders attended from teams and sectors across the borough including Barnet Council, Barnet CCG, North London Partners, GP practices, over 50 different VCS organisations and a wide range of volunteers and members of the public. Our report has made a series of recommendations that we are now sharing with the health service staff to provide the best support and services possible for Barnet residents.

Patient Access and Communications

Extended Access Appointments

Through the engagement work that we have been doing with the Primary Care Group about access to appointments in 2019, through feedback at community events and also via the information and signposting service, it was apparent that many residents were still not aware of the many extra GP appointments that are available to patients. In September 2019 we conducted another review of GP websites to find out if there had been an increase in clarity for patients, if the quality of information on GP websites had improved generally, and whether any of our previous recommendations had been acted upon. While we found that there had been some improvements, there was still a great deal of confusion for patients and we identified some very poor quality GP websites.

Out of Hours Information for Patients

Through the Accident and Emergency work we conducted at Royal Free sites and from speaking to Barnet residents through other projects, we had learnt that there is a lack of awareness around where to go for support when a GP is not available, i.e. out of hours. We wanted to see how many GP surgeries have good, accessible and coherent messages, and to identify where improvements could be made across the borough. In the report we highlighted the performance of each GP surgery's answerphone message against our criteria and developed a suggested answerphone message template for all GP surgeries, to ensure consistency. We found a mixed level of communications from GPs and worked with NHS 111 and Barnet Federated GPs to focus on a borough-wide response.

GP Patient Access

The Primary Care Group volunteer team used the National GP Patient Survey data published on 11 July 2019 to identify any correlation between the size of the practice and the degree of satisfaction the patient experiences when making appointments. The satisfaction scores were compared with the experience of making these appointments from 2018 to 2019 and to identify factors which might affect the ease with which patients make an appointment. This was done through data analysis and a series of structured interviews with several Practice Managers from GP practices. To preserve anonymity, we have not named any practices, but are extremely grateful to the Practice Managers who gave up their time to see us for this project. These findings were shared with our primary care partners and in the public report.

Winter Service Patient Communications

In August 2019, we were contacted by the Transformation Delivery Team at North Central London Sustainability and Transformation Plan, working in collaboration with Barnet CCG Communications team and the Urgent Care team, to work on the strategy and action plan for Winter Patient Communications in Barnet. Our Primary Care volunteers and staff worked with the team on a variety of communications including patient-facing screen savers and developed a new up-to-date NHS services leaflet that was then shared throughout the borough. As part of this work, we developed a full-page summary of services that was printed in the quarterly council magazine Barnet First and delivered to all 200,000 Barnet households.

GP Interpreting Services

All Barnet GP practices have access to language interpreters through Language Line Solutions, a telephone interpreting service. However, we had received anecdotal feedback that this interpreting service was not being widely used by GPs. We examined the awareness and use of interpreting services in GP practices, and within the local community who speak English as a second language. Our staff and volunteers conducted mystery shopping of all 52 GPs to identify whether they offer and promote the service. In addition, the team engaged with patients, practices and community organisations to hear their views about the service. We found that many GP practices were not promoting the service and that a third of patients eligible for telephone interpreting did not understand their GP at appointments. Following our recommendations, we were pleased that Barnet CCG committed to a set of actions to remedy these issues.

Enter and View continued to be a vital and important element of Healthwatch's work and engagement with residents and care settings in Barnet. With over 80 care homes in Barnet, the most of any London borough, care homes continued to be a focus for the efforts of an engaged and experienced Enter and View team. Our staff and volunteers completed eight Enter and View visits and reports in 2019 and 2020 and made a series of recommendations to these care homes.

Case study: Safeguarding in Barnet Care Homes

Our Safeguarding visits in the Spring and Summer of 2019 were undertaken through our established programme of Enter and View visits, where a team of authorised and trained Healthwatch Barnet volunteers and staff visit health and social care settings to listen and talk to residents, patients, relatives, carers, staff and managers about the quality and experience of services. We informed the Care Quality Commission and Barnet Council Adult Social Care of our intention to visit residential care homes and shared with them the final reports. All Enter and View reports are published on the Healthwatch Barnet website, and we encourage you to go onto the Healthwatch Barnet website to find all of these in full.

We asked care home managers and staff about their processes, understanding and knowledge of safeguarding, including the recruitment of staff, induction, training, reporting and liaison with residents and relatives. We asked residents and relatives about their experience of living in the home, the quality of the staff and about areas related to the main types of abuse. These questions were asked in an explorative and non-threatening manner. For example, we asked, 'Are you able to move about the home freely? Do you have a bath or shower when you feel you need one? Do staff tell you when they need to touch you or handle you? Do they do this gently? In line with our usual procedures, we also left questionnaires so that people could respond to us if we did not manage to speak to them on the day.

We found what is working well as follows:

- Good recruitment and induction processes and safeguarding training are in place
- Staff can talk about the processes and procedures they should follow
- Care homes are using new ways to improve care
- Managers were able to give numbers and some examples of safeguarding concerns that they had raised and reported to Barnet Council
- Care homes are responsive to the needs of different residents, providing language interpreters and ways to communicate with residents who are non-verbal

We found that improvements could be made in relation to the following and recommended that:

- Barnet Council should provide timely and consistent responses to safeguarding concerns and provide a consistent named contact for care homes going through safeguarding issues
- Some homes could do more to explain and give guidance to residents and relatives on safeguarding and abuse, when people join the home and periodically thereafter
- Some homes require higher levels of staff (both core staff and activity staff)
- Face-to-face safeguarding training (rather than online) is essential. This enables staff to ask questions, explore scenarios and better develop and check their knowledge and understanding
- Care homes should be reminded to use language interpreters where necessary, to ensure residents understand their care and any other key information

“The most satisfactory reason for signing on to do Enter and View is the feeling that we can provide a voice for users to express their opinions and highlight good and bad practice; we are listened to by the providers, and gradually the quality of life of users will improve.”

~ Linda, Enter and View volunteer

“I like visiting care homes and chatting to residents, hoping to make suggestions for improvements that will improve the residents’ day-to-day lives. Helping to promote good practice and to support people to have the best outcomes and to manage their day-to-day lives is so important.”

~ Tina Stanton, Chair, Enter and View Volunteer Group

Your Local Health and Social Care Champion

Using your feedback, we can let services know what needs to change

Information

Please visit our website for more information and resources



Financial information

Healthwatch Barnet is funded to carry out statutory activities.
Funding is provided by the London Borough of Barnet.

The financial information presented is subject to audit.

Income

Funding received from local authority to deliver local Healthwatch statutory activities	£128,000
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Additional Income	£73,365
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Total Income	£201,365
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Expenditure

Office costs	£6,013
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Staff costs	£176,008
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Direct delivery costs	£19,344
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Total Expenditure	£201,365
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CommUNITY Barnet is a registered charity and company limited by guarantee registered both with the Charity Commission and Companies House. We are governed by a Board of Trustees. Our Memorandum of Association allows us to operate in this way.

Healthwatch Barnet is a borough-wide service working in collaboration with committed and passionate Barnet focused organisations who have local knowledge, are experienced and trusted. The partnership is the eyes and ears in the community and can effectively act on complaints or concerns because it has direct access to seldom heard and under-represented members of the community. Through existing channels the partnership engages these communities with the Healthwatch agenda.

CommUNITY Barnet's Board of Trustees reviews performance, oversees risk and contributes to the promotion of the Healthwatch agenda. It is the decision-making body responsible for approving the action plan throughout the life of the contract.

CommUNITY Barnet's Board of Trustees are: Paula Arnell, Chris Cormie, Martin Edobor, Mav Ghalley, Adam Goldstein, Anita Harris, Antony Jacobson, Michael Lassman, Jyoti Shah and Tony Vardy.



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Healthwatch Barnet will be delivered
by a new provider who can be
contacted using the details above.

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