

Pass it on...

Please forward this ebulletin to your friends, family and colleagues.

Healthwatch Newham is the health and social care champion for local residents.

[Find out how](#) to get involved!



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➔ Newham CCG Annual Report and AGM

Newham Clinical Commissioning Group (CCG) invites you to their Annual General Meeting:

➔ Wednesday 7th September, 6.30pm - 8.30pm

➔ The Crystal, Royal Victoria Dock, E16 1GB



The CCG buys, or 'commissions' local health services

In its Annual Report, the CCG says "One of the big changes during 2015/16 was NHS England authorising us for 'delegated commissioning' in order to provide further benefits for local people by localising decisions about primary care. This will give us the opportunity to place greater emphasis on our primary care workforce and lead to an improvement in outcomes, reduced inequalities and an increase in satisfaction with the services we provide for people. We have recruited youth commissioners to help us design care pathways that are more sensitive to their needs, recruited diabetes champions who raise awareness within their communities, provide peer support & share feedback that helps to shape future services and reinvigorated our future generation programme for young people." ➔ [More](#)

What's your bag?

Volunteering is fun and rewarding. We have something for everyone!



➔ [Volunteering Opportunities](#)

➔ Allied Healthcare London East Rated Inadequate

The Care Quality Commission (CQC) is taking action to protect the safety and welfare of people using a domiciliary care service in Newham, which has been rated as Inadequate, following an inspection in May.

CQC inspectors found Allied Healthcare London East in Newham was Inadequate for being safe, effective, responsive and well-led. It Requires Improvement for caring. At a previous inspection in September 2015, the service was also rated Inadequate. It was issued with three warning notices regarding person centred care, safe care and treatment and good governance.

Inspectors found care plans and risk assessments lacked details and did not contain the information required to provide safe care that met people's needs.

Medicines were not managed in a safe way and staff did not have the information they needed to support people with their medicines.

Assessments of people's needs and associated care plans had been poorly completed. People who used the service and staff said care plans were out of date and did not contain the information needed to provide good care.

Records did not clearly record people's involvement in decisions relating to their care. Consent was not always clearly recorded in line with legislation and guidance. Care plans contained limited details about people's preferences.

Debbie Ivanova, Deputy Chief Inspector of Adult Social Care, said: "People who use domiciliary care services rely on their carers to support them with their daily lives. They are entitled to services which provide safe, effective, compassionate and high quality care. It is a matter of concern that the provider, Nestor Homecare Services Limited, has failed to make the improvements we required at our inspection last year and has continued to let down the people in its care. This must not continue."

Any regulatory decision that CQC takes is open to challenge by a registered provider through a variety of internal and external appeal processes. ➔ [More](#)

"Getting dressed at home after a stroke is hard."

[Get involved](#) and have your say!

➔ Update from Barts Health

Alwen Williams, Chief Executive of Barts Health, writes "I recently wrote to all staff at Barts Health to thank them for everything they are doing to improve care for patients who rely on our services. We have made great strides this year and I have been delighted to share with you our progress."



Barts Health is in 'Financial Special Measures'

In my message to staff I reiterated my belief that improving the quality of care goes hand in hand with delivering value for money. Along with the rest of the NHS we are facing scrutiny on our finances and we know we need to redouble our efforts to find ways of saving money while continuing to improve the quality of care. The national NHS leadership has announced a range of measures to improve NHS finances. One of those will be to increase the scrutiny on our financial plans by placing Barts Health in Financial Special Measures, along with four other NHS trusts. Since we are the biggest NHS trust in the country, it is not surprising we have the largest deficit. But of course this doesn't mean we should be complacent. We are spending more than we receive and this cannot go on.

We have seen this year that being in special measures can help us focus our efforts and pull together to make real improvements at pace. For example, we've been able to dramatically improve our performance against cancer waiting time standards; we've made our hospitals a safer place to be with our daily safety huddles and our work to reduce avoidable harm such as pressure ulcers; and we've started 'Listening into Action'."

Keep informed...
Keep informed...
Keep informed!

➔ [Click here](#) to view our newsletters.

➔ Upcoming Barts Health Events

The upcoming Barts Health Open Day has an emphasis on 'Health and Wellbeing'. The event provides an opportunity for patients, staff and the public to learn more about all the great work going on in their hospitals, services and organisations they work closely with. There will also be lots of fun activities for adults and children alike:

➔ Saturday 17th September, 11.30am - 3.30pm

➔ Whipps Cross University Hospital



Hear about the progress being made in the hospitals

The Annual Public Meeting is an opportunity to hear about progress in their hospitals and ask questions:

➔ Wednesday 21st September, 6pm - 8pm

➔ The Old Town Hall, Stratford

All welcome and no booking is required. For more:

✉ Ros.Waring@bartshealth.nhs.uk

It's all in the computer...

Our custom-built database helps us to identify key trends.



This information is used to help improve services.

➡ Adult Social Care & Health Newsletter Launched

Newham Council has recently launched a social care and health newsletter aimed at keeping customers up to date about adult social care and health services in Newham.

Newham Council's Adult Social Care and Health Newsletter has been developed together with residents to help ensure new and existing customers are aware of the changes taking place within the service.

It's also a way to communicate about how residents can get involved in co-production.

The newsletter is a quarterly publication that will be distributed via email, within libraries, community centres and in targeted GP surgeries. It is distributed online, in the post, in local libraries and in targeted GP surgeries. To find out more:

☎ 020 8430 2000 (Option 2).

✉ AskGrainne@newham.gov.uk

➡ MoneyWorks Grocery Club

The MoneyWorks Grocery Club can advise on simple changes to save money on weekly shopping.



'Be in charge' of your trolley!

Newham residents and staff can expect to receive advice on the following: Meal plans including a FREE shopping list and meal planner when you visit the MoneyWorks shop; Online supermarket shopping; Loyalty schemes; Deals and special offers; Branded and non-branded shopping; MoneyWorks brand downsize challenge. ➡ [More](#)

➡ Newham's 'Best Start in Life'

Can you spare a few hours a week volunteering in your local area? Newham's 'Best Start in Life' offer provides access to early education, childcare and health services to families with children under five.



A helping hand for families with children under five

Volunteers will receive an induction programme, free access to high quality training delivery and in-role support and mentoring.

Requirements: enhanced DBS check, two professional references and a minimum of three hours per week.

For more information or to book an induction:

☎ 020 3373 0580

✉ EarlyStartVolunteer@newham.gov.uk

➡ Celebrating Learning Disability Awareness Week

'Looking Forward' event organisers would like to thank everyone that took part and contributed to making Learning Disabilities Week 2016 a success.

Over 80 people with learning disabilities - together with their families, friends and carers - attended the Stratford Circus Arts Centre on 23rd June.

The event was developed and hosted by customers and their carers in collaboration with Newham Council, and featured performances from Act Up! Newham, Newham People First and The Powerhouse Women, among others.

Councillor Furness, mayoral advisor for adults and health, said: "The Looking Forward event was great fun and also showed how much can be achieved by involving people with learning disabilities in the things that affect them. I would like to offer a big "thank you" on behalf of the council to everyone that took part and helped to make the evening such a success."

"Mental Health need not be a hidden condition."

[Get involved](#) and have your say!

➔ Support Services for People with Dementia

Alzheimer's Society Newham introduces a Dementia Advice service for people who have received a diagnosis, or are worried about their memory and in the process of receiving a diagnosis.



Get information and support!

A Dementia Support Worker will listen to your concerns and give you information and support and signpost you to relevant agencies in the Borough who would provide other relevant services to enhance your health and wellbeing.

Memory Lane Café is an informal meeting place for people with dementia, carers and families to come together and gain peer support as well as engage in meaningful activities and also receive support and information.

The service is based in East Ham, Stratford and Manor Park. If you would like more information about any of the services, please get in touch:

☎ 020 8472 0658

✉ newham@alzheimers.org.uk

In Newham's Chair

We represent the residents of Newham at meetings all across London.



Are we representing your views?

Join Healthwatch today!

➔ 'Whole-Systems Collaborative Development'

The Transforming Services Together (TST) programme is a partnership between 3 north east London Clinical Commissioning Groups (CCGs), NHS England, Barts Health NHS Trust and other hospitals, community and mental health providers, primary care and local authorities, including public health and social care which seeks to work as a system to deliver changes to how services are delivered to residents and their families in the coming years.



'Improving the care' of patients and carers

Their key aims are to deliver safe, sustainable and high quality services for the residents of east London. It focuses on improving physical and mental healthcare in Newham, Tower Hamlets and Waltham Forest, by changing how services to patients are provided. You are invited to a forthcoming event:

➔ Thursday 4th August, 9.00am - 1.30pm

➔ Stratford (Venue TBC)

TST's 'Whole Systems Collaborative Development' Programme aims to develop a network and system to drive sustainable change, through skills development, sharing of best practices, application of knowledge and strengthening partnerships. The objectives are to help people who live and work in Waltham Forest, Newham and Tower Hamlets gain a greater level of understanding of how the changes to local health and social care services aims to improve the care of patients and carers. For further information or to secure your place:

✉ transformingservicestogether@nelcsu.nhs.uk

**“GP's and pharmacists
should work together.”**

Get involved and have your say!

➔ CQC Inspects All Mental Health Trusts

The Care Quality Commission (CQC) says that people will soon have access to detailed information about the quality and safety of every NHS mental health trust in England, including where improvements are needed, as it has now inspected all of them using a new regulatory approach.

The CQC has now completed its comprehensive inspection programme of all 56 mental health NHS trusts in England, as planned. A 'quality baseline' is now being established, which may be utilised to drive improvements across the system and inform future regulation.



Care is 'not always patient-centred'

Dr Paul Lelliott, Deputy Chief Inspector of Hospitals (lead for mental health) said "During these inspections, I am encouraged that we have seen some good care and we have met many thousands of staff who are compassionate and dedicated to providing the best support and treatment they possibly can for their patients. However, the emerging picture is that there are too many NHS mental health trusts that provide care that requires improvement before it can be considered fully safe, effective and responsive to people's needs.

Staff do not always provide care that is patient-centred, nor do they always fully respect people's rights or fully involve them in decisions about their treatment and support. Too much inpatient care is being provided in outdated buildings that do not meet modern standards."

"I feel involved in my care planning."

Get involved and have your say!

➔ Integrated Care for Older People

The CQC has reviewed how well different health and care services work together to support the needs of older people in England.



'Substantial progress is needed'

In its report, 'Building Bridges, Breaking Barriers', it warns that despite a widespread commitment for integration across the sectors, substantial progress is needed to better support people who use a number of services, reduce hospital admissions and avoid confusion about where to go for help. The report concludes that with a growing elderly population, 'now is the time to act'.

The CQC carried out site visits in eight areas. They gathered evidence from a range of sources and spoke with older people and their carers to understand how their experiences of care related to services working together. The report highlights many instances of good practice where those providing and commissioning health and social care share information and co-ordinate services for older people. It sets out the barriers to delivering joined up care. It concludes with five key recommendations for health and social care leaders. [➔ More](#)

Breaking down barriers...



Talking can bring down walls.

[➔ Have your say today!](#)

➔ Sustainability and Transformation Plan

Across North East London, the health system is working together to develop a 'Sustainability and Transformation Plan' (STP), which will set out how local health and care services will 'transform and become sustainable' over the next five years.

In order to create a better future for the NHS, we must make changes to how local people live, access care, and how care is delivered.

This doesn't mean doing less for patients or reducing the quality of care provided. It means more preventative care; finding new ways to meet people's needs; and identifying ways to do things more efficiently.



We must make changes now, for the future

Hearing the views patients is an essential part of this, and we urge you to get involved! ➔ [More](#)

Latest Newsletters

- ➔ Beckton & Royal Docks Community Neighbourhood - News, July 2016 ➔ [More](#)
- ➔ NICE - Public Involvement Update, July 2016 ➔ [More](#)
- ➔ Parliamentary and Health Service Ombudsman - Resolve, July 2016 ➔ [More](#)
- ➔ Stratford & West Ham Community Neighbourhood - Newsletter, June 2016 ➔ [More](#)

Please send us a link to your latest newsletter!

News Summary

- ➔ Latest Health and Social Care News from Newham Recorder ➔ [More](#)
- ➔ Taking pride in equality, diversity and inclusion ➔ [More](#)
- ➔ Chief social workers: Closer link with government will benefit profession ➔ [More](#)
- ➔ Technology has helped transform care - Sharon Eustice ➔ [More](#)
- ➔ Resources to resolve your mental capacity and DoLS practice issues ➔ [More](#)
- ➔ Award-winning lung cancer service helping even more patients with NHS England support ➔ [More](#)
- ➔ Guidance on applying the law on deprivation of liberty ➔ [More](#)
- ➔ Allied Health Professions have the power to shape the NHS ➔ [More](#)
- ➔ Vulnerable hit 'disproportionately' by UK austerity measures, UN warns ➔ [More](#)
- ➔ Overcoming the continence stigma - Chloe's story ➔ [More](#)
- ➔ Fears over plans for 'politically controlled' social work regulation ➔ [More](#)
- ➔ Patients benefiting from advanced brain tumour treatment set to double ➔ [More](#)
- ➔ Care and education link up to reduce absconding ➔ [More](#)
- ➔ Innovative solutions to deliver #FutureNHS - Suzanne Rastrick ➔ [More](#)
- ➔ Government to regulate social workers from 2018 ➔ [More](#)
- ➔ Putting patients in control of their care - Andrew Carter ➔ [More](#)
- ➔ NHS Chief launches new fast track funding so NHS patients get treatment innovations faster ➔ [More](#)
- ➔ Overseas social workers to face English language tests ➔ [More](#)
- ➔ New Care Models and Staff Engagement: All Aboard ➔ [More](#)
- ➔ Five key steps to assessing capacity ➔ [More](#)
- ➔ NHS Diabetes Prevention Programme ready to make referrals in coming weeks ➔ [More](#)

Pointing the way to better Health and Wellbeing in Newham!

Children/Young People



Community



Disabilities



Emergency & Crisis



Family



Health Services



Healthy Living



Men



Mental Health



Older People



Social Care



Women



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