



Co-production network meeting notes

What words mean...

Words that were explained on our **Jargon Buster** will be explained in **bold** in the blue box at the end of the notes.

Date: 10th September 2024

Venue: Arbour Park

Attendees:

- Gaye, Karen, Dolly, Shahanaz, Jordan, Zhora, Sue, Bernadette, Joycelyn, Bestina, Mike, Marcia, Joanna, David, Shanaz, Phillis, Ash, Joycelyn

Apologies:

- Natasha, Vickie, Sally, Beverley, Marjorie, Vicky

1. Healthwatch enter and View Programme

Joanna and Shahanaz jointly presented an overview of the Healthwatch Enter and View Programme and said the following.

Healthwatch has power to enter and view GP surgeries, Hospitals, and Care home facilities. The programme is conducted by staff and volunteers trained in conducting visits, dementia awareness, and safeguarding.

The enter and view programme focuses on the experience of people receiving care, their family, staff, the environment, and food. The aim to provide extra eyes and ears, to understand the experience of people who receive health care and formal social care .

Process Overview:

- Visits are arranged with services where the manager is notified in advance, however we may notify of the visit but not specify date and time of the visit.
- Prior to the visit we will review background information of the service based on public feedback, CQC inspection report and ratings, conversation with local authority quality assurance team.
- Feedback from care governance meeting.
- After the visit, we will write and publish report findings and share them with relevant organizations.

- Where there concerns, we will arrange for a follow up visit.

Locations Visited in 2024:

- Bracknell Care Home (Bracknell Forest), Windmill Care Home (Slough), Dormy House (Royal Borough of Windsor & Maidenhead), Heathlands Care (Bracknell Forest), Langley Haven (Slough).

Windmill Care Home Visit:

- We Conducted a visit to Windmill Care Home in April 2024, and published the report of our visit in June.
- In the report we made 14 recommendations which the manager has responded with an action plan.
- We have shared the report with CQC, Slough Borough Council quality assurance team, and other relevant organisation.

Feedback from Care Home Manager:

- Positive experience with the Healthwatch team.
- Highlighted areas of improvement and strengths.
- Encouraged other homes to welcome Healthwatch visits.

Next Steps:

- Continue to monitor and follow up on recommendations.
- Plan future visits based on feedback and emerging concerns.

AOB

Joint commissioning of Stroke Support Service

Ash presented the Stroke Support Service which is being jointly commissioned by Slough borough council, Royal Borough of Windsor and Maidenhead and Bracknell Forest. the contract start date is 1st April 2025, the service will be part of the national and local specification providing joined up stroke care offering:

- Information and advice
- Emotional support
- Post stroke reviews
- Carers support
- Support to return to work.

Two coproduction volunteers will attend workshops.

Local Government Association review

Coproduction volunteer members together with service providers and carers met with LGA peers to review Slough Borough Council against areas of Responsive Services and Customer Care section of the equality framework for local government. Report findings from the review will be published once available.

Next Meeting 15th October online.

What words mean...

Jargon terminology or language which is complicated or difficult to understand.