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Barking and Dagenham, Havering and Redbridge Clinical Commissioning Groups
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Dear Andy

Consultation response from Healthwatch Havering on the proposals for 'Making Intermediate Care Better'

Thank you for providing us with an opportunity to comment on your proposals. A member of our team attended the session given by Dr Saini and they found it most helpful and your consultation proposals have been available on our website. Our comments are as follows:

The service model

We fully support the continued development of the Community Treatment teams and the Intensive Rehabilitation teams, because

- the delivery of care within a patient's home supports the views of many local residents who told us in a recent consultation that 'reachability' of health services was a key priority
- these teams support the wider needs of Queens hospital to address the CQC concerns regarding A & E services, and it supports the longer term plan for Queens in respect of the King Georges site
- the Borough Social care services work closely with these teams and this can only benefit patients, carers and families in receiving integrated health and social care services

The site configuration proposal

We understand the clinical and managerial case for a one site service and would welcome further information or clarification on the following:

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- the bed modelling is based on 95% occupancy, the model has been future proofed against the ageing profile for Havering and that Queen's hospital has confirmed that they can accommodate 61 beds if required at the King George's site
- the increased staffing in the CTT and IRS allows for the bed reduction to be safely managed
- the outreach teams are fully integrated clinically and managerially to ensure that care at home is as 'leading edge' as the care received in the proposed King George's model
- there are good relationships with other primary care providers such as pharmacy, i.e. easy access for medication needs
- a detailed and supportive transport policy is developed for relatives and carers and those residents living in the south of the Havering Borough

Staffing

- Attracting staff into north east London is proving a challenge for all health and social care providers, what plans are in place to recruit the number of staff needed for both the King George's beds and the community teams?
- How the risk is assessed and staff allocation managed in the event of a shortfall in either King Georges or the community teams, what impact does this have on patients and other services and providers?

Communications

- How the plans for increasing public awareness of these schemes can be achieved?

St George's development

We welcome the continued good news regarding St George's site, it would be helpful to have a clearer definition of the term 'short-term' beds within the overall concept of this integrated care model.

In summary, we fully support the proposals of the consultation subject to the further information requested above.

To ensure that residents are aware of the response that we have made on this consultation it will be published on our website. With this in mind it would be very helpful if you provide your response to the questions in an easy to read and understand format. This will enable us to publish this response and ensure residents are kept fully up to date on this topic.

I look forward to hearing from you

Yours sincerely

for Anne-Marie Dean
Chairman
Healthwatch Havering