



Enter & View Long Term Conditions Centre, Harold Wood provided by NELFT

**St Clements Avenue,
Gubbins Lane, RM3 0AR**

5 December 2016

*Healthwatch Havering is the operating name of
Havering Healthwatch Limited
A company limited by guarantee
Registered in England and Wales
No. 08416383*



What is Healthwatch Havering?

Healthwatch Havering is the local consumer champion for both health and social care. Our aim is to give local citizens and communities a stronger voice to influence and challenge how health and social care services are provided for all individuals locally.

We are an independent organisation, established by the Health and Social Care Act 2012, and are able to employ our own staff and involve lay people/volunteers so that we can become the influential and effective voice of the public.

Healthwatch Havering is a Company Limited by Guarantee, managed by three part-time directors, including the Chairman and the Company Secretary, supported by two part-time staff and a number of volunteers, both from professional health and social care backgrounds and people who have an interest in health or social care issues.

Why is this important to you and your family and friends?

Following the public inquiry into the failings at Mid-Staffordshire Hospital, the Francis report reinforced the importance of the voices of patients and their relatives within the health and social care system.

Healthwatch England is the national organisation which enables the collective views of the people who use NHS and social services to influence national policy, advice and guidance.

Healthwatch Havering is your local organisation, enabling you on behalf of yourself, your family and your friends to ensure views and concerns about the local health and social services are understood.

Your contribution is vital in helping to build a picture of where services are doing well and where they need to be improved. This will help and support the Clinical Commissioning Groups and the Local Authority to make sure their services really are designed to meet citizens' needs.

***'You make a living by what you get,
but you make a life by what you give.'***
Winston Churchill

What is an Enter and View?

Under Section 221 of the Local Government and Public Involvement in Health Act 2007, Healthwatch Havering has statutory powers to carry out Enter and View visits to publicly funded health and social care services in the borough, such as hospitals, GP practices, care homes and dental surgeries, to observe how a service is being run and make any necessary recommendations for improvement.

These visits can be prompted not only by Healthwatch Havering becoming aware of specific issues about the service or after investigation, but also because a service has a good reputation and we would like to know what it is that makes it special.

Enter & View visits are undertaken by representatives of Healthwatch Havering who have been duly authorised by the Board to carry out visits. Prior to authorisation, representatives receive training in Enter and View, Safeguarding Adults, the Mental Capacity Act and Deprivation of Liberties. They also undergo Disclosure Barring Service checks.

Background and purpose of the visit:

Healthwatch Havering (HH) is aiming to visit all health and social care facilities in the borough. This is a way of ensuring that all services delivered are acceptable and the safety of the resident is not compromised in any way.

The visit that is the subject of this report was arranged at the invitation of the NELFT NHS Foundation Trust, which is responsible for a wide range of community health services across North East London and Essex.

Although the visit was not undertaken as part of Healthwatch Havering's 'Enter and View' programme of visits using statutory powers, its content was similar and this report sets out the findings of Healthwatch participants.

The service

The Long-Term Conditions Centre is co-located with Harold Wood Polyclinic on part of the site of the former Harold Wood Hospital (the rest of which has been developed to provide housing). It provides services for people from across the North-East London and Essex region.

The visit

The team were welcomed to the Centre and escorted on the visit by the Centre Manager, who took delight in showing everything that was available to help the patients, from consulting rooms for adults and for children, the equipment repairs shop and the large workshop where limbs and equipment is put together for each individual's requirements. The team spoke to staff, some of whom had worked at the Centre for a long time, who said they enjoyed what they did. The signage was excellent although the flooring needed attention.

The adaptation and adjustment of wheelchairs to meet individual's needs as they change and, in the case of children, as they grow, was explained in detail. The availability of equipment was good, even though some of the equipment had a unit cost in excess of £1,000. A Doctor was permanently employed at the Centre and on site all the time.

The Centre is very busy, with patients (one of whom is a Paralympian) coming from all over North East London and Essex. Transport is available to get patients to the site, although the type of taxi/transport needed would have to be considered for wheelchairs etc.

The Manager showed the team into the physiotherapy department, where a patient (who had lost legs and parts of his hands to a type of meningitis virus) was observed to walk again after two years of getting better on his new legs, a very emotional moment for all who were present.

The waiting area was very welcoming with reception staff who were amicable and helpful.

The team was told, and saw, that the whole building is in need of refurbishment and updating. Paintwork was very drab, the consulting rooms needed adapting to modern standards and some of the equipment being used was old and outdated. Vandals had broken numerous windows on the building, apparently on a regular basis.

The parking area was quite full of vehicles and it was obvious that not all car park users were attending the Centre or the nearby Polyclinic. It is quite easy for non-patients to park and register their vehicles and then go elsewhere. There does not seem to be a system of checking just who is using the car park.

During the visit, the team was able to spend a short time attending a staff training day event.

NELFT are in negotiation with NHS Property Services who manage the building to agree a refurbishment programme. When the refurbishment is complete, the team will visit the Centre again.

The visitors would like to thank all the staff for their hospitality and their dedication to an impressive centre.

Disclaimer

This report relates to the visit on 5 December 2016 and is representative only of those patients, carers and staff who participated. It does not seek to be representative of all service users and/or staff.

Participation in Healthwatch Havering

Local people who have time to spare are welcome to join us as volunteers. We need both people who work in health or social care services, and those who are simply interested in getting the best possible health and social care services for the people of Havering.

Our aim is to develop wide, comprehensive and inclusive involvement in Healthwatch Havering, to allow every individual and organisation of the Havering Community to have a role and a voice at a level they feel appropriate to their personal circumstances.

We are looking for:

Members

This is the key working role. For some, this role will provide an opportunity to help improve an area of health and social care where they, their families or friends have experienced problems or difficulties. Very often a life experience has encouraged people to think about giving something back to the local community or simply personal circumstances now allow individuals to have time to develop themselves. This role will enable people to extend their networks, and can help prepare for college, university or a change in the working life. There is no need for any prior experience in health or social care for this role.

The role provides the face to face contact with the community, listening, helping, signposting, providing advice. It also is part of ensuring the most isolated people within our community have a voice.

Some Members may wish to become **Specialists**, developing and using expertise in a particular area of social care or health services.

Supporters

Participation as a Supporter is open to every citizen and organisation that lives or operates within the London Borough of Havering. Supporters ensure that Healthwatch is rooted in the community and acts with a view to ensure that Healthwatch Havering represents and promotes community involvement in the commissioning, provision and scrutiny of health and social services.

Interested? Want to know more?

Call us on **01708 303 300**; or email
enquiries@healthwatchhavering.co.uk



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No. 08416383*

*Registered Office:
Queen's Court, 9-17 Eastern Road, Romford RM1 3NH
Telephone: 01708 303300*

Email: enquiries@healthwatchhaverling.co.uk

Website: www.healthwatchhaverling.co.uk

