

North Somerset Wellbeing Service: Feedback during change

February 2019



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North Somerset Wellbeing Service; Feedback during change

Introduction to Healthwatch North Somerset

At Healthwatch North Somerset, our purpose is to find out what matters to service users and help make sure their views shape the support they need. We listen to patient experiences, base our work on them and inform commissioners and providers about good practice and areas for service improvement.

This report summarises the feedback we collected from local people at a time of service change.

Our mission statement;

By offering all people in North Somerset a strong voice, we will improve the quality of local health and Social Care.

About us

Healthwatch North Somerset's statutory duty and remit, which is laid out in The Health and Social Care Act 2012, is to provide a voice for people who use health and adult social care services, by:

Enabling local people to monitor the standard of provision of local care services and whether or how local health and social care services could and ought to be improved

Obtaining the views of local people regarding their needs for, and experiences of local health and social care services and importantly to make these views known.

Promoting and supporting the involvement of local people in the commissioning, the provision and scrutiny of local health and social care services.

Giving people an opportunity to have a say about their local health and social care services, including those whose voice isn't usually heard.

Making reports and recommendations about how local care services could and ought to be improved. Provide these to commissioners, providers, people responsible for managing or scrutinising local health and social care services. Share with Local Government.

Taking public views to the people who make decisions - including having a representative on the Health and Wellbeing Board

Feeding issues back to government via Healthwatch England and the Care Quality Commission (CQC)

Summary

Healthwatch North Somerset has collected feedback detailing the experiences of users accessing Wellbeing Services and professionals supporting the service. There were at least 60 contacts made and this report provides a sample of the range of their feedback. User, carer and supporter comments were collected between June 2018 and December 2018. The contract was provided by 1in4 until 1st July 2018 when Second Step took over the service on a one-year contract. The Second Step contract has now been extended until the end of June 2020.

Background

1in4 was commissioned by North Somerset Clinical Commissioning Group (CCG) to deliver a Wellbeing Service in North Somerset and by North Somerset Council to deliver advocacy services in North Somerset. On 1st April 2018 North Somerset CCG merged with Bristol CCG and South Gloucester CCG to form Bristol, North Somerset and South Gloucester (BNSSG) CCG.

Between May and August 2018, BNSSG CCG and North Somerset Council arranged meetings with both the Clevedon and Weston-super-Mare branches of 1in4 to communicate with service users and staff regarding the closure of the service following a failure by 1in4 service to demonstrate their ability to deliver safe effective care.

North Somerset Council, 1in4 Trustees and local representatives of the Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group (BNSSG CCG) came to a number of meetings to listen, answer users' questions, and address concerns around the closure of the service. In a later meeting Second Step provided a presentation to users outlining how they would implement the service as the new contract holder.

The CCG said 'We have continued to work with 1in4 over the last 6 months to ensure service user needs are met whilst we develop our plans for the new services. We are looking forward to working with new providers in North Somerset'.

Aims and Objectives

The aim of collecting the feedback was to support service users and carers, as they transitioned between service contracts and monitor the user experience of the new service provider. The views contained here have been gathered during our engagement activities and many are reported in our confidential monthly patient

feedback reports to commissioners within the Intelligence Reports between June and December 2018.

This summary highlights what matters to users, carers and professionals. It aims to share in the public domain what people want from care.

Methods

Observation and information gathering were conducted on four separate occasions during service user meetings with the Clinical Commissioning group, North Somerset Council and Service provider 1in4 and Second Step staff.

Feedback was gathered by Healthwatch North Somerset staff and volunteers in the run up to the closure of 1in4 and during the first six months of the Second Step Wellbeing Service contract.

Staff and volunteers distributed Share Your Story leaflets and provided prepaid envelopes for their postage. We gathered feedback from service users on our website 'Service Review' area and received telephone calls and emails at the Healthwatch North Somerset office.

Engagement took place at the following;

LOCATION	DATE OF MEETING OR VISIT
Clevedon Town Hall	8 th June 2018
Clevedon Town Hall	21 st June 2018
Second Step branch Clevedon and at Clevedon Town Hall	1st November 2018
Second Step at Carlton Centre and Quakers Friends Meeting House, Weston-super-Mare.	5 th December 2018

What people told us;

Collected in June 2018

The comments below are about the 1in4 service both in Clevedon and Weston branches and reflect the positive and negative comments. Users initially complained about the confusion surrounding the process of closure of one service and a lack of communication about what would replace it. There was also fear that the venue for the Clevedon service, which is familiar to users, would be lost. This did not happen. Views recorded about the service were varied.

‘The location is good as it is near the hospital and the GP {in Clevedon} and has bus stops nearby.’

‘This service has helped people with mental health needs to stay out of hospital’

‘Management have cut hours and put up prices’

‘The costs have doubled so I can’t always use the activities ‘

‘The under 25s group has been cancelled in cutbacks’

‘Why did commissioners not act sooner when concerns were raised a year ago?’

November 2018

We returned to evaluate user satisfaction with the replacement Wellbeing Service. The comments below are from users, carers and supporters of the groups and drop-ins provided by Second Step in Clevedon. It reflects the range of both positive and negative comments.

‘It was great to keep the same premises and most of the same staff as it is important to us (Service Users) to feel safe and happy in the places we know.’

‘The loss of 1in4 in Weston is devastating and Second Step are not delivering the same level of support.’

‘The new {Second Step} service is better as it has kept the groups and drop-ins and started new workshops too.’

‘It was a tricky transition from 1in4 but Second Step are listening to service users about what they want and are putting this in place.’

‘Everyone is happy with this. People who use the service do not want the uncertainty they found themselves in with 1in4 closure.’

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‘The volunteers are well trained now and have DBS checks’

‘I wish they had carried on with the Aspire course as I prefer this to a group’

December 2018

We returned to evaluate user satisfaction in the Weston-super-Mare Second Step Service. There are two venues used; the Carlton Centre venue and the Friends Meeting House. Service users are accessing the service regularly in order to share their experiences and support each other. However, there is concern that some service users have stopped attending because of the changes.

The drop in at the Wellbeing Café, Friends Meeting House attracts approximately 15 regulars every week. The Friends Meeting House venue is light and spacious. Referrals are accepted by self-referral, through Community Connect, through GP's and Positive Step. The Women's Wellbeing Café is hosted at the Carlton Centre.

Service users said positive things;

‘We are grateful that there is a service still available’

‘The Men's Wellbeing Café run from ‘The Coffee House’ and is a good space to meet in. ‘

‘The art group that runs from the Friends Meeting House is good.’

‘A room that is partitioned off at the Carlton Centre is a good place to get support with private issues. ‘

Service users said negative things;

‘There is no additional support other than going to groups.’

‘A dedicated Citizens Advice ' representative used to go regularly to see the service users. This service is missed.’

‘There are no opportunities to volunteer.’

‘There is no activity planning for the service users.’

‘Peer support was formerly encouraged but this feeling of peer support has been lost. ‘

‘There seems to be more service provided in Clevedon and not everyone can travel to access this. ‘

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‘Some of the groups run without a Second Step representative present. ‘

‘The Friend’s Meeting House venue has no storage space we are unable to leave anything there such as drying art work. ‘

We would prefer to have a permanent space like the space they have in Clevedon.’

‘Second Step in Weston does not offer the range of services that 1in 4 used to provide; therapy, art room with teacher, meeting rooms, computer room, counselling room, aromatherapy and advocacy. ‘

‘Counselling or advocacy were on offer from 1in 4, but not now, unless you can pay for it.’

A user of the Women’s Wellbeing Café said *‘The Carlton Centre venue is not suitable as it is more of an educational establishment which has class rooms. It is not a nice environment to talk and feel relaxed in.’*

Service users said they missed *‘Having a ‘drop in’ in a dedicated building, a safe haven, instant support whenever someone needs it and somewhere to go. ‘*

‘Service users are not clear about what Second Step plans are, they do not feel well communicated with.’

Service users did not know about workshops and other activities that are provided by the Wellbeing Service run by Second Step in North Somerset. They said that they would like to be given paper copies of this information.

Recommendations for change

Service providers and commissioners have a duty to respond to local Healthwatch reports and recommendations within 20 working days, in writing, to acknowledge receipt and to explain what action they intend to take; or if they do not intend to take action they must explain why. (Health and Social Care Act 2012: Addendum to summary report: issues relating to local Healthwatch regulations).

Healthwatch North Somerset recommends the following based on the feedback received from the public in North Somerset. We believe the following recommendations to be achievable, affordable and evidence based.



Communication is improved, both digital and paper based, so that users have access to contact details and information about groups, activities and venues where services are run by Second Step in North Somerset.



That there is a parity of service offered in Clevedon to that offered in Weston-super-Mare.



That service users are involved and consulted during the process of commissioning the new contract in July 2020 so that they help shape the support they need.

Appendix 1:

Thank you to the services users, carers and supporters who spoke to us, 1in4 staff and Trustees, Second Step staff, North Somerset Council and the Clinical Commissioning Group at North Somerset, part of the Bath, North Somerset and South Gloucestershire CCG (BNSSG-CCG).

We also acknowledge organisers for the access to meetings and venues where service users, carers and supporters were present.

Appendix 2: Responses from commissioners and providers of services

BNSSG CCG and North Somerset Council welcome feedback from Healthwatch North Somerset in relation to the changes to service provision from 1in4 to Second Step's North Somerset Wellbeing service.

As joint commissioners of the new North Somerset Wellbeing Service, we were really pleased to hear the positive feedback shared in the document and that service users are reporting Second Step is listening to service user views. Both BNSSG CCG and North Somerset Council would like to reassure service users that advocacy services remain available to service users in North Somerset and this is provided by seAp. We have also been working closely with our colleagues at The Carlton Centre (a North Somerset Council owned premises) and are happy to confirm this will remain the permanent space for the delivery of the North Somerset Wellbeing service in Weston-super-Mare.

To continue to support service users, we have attached the most up to date time table of service provision across the North Somerset area. Happily this now includes the extension of service provision to the Portishead area following service user feedback. Service provision continues from both the Weston-super-Mare and Clevedon branches of the service and we continue to review the parity of service delivery across the areas.

Prior to the 'going live' of the North Somerset Wellbeing service run by Second Step on 1st July 2018, BNSSG CCG and North Somerset Council worked with 1in4 via monthly contract meetings from June 2017 to begin to address our concerns around the quality and effectiveness of the service that was being delivered by 1in4 (this forms part of usual governance and contract management mechanisms within our organisations). We therefore took action as quickly as possible to ensure the service provision was safe for our North Somerset population.

Both BNSSG CCG and North Somerset Council welcome continued feedback regarding the provision of the services that we commission for our population. We would welcome any further feedback on the service provision and would encourage anyone to do this via our BNSSG CCG customer services colleagues (e-mail:bnssg.contactus@nhs.net, telephone number: 0117 976 6600).'

Recommendations from the Healthwatch North Somerset report:

- Communication is improved, both digital and paper based, so that users have access to contact details and information about groups, activities and venues where services are run by Second Step in North Somerset
-The above will be discussed at the next Second Step contract management meeting with the CCG to review what has been put in place, what proposals have been put forward by service users and plans from Second Step to improve communication
- That there is a parity of service offered in Clevedon to that offered in Weston-super-Mare.
-plans are afoot to ensure there is parity of service provision across North Somerset and not just in Clevedon and Portishead as demonstrated by the introduction of service in Portishead.
- service provision is reviewed as part of the contract management process and planning for service delivery takes place every 3 months
- That service users are involved and consulted during the process of commissioning the new contract in July 2020 so they help shape the support they need.
 - *yes, this would be the plan*
 - *the recommissioning process has not yet started*
 - *once the timeframes for the recommissioning process are established, a project group would be set up and service user membership would be sought for this group*

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Appendix 3: Organisations and Individuals

- Second Step can be contacted by email NSWellbeing@second-step.co.uk For a programme of events until March 2019 see their website is <https://www.second-step.co.uk/wellbeing-health/north-somerset-wellbeing-service>
- North Somerset Online Directory; <https://www.nsod.n-somerset.gov.uk>
- Bath, North Somerset and South Gloucestershire, Clinical Commissioning Group <https://bnssgccg.nhs.uk>



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