

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA
HEALTH, ENVIRONMENTAL HEALTH AND ADULT SOCIAL CARE
SCRUTINY COMMITTEE -

13 MARCH 2013

REPORT FROM THE CHAIRMAN OF THE
KENSINGTON AND CHELSEA LOCAL INVOLVEMENT NETWORK

KENSINGTON AND CHELSEA'S "LOCAL INVOLVEMENT NETWORK"

This report updates the Committee on the Local Involvement Network (LINK) in Kensington and Chelsea.

FOR INFORMATION

1. The establishment of Local HealthWatch

- 1.1 Following an open and robust procurement exercise to commission Local HealthWatch services, the Royal Borough along with the London Borough of Hammersmith and Fulham and Westminster City Council have notified Hestia Housing and Support of success in the tender process for each of the three geographical 'lots'.
- 1.2 Following a 'cooling off' period (due to end on 28 February) and subject to contract, Hestia will be the delivery agency for Local HealthWatch services in the three boroughs from 1 April.
- 1.3 The new contract will be managed by the Royal Borough's Community Engagement Team (as previously with the LINK host contract) with support from the responsible leads from each of the boroughs and tri-borough services.
- 1.4 It is proposed that regularly reporting to the scrutiny committee should continue once Local HealthWatch is established. Local HealthWatch also has a statutory place on the Health and Wellbeing Board.
- 1.5 For more information about the procurement outcome please see the key decision report at:

1.6 The aim of Local HealthWatch will be to give citizens and communities a stronger voice to influence and monitor the provision of health and social care services provided within their locality. Local HealthWatch would welcome the views of this Committee on areas for prioritisation in 2013/14.

2. LINK activities

2.1 The K&C LINK recently assessed the quality of the maternity patient experience of 56 women in Chelsea and Westminster Hospital. Areas of concern include information provided to patients whilst in ante-natal care and support provided in the immediate post birth after care. The full report will be publicly available in late March 2013.

2.2 The LINK is currently responding to requests for support with Patient Led Assessments of the Care Environment (PLACE) assessments in local services. PLACE assessments will happen once a year in each hospital from April 2013. Areas of focus include cleanliness, fixtures and fittings, privacy, dignity, signage and mealtimes.

2.3 In partnership with our peers in Hammersmith and Fulham LINK, we have recently completed an assessment of the patient experience on the older people's wards in Charing Cross Hospital. Due to local concerns, we also assessed the discharge pathway via the hospital's transport lounge. The full report will be available in March 2013.

2.4 Further to our update on Central North West London Mental Health NHS Foundation Trust at the last meeting of this Committee, the LINK awaits a written response to the concerns we raised through their recent consultation and our report on the readiness of local community services.

2.5 To support our transition to local HealthWatch and our statutory seat on the Health and Wellbeing Board, the LINK is organising a workshop for patients and service users on the current priorities of the Board and future work plan for HealthWatch.

FOR INFORMATION

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(LINK)**

Background Papers used in the Preparation of this report: None.

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