

Selecting an issue for project work

Proposed topic (describe): Residents, family members and friends' experiences of care homes (including **supported living and extra care residents) during the coronavirus pandemic**

Criteria for selecting an issue <i>(Staff and Task Group Chairs can help you better understand each question)</i>	Write in your answer	Scoring	Score given
<p>1. How much evidence is there that this issue is of <u>importance</u> to local people?</p>	<p>Extensive national and local media coverage of the negative impact of Covid-19 on care home residents and their families.</p> <p>As of May 2020, there were 41 care homes, registered with the Care Quality Commission, operating in the area. 26 of these homes are for older people providing a mixture of residential and nursing beds. The homes range in size, the largest home having 70 plus beds, with many mainly supporting people who fund their own care. The homes also have people living in them from other boroughs and from Surrey, including placements from other councils. Most homes care for people with varying levels of dementia. The remainder of care homes are predominantly for people with a learning disability, with a small number of registered beds for people with mental health and physical disabilities. RBK has one directly provided care home which is Amy</p>	<p>1 = There is no actionable, material, evidence (it is only ad hoc/informal/anecdotal/only word of mouth)</p> <p>2 = There are only intermittent reports (there is some informal commentary)</p> <p>3 = There are persistent accounts (we have seen a detailed, consistent commentaries)</p> <p>4 = There is compelling evidence (we have seen a high volume and/or deeply legitimate and verifiable level of concern)</p>	<p>4</p>

	<p>Woodgate, a residential care home which has 44 registered beds.</p> <p>RBK has collected a considerable amount of information from care home <u>staff</u> and a 20-page report on 'Response to Covid-19 in Care Homes' was provided to the Response and Recovery Committee on 25th June 2020.</p>		
<p>2. To what extent do we <u>believe</u> Healthwatch Kingston can actually <u>make a difference</u> on this issue?</p>	<p>We are well placed to make an impact locally as this is a 'hot topic' which means people's interest is heightened and our report will augment our snapshot reports on of NHS and Social Care services during Covid.</p> <p>.</p> <p>We have already sense checked interest in us doing this research with RBK commissioners and this was favourably received. Our influence on the work of individual care homes may be limited but it seems likely that we can exercise influence through the support provided by RBK and the increased level of networking and mutual support between care homes and RBK that has developed during Covid.</p>	<p>1 = There is no possibility of making a difference (it is beyond our capacity to influence)</p> <p>2 = There is only a small chance that we can make a difference (we might be able exercise some influence)</p> <p>3 = There is a good possibility that we can make a difference (we can see how and with whom we can make a difference)</p> <p>4 = We are sure we can make a difference (we know the recipient of our report is going to act upon our recommendations and make a difference)</p>	4
<p>3. To what extent does this issue <u>disproportionately</u> affect people who are experiencing greater discrimination/disadvantage/exclusion and/or have the poorest health and social care outcomes.</p>	<p>Care Homes house many of the most vulnerable members of our community many with the poorest of health and social care outcomes.</p> <p>Unlike many other groups of people, care home residents and their family</p>	<p>1 = There is no material evidence (service provision issues affect all members of the public with no disproportionality)</p> <p>2 = There is some evidence (There are issues, but these may not be material)</p> <p>3 = There is consistent evidence</p>	2

	<p>members do not have an advocacy or lobby groups speaking on their behalf. Consequently, their views and opinions are very rarely heard in the public domain.</p> <p>A recent Kingston Safeguarding report stated, "Care homes have been a particular concern, since they [have been] closed to visitors during this time".</p>	<p>(Persistent and verifiable issues that may not be of the most serious consequence) 4 = There is overwhelming evidence (Serious, persistent and neglected matters that require strong intervention)</p>	
TOTAL SCORE			10

If the total score on the table above is less than 8, then the issue should not be selected as a Task Group project for 2020-21. There is no need to go onto the next page.

If the total score on the above table is 8 or more, then the scoring on the next page should also be undertaken:

Criteria for selecting an issue <i>(Staff and Task Group Chairs can help you better understand each question)</i>	Write in your answer	Scoring	Score Given
<p>4. To what extent does HWK have the <u>capacity</u> to work on this issue? <i>Include details on how the research will be undertaken (methodology, by whom and on what timescale.</i></p>	<p>This work fits into two areas of HWK's 7 priority areas for 2020-21.</p> <p>It will be supported by the Community Care Task Group but the staff team will lead on the research (supported by volunteers) and also analysis and reporting (with recommendations). This combines HWK staff/time resources from two priority areas into one project (good housekeeping!).</p> <p>HWK are exploring partnership working on the development of the research questions with HW Wandsworth so we can both run the same survey (this may be also run more widely in SWL – if other HW wish to do so).</p> <p>We anticipate using a mixed methodology that will include a standardised set of questions asked by telephone and through an online survey (paper by post with return Freepost address) and in Easy Read Format. Staff and volunteers will make calls.</p> <p>Mobile phones will be distributed to staff (and volunteers where feasible) to facilitate the telephone interviews.</p> <p>We need to identify stakeholders who can provide direct access to our target audiences. (We will consult with RBK, Surrey Care</p>	<p>1 = There is no capacity (neither HWK staff nor task group members have the capacity – including time and/or the relevant knowledge and skills – to work on this issue)</p> <p>2 = There is serious capacity constraint (there is little available resource)</p> <p>3 = There is some capacity (HWK staff and task groups members can devote reasonable resource)</p> <p>4 = There is no capacity constraint (all the necessary time, knowledge and skills are in place)</p>	<p>3</p>

	<p>Association (if they operate in Kingston), Kingston Carers Network, Kingston Alzheimer's Society, Kingston Centre for Independent Living, Staywell, Kingston Pensioners' Forum etc.).</p> <p>We will ask Care Home managers if they would be willing to help publicise the survey or even to make paper copies available.</p> <p>We will also publicise the survey through the HWK mailing, the HW Facebook page (asking recipients to like and share the page) and, where permitted, through other local neighbourhood FB pages.</p> <p>Anticipated start date of beginning of October (we originally thought we might start beginning of Sep but on review, this will not be possible).</p>		
<p>5. To what extent is Healthwatch Kingston the most <u>appropriate</u> organisation to take up this issue?</p>	<p>This fits perfectly within our HW remit and this year's priority work areas.</p> <p>The RBK officer working most directly with local Care Homes during Covid has commented that it would be best for the survey to be undertaken by an organisation that is seen to be independent from those involved in providing services.</p>	<p>1 = The issue is not relevant to HWK (the issue is outside of our remit)</p> <p>2 = It might appropriate for HWK to take up the issue (HWK could undertake the work but another organization is already doing the work and/or may be better equipped to do so)</p> <p>3 = It is appropriate for HWK to take up the issue (nobody else is doing the work or HWK can complement the work being undertaken by others)</p> <p>4 = There is a compelling reason for HWK to take up the issue (HWK is the most relevant body to take up the issue because nobody else is taking it up and/or it is the best equipped)</p>	<p>4</p>

		organization to do so and/or because the issue needs to be considered by an independent body such as HWK)	
TOTAL SCORE:			7

If the score on the table above is less than 5, then the issue should not be selected as a Task Group project for 2020-21.

If the score on the table above is 5 or more, then the issue can be selected as a Task Group project for 2020-21.