



The voice of people and communities in Leeds

Gemma O'Connell – Communications manager
1st July 2024

Your
healthwatch
Leeds

Who are we and what do we do?

We are the voice of people and communities that use health and care services in Leeds, particularly those who are facing the greatest health inequalities.

- We actively gather the views of people and communities in Leeds.
- We believe that community voices are not seldom heard but seldom asked so we make sure we reach out to those communities.
- We inform services of what is important to the people in Leeds and ensure that people and community voices are taken into account when services are planned or changed.
- We work with organisations to create reports and suggest recommendations for improvements.
- We provide an advice, information and signposting service to help those who are struggling to navigate the health and care system and record enquiries on our database. We then feedback themes that we are hearing to relevant organisations.

Three projects



**Enter and View visit to
RecoveryHub@SouthLeeds**
February 2024

Your **healthwatch**
Leeds

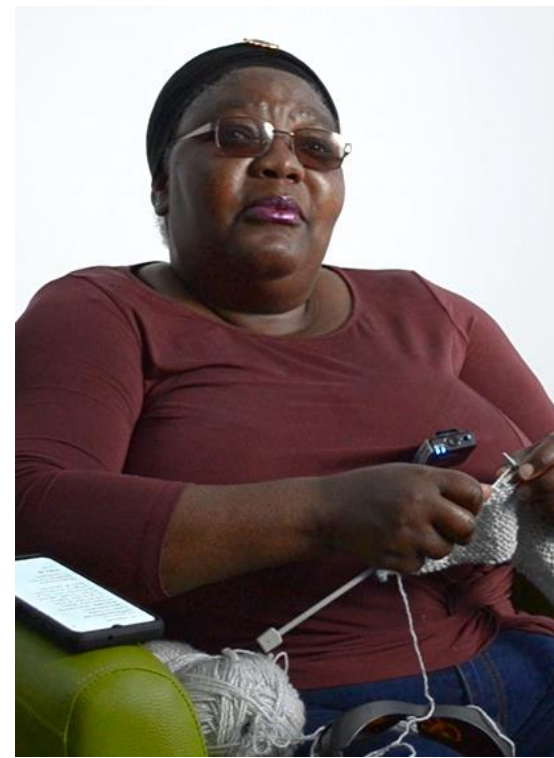


Your **healthwatch**
Leeds

**Community Mental
Health Transformation**

What matters to people in inner west and
south Leeds

October to December 2023





**Enter and view
Recoveryhub@SouthLeeds**

Enter and view

We have the statutory right to carry out 'Enter and view' visits which allow trained authorised representatives of Healthwatch Leeds to enter premises where health and care are provided, to observe the nature and quality of the service.

For this project, we carried out 4 enter and view visits.

- Brandon House Nursing Home
- Adel Manor Care Centre
- RecoveryHub@NorthWestLeeds
- RecoveryHub@SouthLeeds

Our focus was on intermediate care beds, prompted by feedback from Leeds City Council and members of the public.

Recommendations @South Leeds

<https://healthwatchleeds.co.uk/enter-view/2024/south-leeds-recovery-hub/>

Feedback was generally really positive.

- Review staffing levels at evenings and weekends.
- Review systems documenting cultural needs and religions.
- Introduce a system to ensure that the legal requirements under the Accessible Information Standards are met.

Action plan from the service manager

- They will continue to review staffing levels.
- They will train team members on cultural competency, confidence and awareness.
- The service reviewed the way it meets the specific communication needs and preferences.



Community mental health transformation

About the CMHT

<https://healthwatchleeds.co.uk/reports-recommendations/2024/community-mental-health-transformation-phase-2/>

What: Giving adults in the four target LCP areas the opportunity to share their views about mental health, mental health services, their local area and a few key aspects of the CMHT service model. Feeding into a service designed for and with local people.

When: 1 – 30 November 2023

Where: Armley; Beeston and Middleton (Inner South); Bramley, Wortley and Middleton; Woodsley & Holt Park

Who:

Our main target population: people who have (or have had) a mental health condition, carers of people with a mental health condition, and people who fall into both categories, in the four target LCP areas

Our main audience: Everyone involved in shaping the CMHT programme

Other areas of focus

Case studies:

With groups including men's groups, women whose children aren't in their care, older South Asian women, etc.

Appendices

Focus on four communities:

- Men
- LGBTQ+
- In-work population
- People of faith

Consistent findings across areas

Reasons for not getting support

- Respondents felt services either weren't there, or weren't there for them and their needs

Comfortable places

- Preferences included traditional NHS-oriented venues and more community-based venues
- Where community venues are used, offer reassurance about privacy

Phone lines

- Only a minority would be consistently comfortable with a phone line
- Concerns about the accessibility of phone lines to people struggling with their mental health: feeling that it's easier to open up to someone when you can read their expression
- Accessibility issues covered by AIS
- Concerns based on previous use of phone lines

Key finding

The impact of the area on residents mental health

- Fear of crime
- Antisocial behaviour
- Drugs and alcohol use
- Unsuitable/cramped housing
- Neighbour issues
- Green spaces
- Quiet spaces
- Community spaces



**How does it feel for me?
Mercy**

What is 'How does it feel for me?'

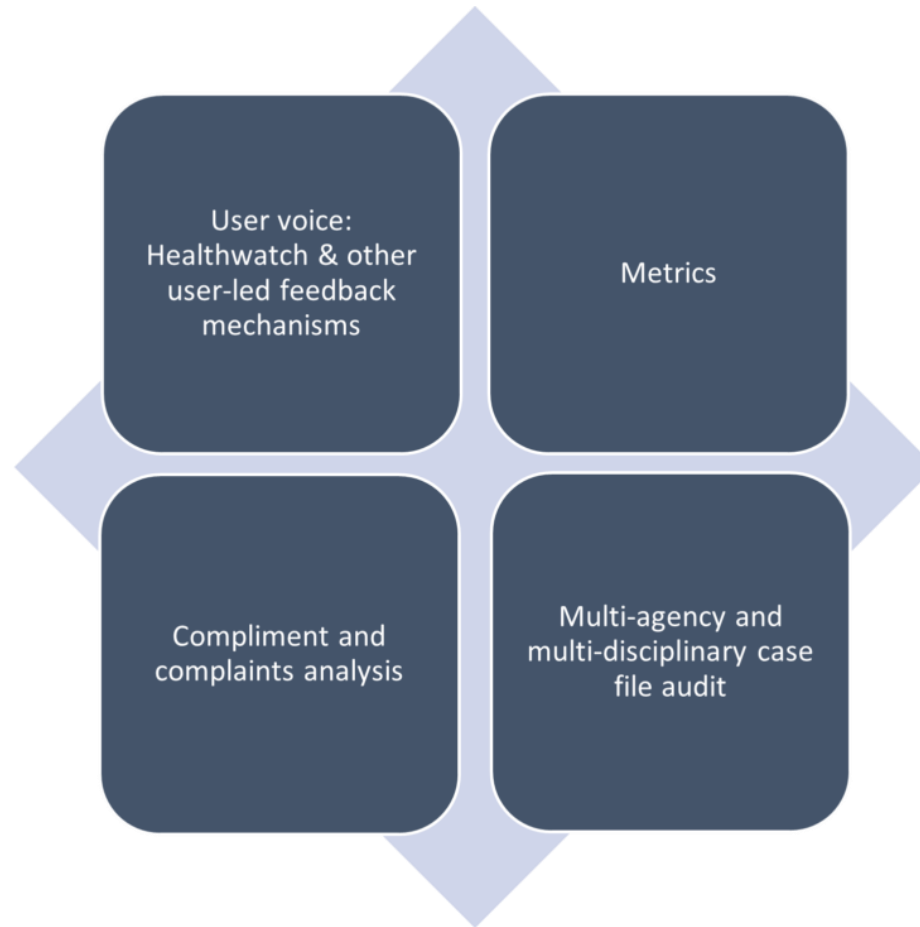
<https://healthwatchleeds.co.uk/our-work/how-does-it-feel-for-me/>

A partnership project that aims to truly understand people's experiences across health and care services to improve the quality of these services and have a person-centred approach.

It started following a CQC visit in Autumn 2018 which looked at older people's experiences of moving in and out of health and care settings. It identified a gap in understanding the quality of people's experiences as they moved across the Leeds Health and Care system.

Healthwatch Leeds formed the 'How does it feel for me?' group to help organisations understand common themes in people's experiences.

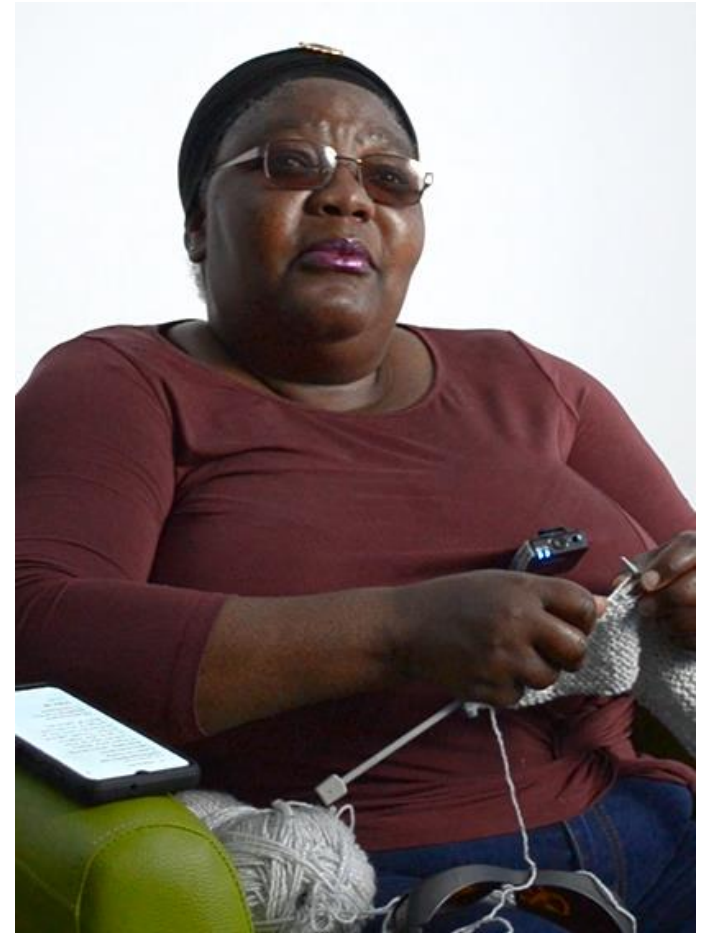
4 stranded approach



Mercy's experience

<https://healthwatchleeds.co.uk/how-does-it-feel-for-me-mercy/>

- Mercy lives in Chapeltown but is originally from Zimbabwe.
- She describes herself as a people person and loves knitting and crochet.
- She has cataracts and dry macular degeneration which massively affects her sight.
- Mercy wanted to take part in the project to help raise awareness of the difficulties that older people and people with sight loss have in accessing services.

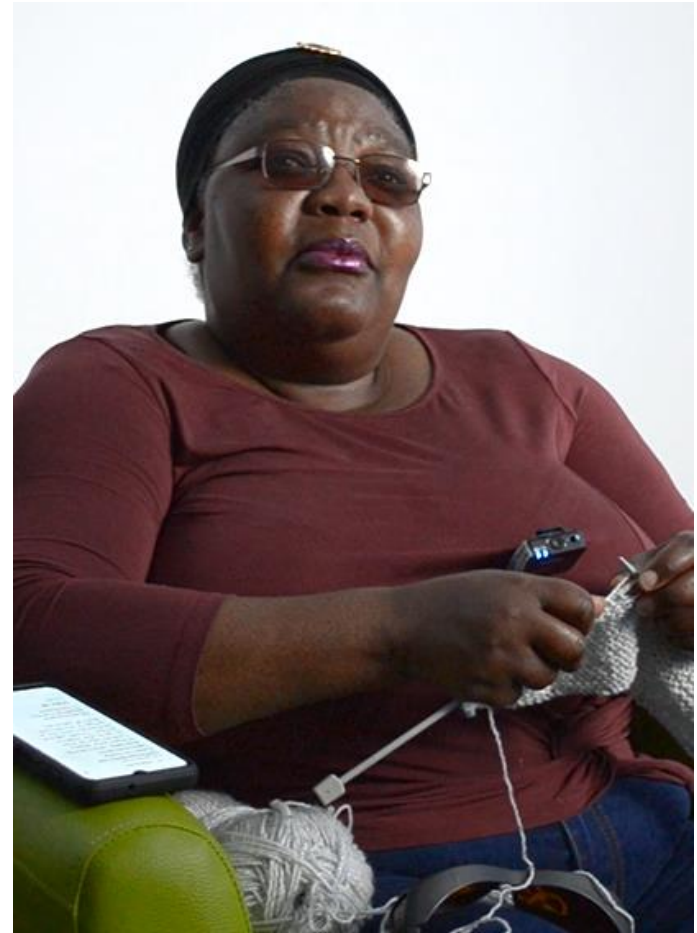


Mercy's experience

<https://www.youtube.com/watch?v=19b3gi9u3Es>

- Talked about being passed around health services when she wanted to see a GP.
- NHS Podiatry gave her a private option which she cannot afford.
- Ophthalmology only concentrated on one condition.
- Feeling that she cannot be independent because services do not communicate in an accessible way.

“I struggle a lot and I'm in pain most of the times”



Recommendations

Enter and view

- How can you feed information into Healthwatch to inform future Enter and View visits?

CMHT

- Based on what you heard, what do you think will ensure mental health services are as effective and person-centred as they can be in your area?

How does it feel for me?

- Can you use these videos as conversation starters and training in other meetings you attend? LCPs?

Current projects

How can Councillors get involved?

Repeat prescriptions

GP website review

How does it feel for me recruitment

Youthwatch 10 year anniversary

Questions / discussion?

Thank you!

For more information

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