

**HEALTHWATCH COMMUNITY LEARNING EVENT**

*To:* **HEALTH COMMITTEE**

*Meeting Date:* **12<sup>th</sup> May 2016**

*From:* **Healthwatch Cambridgeshire  
Chair**

*Electoral division(s):* **All**

*Forward Plan ref:* **Not applicable**

*Purpose:* **The Chair of Healthwatch Cambridgeshire will give a verbal report on the Community Learning Event, held on 11<sup>th</sup> May 2016. The event gave an opportunity for all stakeholders to discuss the various reviews of the Older People's and Adult Community Services contract collapse and identify learning points to take forward.**

*Recommendation:* **The Committee is asked to consider and comment on the verbal report.**

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## **1. BACKGROUND**

- 1.1 Local Healthwatch organisations were established under the Health and Social Care Act 2012 to be a champion for people using health and social care services. This function is performed locally by Healthwatch Cambridgeshire, an independent Community Interest Company.
- 1.2 Healthwatch Cambridgeshire collect people's experiences and feed these back to the Commissioners, Providers and Regulators of health and social care services, seeking improvement when necessary and maximising opportunities for local people to influence decision-making.
- 1.3 The Cambridgeshire and Peterborough CCG area of operation includes the Unitary area of Peterborough, as well as parts of Hertfordshire and Northamptonshire. Therefore four local Healthwatch are involved, with Healthwatch Cambridgeshire taking the lead.

## **2. MAIN ISSUES**

- 2.1 In 2014 Healthwatch Cambridgeshire closely followed the CCG tender of the Older People's and Adult Community Services contract. In June 2014 a fact finding meeting held with the four Healthwatch affected identified some key risks. These were set out in a letter to the CCG:
  - The imperative for strategic coherence with the Better Care Fund and CCG Transformation
  - The omission of social care from the contract
  - A lack of clarity regarding the scope of services being tendered
  - The challenged funding environment between Trusts and the CCG
  - An unrealistic timetable to transfer staff
  - Whether the CCG have the expertise and capacity to effectively manage such a complex contract
- 2.2 The contract was awarded to UnitingCare in October 2014.
- 2.3 The staff transferred to Cambridgeshire and Peterborough NHS Foundation Trust on 1<sup>st</sup> April 2015.
- 2.4 On 3<sup>rd</sup> December 2015 the CCG announced that the UnitingCare contract had collapsed. The contract was handed back to the CCG. On 13<sup>th</sup> December Healthwatch Cambridgeshire, supported by the other three Healthwatch, wrote to the CCG calling for an Independent Review to address key questions about what happened. Since this a number of reviews have been announced by different organisations. Healthwatch Cambridgeshire is now concerned that all possible learning is identified and that there is a constructive way forward to deliver these services.
- 2.5 To assist with this, Healthwatch Cambridgeshire and Healthwatch Peterborough, working with the other two Healthwatch involved, held a Community Learning Event on 11<sup>th</sup> May 2016. All stakeholders were invited to this event, the purpose of which was to discuss perspectives and share learning to inform future development of integrated services in Cambridgeshire. A full report of the event will be published in due course.

- 2.5 The CCG published its review on 10<sup>th</sup> March 2016.
- 2.6 In April 2016 the NHS England review was published. This review identified several of the issues highlighted by the CCG Review and that there are further areas to be explored. A second review is being carried out.
- 2.7 A timeline is attached as Appendix 1.

### **3. SIGNIFICANT IMPLICATIONS**

#### **3.1 Resource Implications**

There are no significant implications within this category.

#### **3.2 Statutory, Risk and Legal Implications**

There are no direct legal implications arising from this report.

#### **3.3 Equality and Diversity Implications**

There are no significant implications within this category.

#### **3.4 Engagement and Consultation Implications**

There are no significant implications within this category.

#### **3.5 Localism and Local Member Involvement**

There are no significant implications within this category.

#### **3.6 Public Health Implications**

There are no significant implications within this category.

<b>Source Documents</b>	<b>Location</b>
Healthwatch Cambridgeshire letter to Cambridgeshire & Peterborough CCG regarding the collapse of the Older People's Contract	<a href="http://www.healthwatchcambridgeshire.co.uk/sites/default/files/15_12_11_dr_neil_modha_-_opacs_contract_questions_final_vm.pdf">http://www.healthwatchcambridgeshire.co.uk/sites/default/files/15_12_11_dr_neil_modha_-_opacs_contract_questions_final_vm.pdf</a>
Cambridgeshire & Peterborough CCG's response to Healthwatch Cambridgeshire	<a href="http://www.healthwatchcambridgeshire.co.uk/sites/default/files/20160113_1215-014_healthwatch_response_re_opacs_contract.pdf">http://www.healthwatchcambridgeshire.co.uk/sites/default/files/20160113_1215-014_healthwatch_response_re_opacs_contract.pdf</a>
Healthwatch Cambridgeshire Chair's Report to Board January 2016	<a href="http://www.healthwatchcambridgeshire.co.uk/sites/default/files/05_chairs_report_0.pdf">http://www.healthwatchcambridgeshire.co.uk/sites/default/files/05_chairs_report_0.pdf</a>
Reports to and minutes of the Health Committee 17 December 2015, 21 January and 10 March 2016	<a href="http://www2.cambridgeshire.gov.uk/CommitteeMinutes/Committees/Committee.aspx?committeeID=76">http://www2.cambridgeshire.gov.uk/CommitteeMinutes/Committees/Committee.aspx?committeeID=76</a>