

## **Agenda Item 7.**

### **CEO Update - HWN Board 24<sup>th</sup> January 2019**

#### **Staffing**

Becky Calcraft has been promoted to Healthwatch Northamptonshire Manager as of 1<sup>st</sup> January 2019. Becky has also increased her hours from 25 to 30 per week.

We are currently recruiting a new Healthwatch Officer to backfill Becky's previous position: <http://www.healthwatchnorthamptonshire.co.uk/vacancies>. The closing date for applications is Friday 1<sup>st</sup> February.

Lauren Gibbons started with us on 7<sup>th</sup> January as a marketing and communications apprentice. Lauren will work across both Healthwatch Northamptonshire and Healthwatch Rutland to increase our communications and social media capacity 30 hours per week.

Leila Mars started 14<sup>th</sup> January in Rutland as the Healthwatch Officer there. This releases Esther back from secondment to Northamptonshire although from 1<sup>st</sup> January Esther reduced her hours from full-time 37 hours to 30 hours. Esther will however, continue to project manage the Armed Forces Covenant work in Rutland.

Jo Spenceley has been promoted to Research and Communications Manager as that is a better fit with her role. She currently manages both Tasha and Lauren. Jo has also been offered a short-term part-time secondment to Healthwatch England until the spring to work on the engagement around the NHS Long Term Plan. It is anticipated that this will be for one day a week and we can increase her hours if necessary as she currently does not work Fridays.

#### **Premises**

As some of you are already aware we have had several issues since we moved into the University premises in April 2018. This has necessitated another move which will take place on Monday 28<sup>th</sup> January.

The new office address is:

Moulton Park Business Centre  
Redhouse Road  
Northampton NN3 6AQ

#### **Reports**

The young people's emotional wellbeing report was published in November:  
<http://www.healthwatchnorthamptonshire.co.uk/YHWemotionalwellbeingreport2018>

Bell Lodge, Byfield Enter and View report was published in October. The final report was delayed because the manager of the home didn't get back to us with his comments although he was chased several times for his input:

[http://www.healthwatchnorthamptonshire.co.uk/sites/default/files/bell\\_lodge\\_enter\\_and\\_view\\_report\\_final.pdf](http://www.healthwatchnorthamptonshire.co.uk/sites/default/files/bell_lodge_enter_and_view_report_final.pdf)

## Visits

Becky and I made an informal visit to St Andrew's Healthcare on 9<sup>th</sup> January 2019. We met with the new CEO Katie Fisher and senior managers. We visited the new Carers Centre and the CAMHS unit FitzRoy House. We have agreed that we will undertake a more formal visit and report later in the year.

There are currently three Care Home Enter and View visits planned:

- 1) 21<sup>st</sup> January - K Lodge in Higham Ferrers
- 2) Date tbc - Brockfield House Nursing Home, Stanwick
- 3) Date tbc - Linden Manor, Wellingborough

Oral health and hygiene will be one of the themes for these visits.

## Young Healthwatch Northamptonshire

YHWN has been awarded a community grant of £2,400 from NHS England for their work with Kettering General Hospital which was highlighted nationally as an area of good practice (<https://www.england.nhs.uk/participation/success/community-grants-2018/>). This grant will enable us to create a film about their work so that other organisations in other areas in the country can replicate it.

Esther attended the Targeted Adolescent Mental Health in Schools (TAMHS) conference in Kettering and had a stand and were able to engage with local schools and network with other local organisations.

At YHWN's October meeting they elected a new Chair:

<http://www.healthwatchnorthamptonshire.co.uk/news/meet-new-chair-young-healthwatch-northamptonshire>

Tanzi has been a part of Young Healthwatch Northamptonshire for three years and here is what she has to say about her new position!

"I wanted to be the chair so I could have more of an active role within the group. I have a keen interest in mental health. I have developed this interest further with Young Healthwatch and will continue to do so. I have implemented many of the things learned from Healthwatch to my school life. I am currently the Vice-president at school and currently working to create mental health communities. Attending events such as the Young Minds conference allowed me to gain a fresh perspective of people suffering from mental health conditions. This has allowed me to help many of my friends when they needed emotional support and guidance. The most important skill that I can offer to the team is my listening skills. No matter how big or small, I'll listen. I wanted to be chair not so I can lead but so others can step up. Everybody has obstacles that may stop them from reaching

their full potential but If I can, I would like to be a helping hand to empower young people and that is Young Healthwatch Northamptonshire's purpose, to empower young people and get their voice heard. I wanted to be a part of that and that's why I joined. I want to be chair so our team can help lead this change.”

On national Restart a Heart day, YHWN ran two successful life-saving skills sessions with EMAS and Northamptonshire Young Carers.

In November YHWN took part in National Takeover Day with Kettering General Hospital - see more about the day in their video: [https://youtu.be/E6\\_SLXAlFzg](https://youtu.be/E6_SLXAlFzg). They also worked jointly with KGH and YHW Rutland to deliver cards and gifts to 80 patients in hospital in December.

Esther addressed a school assembly in Corby 28<sup>th</sup> November to tell them about our work.

**Kate Holt**

**January 2019**