

Chief Officer's update – 14th February 2023 part 1

HWS TEAM UPDATE

Mark

Silent Voices

Feedback given during the October event is currently being worked on by the professionals in attendance. Scoping is being done on a project with NCA about issues raised at the event with BSL Interpretation across their hospitals. Support from the group has also been requested by the NCA on reviewing training materials.

The event format used is being considered for future engagement and the Silent Voices group have requested future events be inclusive of everyone not just the d/Deaf community – something we are keen on also.

Mind Over Matter Mental Health project

The report has been finalised. All groups who were involved in surveys and/or running focus groups have had sight of the report. At the time of writing this, we are still awaiting commissioner feedback. This is being chased and if no response received by wc 13th February, the report will be published.

Libraries Listening Tour

These continue to take place the last week in every month. The current plan runs until March 2023, at which point it will be reviewed again in line with future business plans. We are planning on having permanent stands in all Salford libraries containing information on us which will be updated regularly.

Dentistry

A follow up review to The Big Check up report on dentistry published last year is being planned.

Ali

Enter and View

All individual care homes reports have been completed and published on our website.

Ali is currently working on the overall summary report which will incorporate feedback from care home managers and volunteers involved.

CYPMH project

Ali and Scarlett are working jointly on this. They are working with Salford Parent Carer groups on this. Our original business plan had this project finalised by March 2023 – this may move slightly due to respecting the availability of the carer groups.

HWE Unmet Need project

We were successful on a bid to work with HWE again on a project based on unmet need in adult social care in Salford.

Scarlett

Youthwatch

Scarlett continues to liaise with Gaddum whilst promoting Youthwatch to the general public. Scarlett is looking at working on creating a leaflet specifically to generate interest in Youthwatch – our Youthwatch volunteer will be supporting with this.

Lived Experience Volunteers

Scarlett continues to lead on this, liaising with Aqua and the volunteers. Dates for extending this project are yet to be confirmed.

We have been reimbursed for all work completed by us.

Scarlett is the co-lead on the CYPMH project with Ali.

As part of our 2023/2024 plan, Scarlett will be creating a calendar of bimonthly events for our volunteers.

Scarlett is also working on the Volunteer Strategy.

Data on volunteering to be shared at the board meeting

Holly

Holly continues to obtain ethnographic research ‘stories’ with her main focus being CMHT then Living Well and then the Listening Lounge.

Work is imminent with OA CMHTs also.

Holly worked on the Mind Over Matter MH project with Mark.

Elyse

Elyse has returned from maternity leave.

Elyse has been working on creating a feedback report based on the ongoing intelligence we receive – this will be shared monthly via our mailing list and commissioners/professionals.

Elyse has been managing social media and website content including liaising with Yellow Jigsaw.

The team are reviewing the #Elfwatch project with a view to repeating it again towards the end of the year. Attached is a comms report Elyse created comparing Q2 and Q3 social media activity in relation to this.



Q3 comms
comparison.pdf

During January we ran a campaign called #SalfordSays. Where we shared positive feedback captured in our reports on the health and social care workforce in Salford. We also contacted senior management in these areas and asked for case studies from staff. We received a number of case studies which we also shared as part of this campaign.

During February we are planning a focus on self-care and wellbeing.

Investors in Diversity accreditation

We successfully achieved the reaccreditation for the Investors in Diversity award. This is valid until December 2024.

I am currently working on reviewing our EDI action plan in line with this.

Board Skills audit

I am reviewing the board skills audit form previously used. Once I've done this I will send to Phil for review/approval before contacting board members and asking their preferred way of completing it.

Healthwatch in Greater Manchester Network

The network continues to meet on a monthly basis. From January, the aim is for meetings to be in person.

The Chair is due to step down in April and expressions of interest for a replacement within the network are currently being sought.

At December's ICB meeting support was given to the Partnership Agreement previously put forward. Funding is to be considered in the 2023/2024 budget setting process.

The findings from The Big Conversation have been published:

[Big Conversation | Greater Manchester Integrated Care Partnership \(gmintegratedcare.org.uk\)](https://gmintegratedcare.org.uk)

Next steps/phase 3 are yet to be finalised/agreed.

Meetings I've attended during December and January:

December

SSAB in person meeting
Team Away Day
HWE re Quality Framework
Clare Mayo
Aqua (Safer Salford)
STAT group
VOCAL leaders

Salford Council Cost of Living Squad
Salford Planning Network
Health and Wellbeing Board
Salford Locality Board
Place Based PCCC
Healthwatch in GM
Salford Locality Quality Team
CQC

I have met with Healthwatch Tameside (Alex Leach) and Bolton (Julie Derbyshire) separately.

I also attended the Volunteers lunch that Scarlett organised. It was great to meet our volunteers and have lunch with them.

We continue to have weekly team huddles, monthly in person team meetings and monthly one to ones (preferably in person).

Team huddles are usually virtual; however, we now have one 'Wellbeing Huddle' in person. The first one in January was at RHS Bridgewater. Due to annual leave/diaries etc, the next one is in March at Langworthy Cornerstone.

Appraisals are booked in for the team during this quarter.