

Enter and View Report

Bromley Well



June 2019

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Visit Information

Service visited: Bromley Well - Health and Wellbeing workshops

Address: Various locations in the borough visited: Community House, Cotmandene Community Resource Centre, Bromley United Reform Church

BTSE Partnership Manger: Toni Walsh

Name, date and time of workshops visits:	Workshop Name	Date	Time
	Job Club:	13/06 19	12.00-2.00pm
	Mental Health Carers:	24/06/19	1.00-3.00pm
	Arts & Crafts Carers:	25/06/19	2.00-4.00pm
	Good Health & Wellbeing:	27/06/19	2.00-3.30pm

Status of visit: Announced

Healthwatch Bromley Enter and View Authorised Representatives: Peter Todd and Mina Kakaiya

Lead Authorised Representative: Mina Kakaiya

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Background

The Bromley Well service is a Primary and Secondary Intervention (Prevention) Service and is referred to as a Single Point of Access service (SPA). It is jointly commissioned by London Borough of Bromley and Bromley CCG. In October 2017 Bromley Third Sector Enterprise (BTSE) were awarded the Bromley Well contract to deliver the service.

The Bromley Well service aims to support the health, wellbeing and independence of Bromley residents by providing a wide and diverse range of services and having the knowledge and skills to 'care navigate' people to other useful local services. The aim is to help the local population to stay both emotionally and physically well and to remain independent. The services collaboratively work together to help the local community to:

- maintain or improve their health

- avoid or delay the use of health and social care services
- manage long term health conditions, and
- remain independent

The six key overarching outcomes identified by the Bromley Well service to maximise impact are:

1. To reduce the requirement for unplanned care resulting in emergency admissions
2. To prevent and delay the requirement for long term care packages
3. To support service users to remain independent in their local communities
4. To build capacity and capability in local communities by demonstrating social and economic impact
5. To leverage in further external funding to the VCSE sector
6. To shape local services to facilitate social benefit to service users creating added value

The 'Bromley Well', service is delivered by 5 core organisations, which formally constitute Bromley Third Sector Enterprise (BTSE), in collaboration with around 34 interested Associate Member organisations, and others which are sub contracted as experts by experience. The core members are responsible for the following parts of the Bromley Well service:

- Age UK Bromley and Greenwich – Older People's Service, Long Term Health Conditions, End of Life Care Navigation, Take Home and Settle, Hospital Aftercare, CQC registered Sitting Service, Handyperson, Befriending, Form Filling and Adult Carers
- Bromley, Lewisham and Greenwich Mind – Mental Health and Wellbeing, Mental Health Carers
- Bromley Mencap – Learning Difficulties/Disabilities, Physical Disabilities, Mutual Carers, Young Carers and Education and Employment
- Citizens Advice Bromley – Single Point of Access and Information, Legal Advice and Guidance
- Community Links Bromley – VCSE Infrastructure Support (Support to the Sector)

The Bromley Well service areas are:

- **Older people (55+)** – These services aim to support adults over 55 years old, by providing practical, emotional and planning support (including emergency planning) which promotes independence and prevents health deterioration.
 - Take Home and Settle
 - Hospital Aftercare
 - 24 Hour Sitting Service (CQC Registered)

- Handyperson Service
 - FREE Form Filling
 - Befriending
- **Support for people with advanced illness and frailty** – As part of the health and care team at Bromley Care Coordination (St. Christopher’s Hospice) this service supports people with advanced illness and frailty, enabling them to remain at home. Helps local people and their families get the right services, support and benefits in the right place at the right time.
 - **Adults with Long Term Health Conditions (18+)** – For residents aged over 18 years, the partnership provides practical, emotional and lifestyle planning support to enable people to manage their condition and increase their confidence and resilience. Regular workshops on good health and self-care, one to one and group practical and emotional support.
 - **Adults with Learning Difficulties/Disabilities (18+)** – A suite of support options including monthly workshops promoting healthy lifestyles, money management, assistive technology, a social media account to promote opportunities and enable people to stay connected, along with a peer and user-led network of support and support to attend doctor’s appointments and hospital visits. The Information and Support Officer provides on-going support and casework for people with complex issues who regularly return for follow-up support.
 - **Adults with Physical Disabilities (18+)** – Bromley Well’s Information and Support Officers help with health and wellbeing concerns (including doctor and hospital appointments), planning for the future including emergency planning, applying for small grants and help with travel, finding leisure and sport activities, meeting new friends, workshops, regular newsletter and social get-togethers.
 - **Mental Wellbeing Support (18+)** – A non-pathologised approach for adults finding it hard to cope, feeling anxious, stressed or low. This short – term tailored service, supports those who need help to realise and work towards their personal goals. Providing:
 - Information and guidance on appropriate services and therapies available locally
 - Social connections,
 - Peer led support groups,
 - Support with mental wellbeing and signposting onto appropriate service,

- Assistance in the development of a personalised wellbeing plan, and contingency plan for when things get a little more difficult.
- **Carers Support Services including Young Carers** – Supporting those who care for others in all aspects of their caring role. Providing emotional and practical support, social activities, training (including Coping with Caring and Mindfulness), peer support, focus on the wellbeing of the Carer, chance to take part in the Adult Carers’ Forum, regular newsletter and to support people in their caring roles. The service also draws on all of the Bromley Well services along with other specialists, to support the diverse reality of the carer role. The Young Carers Service supports children and young people aged 4-19 to manage caring relationships whilst still enjoying childhood. Two Support Workers provide emotional support; opportunities to socialise, have fun and discuss worries; counselling (by a professional counsellor); workshops; on-line support; peer support groups; a Young Carers Forum; an APP, newsletter and website.
- **Education and Employment Pathway Support (18+)** - Helping local residents address barriers by providing advice, guidance and support to improving access to education, employment and volunteering opportunities.

Enter and View Method and Approach

The aim of Enter and View visits is to offer a snapshot of the experiences of service users and staff, on what was observed and contributed at the time. Given the broad service scope of the Bromley Well SPA provision across multiple locations, providers and service users it was agreed in collaboration with the local authority to visit one aspect of the service; the Bromley Well workshops. Four Enter and View visits on four Bromley Well workshops were conducted over a one month period in June across varied locations. The workshops were evaluated through the use of a bespoke observation sheet, together with client and staff feedback forms (refer to appendices).

Completed Healthwatch Feedback Forms

During this Healthwatch visits we received 36 completed feedback forms and these included:

28 Client feedback forms

8 Staff feedback forms

Workshop 1- Job Search Club -for People with Disabilities or Long Term Conditions

The workshop that took place on 13th June from 12:00-14:00 at the Cotmandene Community Resource Centre in Orpington. The workshop runs on a fixed schedule, assembling on the second Thursday of every month. The aim of this workshop is to offer extra support to targeted individuals with physical disabilities and/or long-term conditions identified looking for work and or are hindered by their ability to work. The Bromley Well Job club has two employment advisors who support and guide clients with CV writing, job searching, filling in online job applications, or instruction on how to set up on job sites.

The staffing levels were 1 staff member to 2 clients during the visit. Generally there are 2 staff managing the service and has normally an average of 5 people attending but this can increase to 7. The adviser felt he was very well support by the wider team and management. At the time of the visit, 2 clients attended the workshop, 1 male with a hearing impairment and 1 female. Additional 5 client feedback forms were completed after the visits, as at the time of the visit 2 clients had job offers and therefore unable to attend. 1 of the clients was initially signposted to get additional training resulting in securing an Admin apprenticeship placement.

Another 2 clients were attending upskills training on IT skills at the time of the visit. The employment advisor staff member highlighted how for some clients required additional skills to be job ready such as IT and are signposted to these before they are able to access the job club and the wider job marketplace.

General Observations

The workshop is located in Cotmandene Community Resource Centre, off St Pauls Cray High Street and accessible by bus. The main entrance is on a main road, there is off road parking for visitors to the centre. The Healthwatch team were greeted on arrival by the receptionist who let the Centre Manager know of our arrival. The welcome received was warm and friendly. The main reception area was spacious, clean and inviting and pram and wheelchair accessible. There is access to a public phone in reception area and safety intercom door system and CCTV in place. Visitors are required to sign the visitor's book before being given access to the centre.

Workshop environment

The workshop was delivered in an IT room with 12 PC's, two per table. Room was clean, with no trip hazards and good lighting. Comfortable seating, quiet and appropriate for the clients. There were no distractions and the clients were able to learn with support from the advisor. Signage for no drinks or

food displayed on the room wall and tables. The communal areas to the kitchen and toilets areas are easily accessible for clients and visitors and were clean and tidy. Self-service access to tea and coffee refreshments were at a charge of 50p.

Workshop facilitation

Support was both 1-2-1 and hands on. The advisor asked relevant questions and gave encouragement to the clients. At the time of the visit, support was offered in completing an online job application and job searches. The advisor checked in for updates on clients' previous or pending job applications. Clients were also asked about their job preferences, role and locality. The session was delivered in an informal, relaxed and flexible manner to meet the needs of the clients. The advisor adopted an empowering style of communication. For example, one of the clients had appointment and returned back after 15 minutes to continue session. Clients were actively encouraged to take initiative and to problem solve and find the solutions rather than being given the answers or solutions. One of the client's attending the workshop was deaf and the advisor was and client communicated through lip reading.

Outcomes and impact

Referral pathways to the service are received through Job Centre Plus and through a diverse range of health and social care providers. The advisor explained how outcomes of the service are discussed with the client once they have been assessed for the service through completing a vocational profile form with both staff member and the client to identify their employment history, skills, type of support required and employment preferences. The advisor explained clients with long-term conditions tend to require more support with changing of jobs or retraining. Additional 1-1 and monthly sessions are delivered to skill up the clients for the interview process. For example, interview preparing sessions, mock interviews and managing conflict in the workplace. The service also carries out a number of outreach and engagement activities, for example with the armed forces, College, physiotherapy and local charities to increase awareness and increase uptake of the service. The advisor fed back developments on service extension south of the borough to meet the needs of clients within this locality.

Support from management

The facilitator reported that his employer Bromley Mencap were very supportive, particularly when a staff member was on long term sick leave and staff cover was provided from other areas of the service. *"no complaints there"*. Advisor appeared to be relaxed and he felt his targets were manageable.

Client Feedback : Total 7 responses

The authorised Enter and View representatives assisted 2 clients on the day of the visit who attended the workshop to complete feedback forms. 5 additional client feedback forms were returned after the workshop visit. (Please refer to the client feedback form appendix 2)

- 1) All the clients had found the overall referral journey into the service a positive one and were able to clearly identify what they expected to get from the workshop (Questions 3 and 4)

“Had an assessment with EA. He did one on ones and advised job clubs as extra opportunities for job searching.”

“Met with an advisor. Did a ' Vocational Profile' and 'Employment Plan' - Advised to attend Drop-in service“.

“To help with job searching and application forms”

“To get a new job”

- 1) All the clients felt they had a good understanding of the support received and that it had met their expectations.(Questions 7-8)

“Yes - Help with identifying work/jobs and applying for jobs”.

“Yes - I have got a job”

“Yes - Good practical support with wording of applications”

“Yes - Knowing how to respond to job adverts and help with CV”

“Yes applied for several job to do with animals and people non-financial responsibilities”

“Yes -I get the support I expected”

“Yes - I now have developed in confidence and am thinking of finding work”.

- 2) The clients were asked if they had learnt anything from the workshops that would help them in the future (Question 9)

“I am deaf and lip read and looking for warehouse and self-shed gardening group”.

“Lots, structuring applications”

“Yes - How to approach cover letters”

“To think of alternatives”

“I have learned about matching applications to job descriptions”

“Not sure”

- 3) The clients were asked if they had any further comments on how the service could be improved. (Question 10)

“Perhaps extra staffing to help when busy”

“Very helpful. Happy with the help I have had”.

Staff Feedback: total 1 response

The staff feedback form explored a wide range of questions on how the staff members felt about their role, if they had gone through an induction process and were aware of safeguarding procedures. If they had received regular supervision and appraisals, access to staff meetings, had received sufficient support from line management and adequate staff and or volunteer to run the service and how well they knew their clients (please see appendix???)

This staff member had felt very satisfied with his role stating *“I love it”* and felt they had received the appropriate level of induction, safeguarding procedures and support, supervision from their line management and fellow colleagues to deliver the workshops.

“2 week induction with Bromley Mencap involving visits. Health and Safety and policy and procedures. Visits and shadowing.”

“Meetings with Bromley Well Team, Mencap Job Team and Bromley Well Mencap staff team.”

Additional comments and on how the service could be improved? (Question 9)

“Wide range of clients and abilities and can be challenging if in the same group. I try to pitch groups to different standards and abilities i.e. separate groups for Learning disabilities compared to people with Long term conditions.”

Workshop 2: Mental Health -for Carers supporting people with mental health conditions

The workshop observed during the visits was entitled **‘Caring for Someone Who Is Self-Harming’**. This workshop took place on 24th of June from 13.00-15.00pm at United Reformed Church and was to be repeated again on 15th July at the same venue. This was a pilot session delivered in partnership with Oxleas NHS Trust and was facilitated by a staff member from the Bromley Crisis Service and co facilitated with the Bromley Well Information and Advice Worker.

The workshop was conducted as a free information session for mental health carers who's cared for are classified as self-harmers. The aim of the workshop was to assist carers on how to recognise and manage self-harm behaviours, and understand the implications of why one would participate in this act. This Carers Peer Support Group meets on monthly basis and the workshop topics are identified and developed from the feedback and needs identified by the group.

General Observation

The workshop is located in one of the rooms within the United Reformed Church and central to Bromley High Street and accessible by main bus routes and trains. The main entrance is on a main road, with limited off street parking for visitors to the centre. The Healthwatch team were directed to the workshop room space and were welcomed by the senior Bromley Well Information and Advice Worker who informed the Healthwatch representative that they were also going to observe the session as this was a pilot workshop delivered in partnership with Oxleas NHS Trust.

Workshop Environment

The workshop was delivered in a large, well-lit, spacious and clean room. Comfortable seating, quiet and appropriate for the clients with no distractions or noises to facilitate client learning. Refreshments were provided for the clients. A handout pack with additional resources were given to each participant at the end of the session. The pack included; Mind booklet on self-harm, and self-injury and recovery handout with distraction approaches and techniques for those exhibiting self-harm behaviours.

Workshop Facilitation

A copy of the workshop session plan was given to the Healthwatch representatives on arrival. The session was facilitated by the external mental health practitioner from Oxleas NHS Trust and co facilitated with the Bromley Well Information and Advice Worker who summarised and recorded client feedback on a flip chart throughout the session. The workshop was facilitated in a formal but relaxed manner using reference to PowerPoint presentation slides in a didactical style. The session was limited to group discussion only and did not include individual or group exercises. Clients were encouraged to ask questions throughout the session which led to time management issues resulting in the session being rushed towards the end and the role play group exercise not being delivered. Peer support was observed and encouraged between participants towards end of the session. Some of the clients attending the session were comfortable to share their personal difficulties in

engaging with professionals and one particularly client felt they were not valued, heard or acknowledged by health care professionals to the full extent, complex and challenging needs of the person they were caring for. Another facilitator attended half way through the session to demonstrate relaxation breathing techniques. She was not introduced to the group, and therefore it was not clear to both clients and Healthwatch representatives whether she was a client or staff member. As this was a pilot session, an external observation from Bromley Well was also conducted. A 10 minute comfort and refreshment break was provided half way through the session.

Outcomes and Impact

The outcomes of the workshop were clearly outlined and explained and incorporated emotional safety and confidentiality for the clients. The aim was for clients to develop a greater understanding of self-harm and self-injury and how to support, manage and harness non-judgement attitude towards those who exhibit self-harm behaviours. To gain knowledge and understanding on the difference between self-harm and injury and associated behaviours and access to support and assessment. Education on building personal resilience by using an emotional First Aid toolkit approach to help participants identify activities such as distraction, relaxation and breathing techniques that promote emotional wellbeing. One fellow participant offered peer support around a solution to a client for support with medication and access to GP. Additional information was given on services that offer self-harm courses by the British Red Cross and Crisis. Additional 1-1 sessions are offered to individual clients attending the group as and when required.

Support from management

Minimum 2 staff cover per session. A total of 9 carers attended the session at time of the visit. A total of 3 males, 6 females. The service coordinators were currently piloting a range of different types of sessions through external facilitators and partner organisations.

Client Feedback : Total 8 responses

The authorised Enter and View representatives on the day of the visits received 8 completed feedback forms. (Please refer to the client feedback form Appendix 2)

All the clients had found the overall referral journey into the service a positive one and the majority were clear about what they expected to get from the workshop.

(Questions 3 and 4)

“Yes - Found online and attended drop-In”

“Yes - Any possibility of support is always worth a try!”

“Yes - Clare invited me”

"Didn't really know what to expect"

"To learn how to respond to crisis situations"

"Where do I find help for my daughter? Always helps to share experiences"

"Completely open-minded. Aware that son's challenges are complex and that self-harm is a major" problem for him during periods/episodes of high anxiety/anger".

- 2) The majority of the clients felt they had a good understanding of the support received and had met their expectations. 2 out of the 8 clients were "not sure" what to expect from the workshops and 3 out of 8 clients stated that it was "too early to tell" if the workshops had met their expectations (Questions 7-8).

"Yes - Help with identifying work/jobs and applying for jobs".

Yes - Very helpful in assessing how we can deal with self-harming situations.

"Yes - interview to attend lots of workshop, carers create etc."

"Yes - The big challenge for us as carers is that our son is refusing to get help. We need someone who is able to talk/encourage him to get help".

"Yes - Increased awareness, knowledge that you support,"

"Yes - Still easy to evaluate. Have attended 5 useful sessions, but still need to be signposted to the support we can access as our son's needs are complex and he refuses help."

- 3) The clients were asked if they had learnt anything from the workshops that would help them in the future. 6 out of the 8 clients agreed that they had gained new learning from the workshops (Question 9)

"Bromley Well 6 week course for stress was brilliant."

"From today's session very informative and helpful."

"Yes - His problems (our son) have been confirmed to be very complex and the session has helped us deal with the self-harming problem."

- 4) The clients were asked if they had any further comments on how the service could be improved. (Question 10)

"Integrate services - spend a lot of time going from one service to another, e.g. carers, Bromley Well. Still without support in Bromley for adults with Autism".

"Regular meetings and updates."

"Professionals not listen to me as a carer. They make false reports and some are very judgemental."

Staff Feedback: Total 3 responses

The 3 staff members had felt their role was *Good* and *“rewarding if not demanding.... ”* and all 3 staff member felt that they had received the appropriate level of induction, safeguarding procedures and regular support, supervision from their line management (monthly to 6 weekly supervisions and annual appraisals). One staff member identified the need for more staff due to the high demand on the current service provision.

In response to how well they know their clients/ service users, the staff are aware of the client's needs, and see many regularly either through the workshops or offering 1-2-1 support.

“I have had over 150 service users to the Carers Pathway, but those who attend the workshops do so on a regular basis.”

“We work with service users one on one.”

Additional comments and on how the service could be improved? (Question 9)

Bromley Well are working in collaboration with Oxleas NHS trust and the clients to influence the topic areas to support the carers.

“N/A - The development of the groups is carer led and the structure of the content is driven by topic or support if the carers request from Oxleas and Bromley Well.”

“External provider now. Oxleas working in collaboration with Bromley Well.”

Workshop 3: Adult Carers Arts and Crafts

The workshop that took place on 25th June from 14:00-16:00 at Community House in Bromley. The workshop runs on a fixed schedule, assembling on the third Tuesday of every month until September 2019 for 2 hours. The aim of this workshop is to offer unpaid carers over the age of 19 who either live or care for someone in the London Borough of Bromley the opportunity to socialise with other carers whilst creating something of their choice. They need to be registered with Bromley Well to attend this group and need to book a place to ensure there is enough materials for everyone. This is a free, informal Arts & Crafts group that is led by carers. The Bromley Well website describes the group as *‘it is a chance to unwind in a fun, friendly and supportive environment. No prior skills or experience is necessary and all materials are provided’*.

General Observation

The workshop is located in one of the rooms in Community House and central to Bromley High Street and accessible by main bus routes and trains. The main entrance is on South Street, with no free parking on Community House grounds and pay and display car park on South Street and a limited number of pay and display street parking spaces for visitors to the centre. The Healthwatch team were welcomed by the Bromley Well Adult Carers Advisor who was setting up the materials for the session on arrival and informed the Healthwatch representative that she was not aware of the visit today.

At the time of the visit, 2 female clients attended the workshop. This workshop is a Drop-in service for all carers with a minimum 1 staff cover per session. The Adult Carers Advisor attended the first half an hour of the session for clients to sign the registration form and gave the Healthwatch representative a general feedback and completed the staff feedback form. The advisor returned at the end of the session to get feedback from the clients and pack up the arts and craft materials and resources.

Workshop Environment

The workshop was delivered in a large, well-lit, spacious and clean room. Comfortable seating, quiet and appropriate for the clients with no distractions or noises. Refreshments were not provided for the clients, however, the communal areas to the cafe and toilet areas are easily accessible for clients and visitors. Adequate and appropriate arts and crafts materials and equipment were provided to enable the 2 clients to fully participate in the activity. The group was informal, friendly with easy following conversations observed between the clients.

Workshop Facilitation

The session was self-led by the 2 clients attending the workshop at the time of the Healthwatch visit. The workshop activity was themed on raising awareness for Dementia week by creating personal memories books. A relaxed and informal atmosphere where both clients were observed offering each other mutual guidance, support in sharing creative suggestions and ideas on each other's respective memory books. Both clients shared views on their disappointment in other carer's inability to attend and benefit from these types of workshops due to their caring commitments and many carers inability to access respite care due to cost implications. For example the cost for respite care for carers generally and for self-funders ranges from £45 upwards for a half day care and not affordable for many carers who are not able then to attend carers support groups.

Outcomes and Impact

The clients were clearly aware of the themed activity, as they had already started to create their memory books with a collage of photos, words and images from previous sessions. The Adult Carers Advisor fed back issues around the backlog of referrals awaiting from Carers Bromley due to incorrect referral pathways that had now been resolved and an expectation of an increase uptake of the service. Additionally, when the Carers Bromley service closed the carer's list was not handed over to new providers Bromley Well and a new list of carers had to be created, resulting in a low uptake of the sessions. The average attendance ranges between 2-5. The Bromley Well carer's advisor outlined how they have integrated quarterly themed activities since managing the contract from October 2017. Previous workshop activities have included knitting and card making.

The clients shared how these sessions had given them the social and emotional support in tackling mental health, bereavement, isolation and access to peer support and guidance. A carer's forum is additionally held on quarterly basis coordinated by the Carer's advisor to encourage all carers to give regular feedback on what's going well and what they like to include in future sessions. Quarterly newsletters of between 500-1000 that are also posted out to local members outlining the variety of courses and workshops available to those carer's who are unable to access the newsletters electronically.

One of the clients shared their issues with managing depression and lacking in confidence and being worried about attending these kinds groups and not getting carers allowance. Since attending the workshop, she had now increased her confidence and had developed new friendships and overall generally felt better. Issues around accessing and getting the correct welfare benefit advice on carers and Attendance Allowance was also shared. The 2 clients attending the session fed back their concerns on the cost and lack of respite for many carers which prevented them from accessing support services due to carer pressures and responsibilities.

Support from management

The Adult Carer's Advisor receives support from the wider team with room bookings and explained the referral pathway to accessing the workshop. Initially a new referral is picked up by the Bromley Well Charity log CRM system. Here, the carer is initially assessed to identify which appropriate support is required for the carer such as 1-1 or emotional support and a risk assessment. All new clients are then introduced into the group by the Adult Carer's Advisor. Support is also offered to former carers.

Client Feedback : Total 2 responses

The authorised Enter and View representatives on the day of the visits received 2 completed feedback forms. (Please refer to the client feedback form (appendix 2)

Both clients had found the overall referral journey into the service a positive one and both expected to get increase social contacts and reduce isolation from the workshops.

(Questions 3 and 4)

“Yes - A flyer was sent to me and then information came through as an email. Also I had a carer’s assessment at Yeoman House who encouraged me to attend.”

“Social met people.”

“To give me support and an outlet from caring for my husband full time. Good to have social contact and speak to other carers and staff who understand my situation and emotions without making judgement.”

- 2) Both clients felt they had a good understanding of the support received and had met their expectations in enhancing their mental wellbeing and confidence and reducing isolation.

(Questions 7-8).

“Yes - it has taught me new things i.e. I attended caring for yourself which looked at beauty tips, skin care and nail care. A 6 week course again where I met other carers. Sometimes it's good to leave the emotional stuff behind and do something for myself. A good distraction.”

“Yes - helped me to meet people and friendships.”

“Yes - Through being a volunteer at the craft group I have gained confidence that has inspired me to do crafts at home which I used to do. I find the knitting, card making, and scrapbooking very therapeutic”.

“Yes - Wish other people could benefit from attending this service.”

“Yes - Staff are always ready to listen and offer their services and give information. I have met others and formed friendships. It has given me a reason to come out and do something positive and uplifting for me.”

- 3) **The clients were asked if they had learnt anything from the workshops that would help them in the future.** Both clients seemed to agree that they had gained new learning from the workshops (Question 9)

"I knew I could ring other services for help and support."

"I have discovered what else might be available to me and accessed other groups."

4) The clients were asked if they had any further comments on how the service could be improved. (Question 10)

"Needs to spread the word. I have access to other groups, carer walks, and forums which is good, fun, costly care for respite, stops people coming to good groups like these".

"Although the craft group provides all materials free of charge, attendance is low. I feel it must be difficult when they need respite care for the person that they care for which is costly. People are often on a low income. My daughter is also a carer for my husband and has attended some of the groups".

Staff Feedback: Total 1 responses

The 1 staff member described her their role as:

"I enjoy setting up the group for the carers. This involves registering carers, advertising, risk assessment, room booking, and overseeing any new attendees. But, this specific group is one that is led by the carers themselves."

The staff member also felt that they had received the appropriate level of induction, safeguarding procedures and regular support, supervision from their line management, but was awaiting clinical group supervision. *"The adult carer team regularly have meetings for deadlines, new ideas, issues, etc"*. The staff member identified respite fees and availability of respite and transport as significant barriers for carers to attending these types of groups.

In response to how well they know their clients/ service users was dependent on the level of client engagement required

"Depending on the level of support that the client has had - obviously the more support / phone support / group support / courses they attend the more they are known by our staff."

Additional comments and on how the service could be improved? (Question 9)

The cost of workshops was identified as a barrier for many carers to access the wide range of workshops.

"Some of our groups tend to be very popular, such as -money management - care home fees "carers looking after yourself" "mindfulness". Unfortunately, some of these courses cost a lot of money and our budget for groups is minimal. We do a yoga class where someone can bring their cared for. This saves respite fees and worries".

Workshop 4: Good Health and Wellbeing Workshop (Sleep & Mindfulness Session)

The workshop observed during the visits was entitled "Sleep and Mindfulness". This workshop took place on 27th of June from 13.00-15.00pm at Community House in Bromley. The workshop is part of an 8 week program to ensure the good health of individuals in Bromley and is targeted at Bromley residents with various long term health conditions (COPD, high blood pressure, arthritis, etc.) to develop good health approaches such as mindfulness to promote wellbeing. This is a free information workshop specifically targeted to assist people to get more sleep and how to change lifestyle choices to improve sleeping patterns. Handouts were given to participants during the session and these included a copy of the slides used, a list of useful websites, Smart Phone applications and local support resources. Plus a body map showing medical risks and a brief description.

General Observation

The workshop was originally scheduled to take place in Orpington but because of problems with the building, the session was moved to a room in Community House, Bromley. The new venue is in the centre of the borough and has good transport links by bus and trains. Community House is based in South Street opposite the Fire Station. There are some disabled parking facilities nearby but onsite parking is limited and has to be pre-booked. The main building has been recently decorated and is welcoming for guests.

The atmosphere during the session was friendly and open with a lot of interaction. The session was run by two facilitators from Bromley Well and coordinated by another member of the Bromley Well team. The delivery was at the right pace for the audience and delivered without any jargon. Despite the move to a new location there were twelve attendees at the group. The session was facilitated in a structured manner and followed a pre-planned schedule. Each of the two facilitators took it in turn to present with the initial introduction setting the scene and objectives/aims of the session. Both facilitators were engaging and encouraged participants to respond to situations which made the session very interactive. In addition a short film was shown and this helped to break up the session as well as providing a topic for discussion.

PowerPoint presentation slides were used to support the content of the session. The slides were clear and of a good size which could be seen by everyone in the group. Sixty-six percent of participants contributed to the open discussion, providing feedback. The rest were given the opportunity but chose not to speak up. Healthwatch did feel that the time management could have been improved as the last two topics were covered rather quickly.

All participants appeared to be engaged for the full 90 minutes. A 10 minute comfort and refreshment break was provided.

Outcomes and Impact

The outcomes of the workshop were clearly outlined and explained/incorporated within the session. Clients were also told that anything mentioned during the session should remain confidential and not leave the room. The aim was for clients to develop a greater understanding of the benefits of a good night's sleep, how to have a peaceful mind and learn the ability to train your thoughts so that the impact of mindfulness would be most beneficial.

Clear examples of benefits of good sleep patterns were given, including the Croydon Tram crash where the driver fell asleep at the controls and was travelling too fast around a sharp bend, toppling over the carriages. Other examples included non-interrupted sleep, day time napping and techniques for clearing the mind, relaxing and breathing techniques that promote wellbeing.

Towards the end of the session, delegates were asked to try some mindfulness and were taken through a series of steps which would help them to relax. Everyone took part and at the end of this part of the training and everyone was asked for their feedback. It was reiterated that this was something that they could try at home.

Before the session formally finished the delegates were asked to provide feedback on the training by completing a Bromley Well feedback form, together with a questionnaire from Healthwatch. The response to the Healthwatch questionnaires is shown in the client feedback section below.

Support from management

The coordination of this service was well planned and all delegates were advised by telephone that the session had been moved to the new location. Prior to the commencement of the training the coordinator came to the venue to ensure that the people expected had arrived. All of the sessions within this eight week course have a minimum two facilitators for the training. A total of 12 delegates attended this session (4 male and 8 female).

Client Feedback : Total 11 responses

The authorised Enter and View representatives on the day of the visits received 11 completed feedback forms. (Please refer to the client feedback form (Appendix 2).

9 out of the 11 clients had found the overall referral journey into the service a positive one and they had a clear idea of what to expect from the workshop. 2 out 11 did not answer the question on their referral journey or workshop expectations.

(Questions 3 and 4)

"Yes - Told by my friend".

"Yes - Told by Age UK."

"Gain knowledge."

"Improve health".

"To help with my health and wellness."

"Told me things I didn't already know."

"I liked it."

"To help me with different mind and active courses, making an improvement on them both and to move forward while keeping myself busy."

- 2) The 8 of the clients felt they had a good understanding of the support received and had met their expectations. 1 out the 11 clients were *"not sure"* what to expect from the workshops. 3 felt it was *"too early to tell"* if the service had met their expectations and 3 did not answer the question on how the workshop had met their expectations (Questions 7-8).

"Yes - Everything is explained. There are hand out given to read."

"Yes - It gives me a welcome support for the future."

"Yes - In some way, as it's getting me out the flat and giving me info, but most of the info I know I find myself a bit more capable than others."

"Yes - It gave me what I needed, support and a lot of information."

"No - It didn't quite fit in as it seemed rather basic at times."

- 3) The clients were asked if they had learnt anything from the workshops that would help them in the future. 8 out of 11 clients felt that they had gained new learning from the workshops. 1 client responded with "No" and 2 did not answer the question. (Question 9)

"Bromley Well 6 week course for stress was brilliant."

"What support is available for me."

"Relaxation."

"Yes - Balance from each session."

"Yes - the breathing"

"Yes - there's been some info which was interesting and I'm sure will be useful for the future."

- 4) **The clients were asked if they had any further comments on how the service could be improved.** Only 3 of clients responded to this question (Question 10)

"Very helpful."

"Maybe to have the same courses, but where they don't overlap and splitting the courses up into different stages or people's abilities: basic, intermediate, advance."

Staff Feedback: Total 3 responses

All 3 staff members experienced their role as enjoyable and rewarding as they felt they were all making a positive impact in people's lives.

"Overall the role is very interesting and wide ranging, lots of room for creativity. I enjoy working on the workshops and developing content. It is a constant process of feedback from the service users and making changes to make the workshops relevance and useful. I would like support to develop the role."

"I thoroughly enjoy my role as both workshop facilitator and lifestyle coordinator for the long term health condition service. I enjoy facilitating the groups very much, sharing relevant information with participants about positive lifestyle changes, and learning from individuals who live with long term health conditions."

"I do enjoy the role as it enables me to make a difference in the lives of people."

2 out of 3 staff members state that they had received the appropriate level of induction, however, one staff member felt they did not receive adequate induction into their newly developed role. All stated to have a good understanding of their safeguarding procedures and regular meetings and supervision with their line management and or their CEO. But one staff member did not feel they received regular supervision and had not received an annual appraisal. Another staff member stated that they experienced.

“sporadic staff meetings and sessions. I would like more regular meetings to improve team communication and partnership, working and planning for the future.”

All staff stated that they have sufficient adequate staff and volunteers to run the service. However, one of the staff members felt they required more feedback from management to ensure their role was in line with the services wider aims.

“I have support in terms of availability to speak to my manager to discuss ideas and organisational procedures. The management style is more reactive than proactive, so it is on me to push things forward. I didn't always feel supported and needed feedback to help me develop the role to better fit what the service aims to do.”

“Yes - my line manager is always on hand if I should need her and I always feel supported.”

In response to how well they know their clients/ service users. The staff responses were varied. One staff member felt it was *“developing and evolving”* and had gained a better understanding of clients *“out of hour's needs”*. As the workshops we set within the group setting, staff were able to establish relationships with the regular attendees.

“I know our service users very well and even once the workshops have finished we set up regular support groups with them to reiterate the key messages we deliver during the workshops and support them with their personal goals or achievements.”

“Very well for regular service users while others are just a one off as our service might not be their priority, but may require other services.”

Additional comments and on how the service could be improved? (Question 9)

1 out of the 3 staff responded to this question.

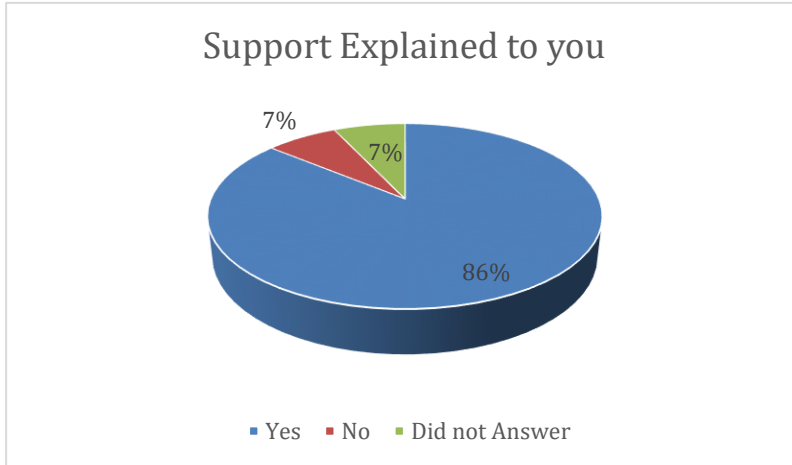
“I feel that leadership of service can be unclear at times, which I think can impact directions. We have had some senior management changes (our service manager left in January, still looking for a replacement) which could be impacting on this.”

Summary of overall client responses

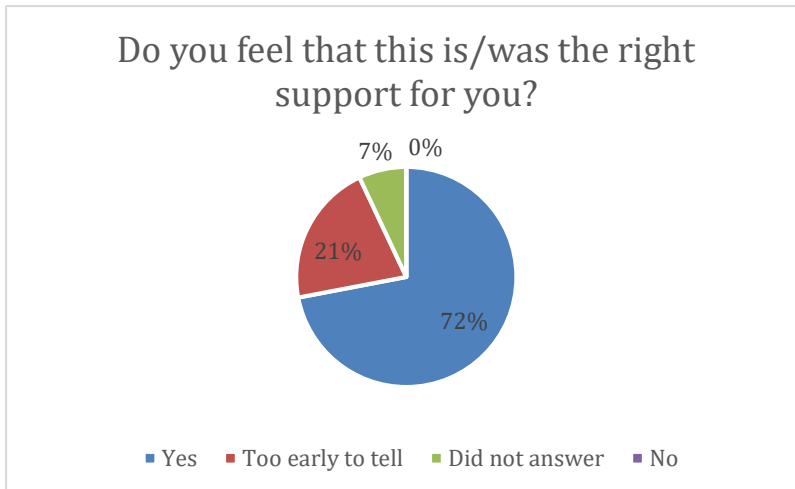
1. Was your referral journey into the workshop positive?

Positive 93%
Did not say 7%

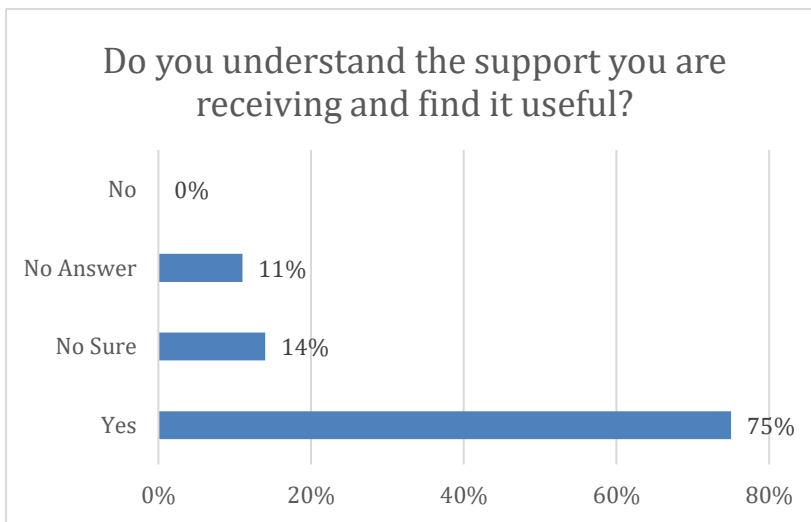
2. On your first contact with the service were the options for support explained to you?



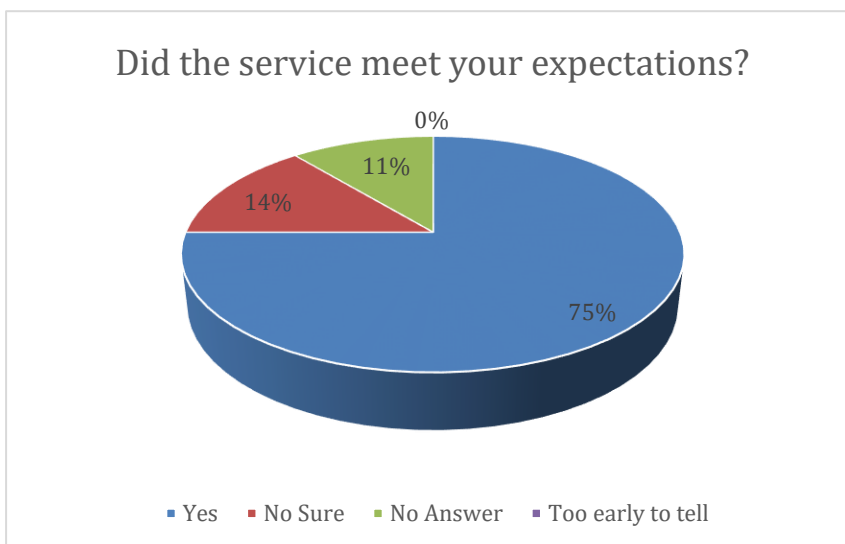
3. Do you feel that this is/was the right support for you?



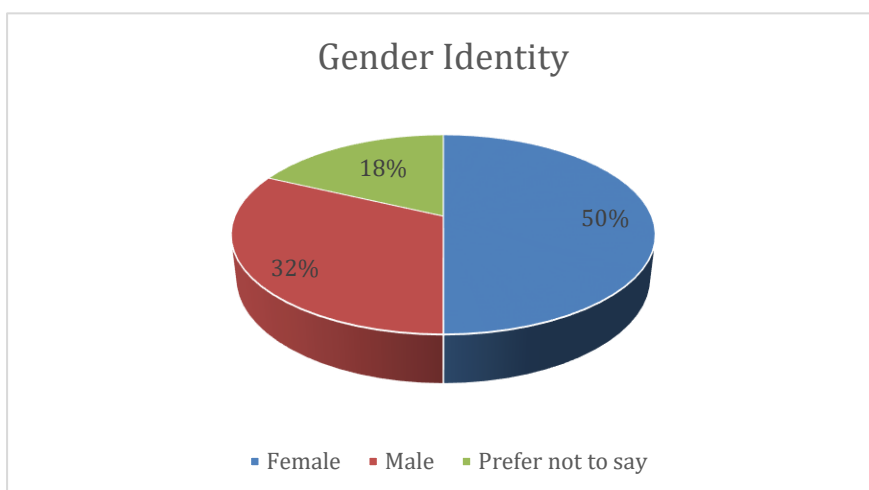
4. Do you understand the support you are receiving and find it useful?



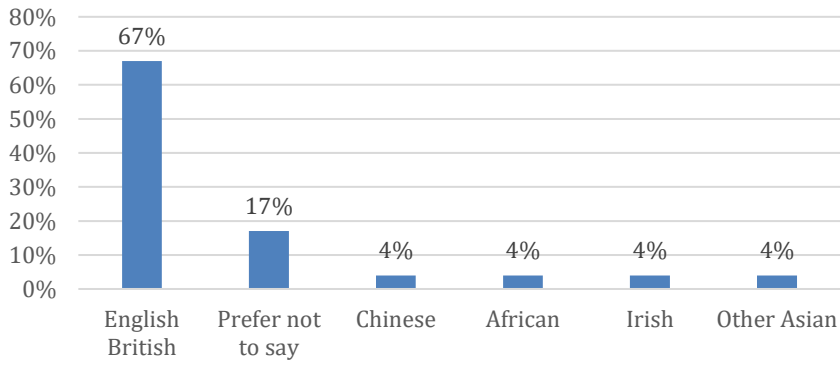
5. Did the service meet your expectations?



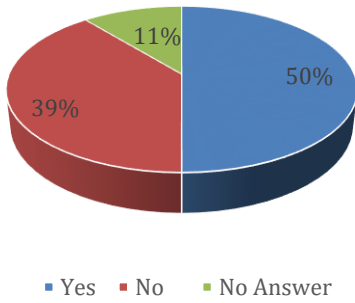
➤ Client demographic breakdown.



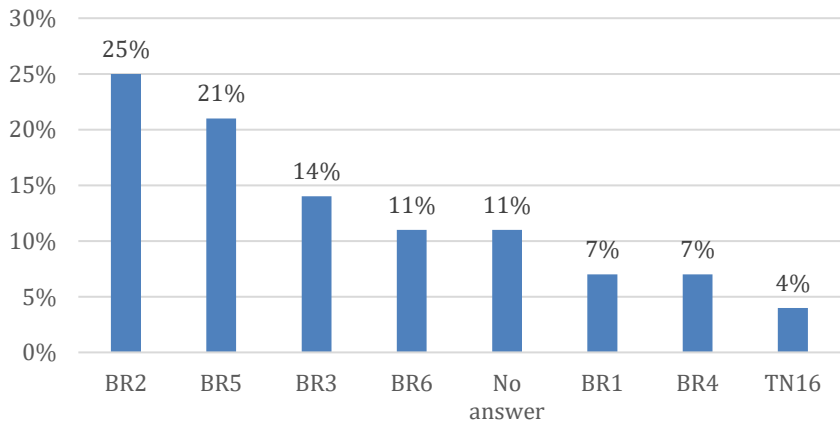
Ethnicity



Do you consider yourself to be disabled?



Client Postcodes



Recommendations

It should be noted that Enter and View Authorised Representatives interacted with some of the clients to assist with the completing the feedback forms from across the 4 workshops. The client and staff feedback was solely attained from the comments received from the completed feedback forms.

On the basis of our observations and feedback, we would like to recommend the following:

Workshop 1- Job Search Club -for People with Disabilities or Long Term Conditions

Service response

- It would be helpful to have clear protocol or processes outlined to ensure appropriate reasonable adjustments are made for all disabled clients who need support to access the training and employment programme and activities.

Response from Bromley Well:

- We primarily work with people with learning disabilities, people with physical disabilities and people with long term health conditions. We completed a Vocational Profile and Employment Plan for clients and reasonable adjustments are discussed and agreed. Clients have requested interpreters for interviews and receive additional support if they get a paid job. These will be arranged through Access to Work as and when required.

When a new client is referred to the Education and Employment service a one-to-one meeting is arranged with one of the Employment Advisors. Both a Vocational Profile and an Employment Plan are completed for each client. These are person-centred and discuss any impairment related issues, barriers to participation and reasonable adjustments that need to be made. Reasonable adjustments are then taken forward by the Employment Advisor for each individual. These can include factors such as extra time for individual sessions, transport support to attend interviews, providing an interpreter, and using easy read materials. Once a client secures paid employment our Employment Advisors apply to DWP's Access to Work scheme for funding to pay for the cost of reasonable adjustments. These can include job coaching, interpreters, transport assistance and specialist equipment within the workplace. We currently run 2 job clubs for people with learning disabilities, people with physical disabilities and people with long term health conditions.

- One of the clients felt there was a need for extra staff when the session was busy and the staff member felt managing clients with a wide range of abilities can be challenging if in the same group and suggested developing separate groups for Learning disabilities and those with Long term conditions. Therefore consideration should be given to improve client experience by ensuring sufficient and appropriate staffing levels are in place when the workshop is busy and to ensure all their clients with diverse abilities and health needs are fully supported by running separate groups for Learning disabilities and those with Long term conditions if feasible.

Response from Bromley Well:

- We are reviewing our Job Club provision for people with learning disabilities to reframe it within a more accessible workshop style of delivery so it can better support the different levels of learning abilities and is run separately to people who do not have a learning disability and can use a computer independently for job searching and other work. There are 2 full-time Employment Advisors. When a larger number of clients are booked to attend a workshop or activity, 2 full-time staff run those sessions. We are also advertising for volunteers to offer additional support as demand increases.

Workshop 2- Mental Health- for Carers supporting people with mental health conditions.

- A few clients felt that the health and social care services were fragmented and difficult to navigate with little no support offered particularly to adults with Autism. Consideration needs to be given to improve the carer's experience and their voices to be heard, acknowledged and valued by wider Health and social care professionals and commissioners to influence service improvement and change.
- One staff member felt that there was a need to increase staffing levels due to greater demands on the service. To ensure adequate staffing levels are in place to respond to the high level of demands to the service.

Response from Bromley Well:

- We are currently engaging with other local mental health service providers to try to improve integration and the interfaces between services so that there is a better experience for people accessing the services. We acknowledge that there are capacity pressures on the mental wellbeing pathway within Bromley

Well and we are continuing to exploring ways of managing these more effectively.

Workshop 3 Adult Carers Arts and Crafts

- Clients felt that the cost of respite care was a significant barrier for them in being able to attend carers support workshops, in addition to this there are also transport issues.

Response from Bromley Well:

- The cost of respite care is a significant barrier for carers to attend any carer support services as well as transport issues.
- Staff felt that if the Bromley Well budget for carer service needs to be enhanced to be able to provide more diverse range of support services to carers.

Response from Bromley Well:

- Staff felt that if there was provision for a subsidised respite service, carers would be able to attend and engage with range of support services available within Bromley. There is no subsidy in our funding for respite care. Bromley Well do provide a Sitting Service which is extremely competitively priced at £17.50 per hour, comparative prices range from £22 upwards.

Workshop 4 Good Health and Wellbeing Workshop (Sleep and Mindfulness session)

- Some staff members identified that they had not received an annual appraisal and at times felt unsupported by management. Some staff members also felt there was a lack of direction, clarity and leadership from management which staff felt led to a 'reactive rather than a proactive' service delivery. Consideration needs be given to improving internal management structures to ensure clear direction on service targets and outcomes are consistently relayed to staff and are monitored and reviewed regularly through staff meetings and supervision.
- In response to the feedback given; the staff were experiencing change and uncertain times with their Senior Manager leaving and answered how they felt on that day however following this the staff feel they are well supported. The team have a newly appointed Health and Wellbeing Manager, the appraisals have been

booked and the staff now feel they have regained a clear sense of direction, clarity and leadership from management staff that was briefly lacking under the circumstances mentioned. The comments did not link to the effectiveness of the service provided to service users. We will ensure that this supports continues moving forward.

- One client felt the workshop sessions overlapped and suggested to have the same courses spilt into basic, intermediate, advance levels to match the differing abilities of the clients. To take into consideration all clients levels of abilities to ensure appropriate and accessible support is provided.

Response from Bromley Well:

- We are looking to mitigate the capacity pressures on the mental health and wellbeing service in the following ways:
- We are in the process of recruiting a new mental health triage advisor to support in the processing and triaging of referrals into the service, and to support the redirection of any referrals outside of our scope (mild-moderate needs) to alternative mental health services. The aim of this is to enable people to access the right level of help at the right time, and we further anticipate it will support in a reduction of severe or complex referrals into our service, increasing our overall capacity.
- We are currently working on the development of the service to include recruitment of more volunteers and provision of outreach activities to support community-based work to reduce impact on the one-to-one support offering we provide, this will include the development of groups and drop-in activities so that more people can access help more quickly in their own community. The aim of this is to better utilise staff time and provide a wider range of support within the service for local people.
- We are working on provision of training support and engagement work with local services to increase their understanding of our service and ways to effectively refer clients for support, including provision of bespoke projects (e.g. our work with Bromley and Croydon Women's Aid) to support more selective cohorts of

people. The aim of this is to ensure an increase in awareness of our service (amongst professionals and clients) and provide concentrated support for people with specific needs and reduce the impact on the one-to-one service.

Response from Bromley Well:

Conclusion

The staff we spoke to were very accommodating and forthcoming, we felt all our questions were answered candidly and with confidence. The workshop lead staff seemed comfortable disclosing non-confidential information.

Overall, positive feedback was received from the clients and staff members regarding the Bromley Well workshops. Most staff commented that management team were overall supportive of staff and they had a good understanding of safeguarding policy and procedures. There was a friendly atmosphere within the workshops and general good practice had been observed within each workshop. Our impression on the days we attend the varying workshops was of a well-planned, however, where the workshops were presentation based, on each occasion the session could be time managed better.

We do however recommend an overall review of the current respite care provision across all health and social care providers to improve uptake of carers support services by highlighting the lack of affordable respite care that can have a potentially negative impact on local carers resulting to increased isolation and poor wellbeing.

The report will be published on the Healthwatch Bromley website – www.healthwatchbromley.co.uk and will be disseminated to the provider, commissioners and the public.

The Healthwatch Bromley Enter and View Team would like to thank the client's, staff and service coordinators across the Bromley Well services, and their partner service providers for their courtesy, patience and openness during our visits.

Disclaimer

This report is a representative sample of the views of the visitor and staff members that Healthwatch Bromley spoke to within the timeframe. This does not represent the views of all the relatives and staff members at Bromley Well. The observations made in this report only relate to the visits on the four workshops carried out from 13th -27th June 2019.

Appendix 1 Bromley Well Workshop Schedule

Workshop Title	Description (website)	Location
<p>Job Search Club for People with Physical Disabilities or Long Term Health Conditions (Orpington)</p> <p>Date: 13/06/19 Time: 12:00 to 14:00</p>	<p>Every 2nd Thursday for help with your job search. This service is for people with physical disabilities and/or long term health conditions. Get that bit of extra support with identifying and looking for work with our Employment Advisor, Richard. Support extends to filling in online applications and setting up on job sites.</p>	<p>Cotmandene Community Resource Centre BR5 2RG</p>
<p>Caring for Someone who is Self-harming: Workshop for Mental Health Carers</p> <p>Date: 24/06/19 Time: 1.00-3.00pm</p>	<p>Are you caring for someone who is self-harming?</p> <p>Oxleas NHS and Bromley Well are offering FREE skills and information workshops for people caring for a relative or friend, to help you to cope with difficult situations that may arise.</p> <p>This workshop will help you to understand the act of self-harm, why a person may do this and how to respond in a crisis.</p> <p>Guest Speaker: Bridget Mhako (Bromley Crisis Service)</p> <p>When: Monday 24th June 2019 1pm-3pm and repeated on Monday 15th July 5.45pm – 7.45pm</p> <p>Tea, coffee, biscuits, fruit provided. We look forward to seeing you.</p>	<p>Bromley United Reformed Church, 20 Widmore Road, BR1 1RY.</p>
<p>Arts & Crafts for Carers</p> <p>Date: 25/06/19 Time: 2:00- 4:00pm</p>	<p>You don't need to bring anything, all materials will be provided. Booking is compulsory, so we have enough equipment for everyone.</p> <p>Book: Please call the Mental Health Carers Team on 07718 403572 to book your place.</p>	<p>Community House, South Street Bromley Kent BR1 1RH</p>
<p>Good Health and Wellbeing Workshop (Orpington)-Sleep and mindfulness session</p> <p>Date 27/ 06/19 Time: 2.-3.30pm</p>	<p>8 week Health & Wellbeing programmes Attended by people with various health conditions including COPD, high blood pressure, arthritis, diabetes and chronic pain</p>	<p>Community House, South Street Bromley Kent BR1 1RH</p>

Bromley Well - Your Views the service

Healthwatch Bromley (HWB) is conducting Enter and View visit with local residents who are accessing and received Bromley Well services workshops, in order to gain an understanding of their views and experiences.

The information provided by you in this visit will be anonymously used in a report which will be published on the Healthwatch Bromley website. You will not be identifiable.

The information you give today will be held in a secure database, and you can ask for it to be removed at any time.

Do you consent for your information to be used in this way?

Yes No

Name of service/ workshop:

1) How did you find out about the service?

GP Self-referral Social worker Leaflet Other

2) How long having you been attending this service?

3) Was your referral journey into the service/ workshop a positive one?

Yes No

Please give details

4) What was your expectations of this service/ workshop?

5) On your first contact with the service were the options for support explained to you?

Yes No

6) Do you feel this is/ was the right support for you?

Yes No too early to tell

7) Do you understand the support you are receiving and find it useful?

Yes No Not sure

Please give details

8) Did the service meet your expectations?

Yes No too early to tell

Please explain

9) Have you learned anything that will help you in the future?

10) Do you have any further comments, suggestions on how the service could be improved?

THANK YOU for your time today.

We want to ensure we gather views from across the communities and different population groups in Ealing. Please help us understand who we have spoken to by completing the monitoring information on the next page.

Monitoring information

What is your age? (please tick one box)

- 18-29
 30-39
 40-49
 50-59
 60-69
 +70

To which gender identity do you most identify? (please tick one box)

- Male
 Female
 Transgender male
 Transgender female
 Gender variant/Non-conforming
 Not listed
 Prefer not to say

Which ethnic group do you belong to? (please tick one box)

These categories are based on the Census 2011 categories and recommended by the Commission for Racial Equality.

White

- English/Welsh/Scottish/Northern Irish/British
 Irish
 Gypsy or Irish Traveller
 Other White background (specify if you wish)

Asian, Asian British, Asian English, Asian Scottish or Asian Welsh

- Indian
 Pakistani
 Bangladeshi
 Chinese
 Other Asian background (specify if you wish)

Black, Black British, Black English, Mixed Black Scottish, or Black Welsh

- African
 Black British
 Caribbean

Mixed / Multiple

- White and Black Caribbean
 White and Black African
 White and Asian
 White and Chinese
 Any other mixed background (specify if you wish)

<input type="checkbox"/> Other Black background (specify if you wish) _____	
Other ethnic group <input type="checkbox"/> Arab <input type="checkbox"/> Other ethnic group	

Disability: The Equality Act 2010 defines a disabled person as someone who has a physical or mental impairment which has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.

Do you consider yourself to be disabled?

Yes (please specify)

No
 Prefer not to say

What is your postcode? OR Town: _____

BR1 BR2 BR3 BR4 BR5 BR6
 BR7 BR8 SE9 SE20 TN16

THANK YOU

This information will be used anonymously to ensure we have heard from people across the borough of Bromley. If you want to share more about your experience with us, you can leave your name and contact details below.

Appendix 3 Staff Feedback Form

Staff Feedback Form

Name of workshop:	
Date and time of visit:	

1. How do you feel about this role?

Please give details

2. Did you go through an induction process

Please give details

3. Are you are of your safeguarding procedures

Please give details

4. Do you receive regular supervisions and appraisals

Please give details

5. Do you attend staff meetings/ session briefs

Please give details

6. How well do you know your Service users

Please give details

7. Do you feel there are sufficient staff / volunteers running this service

Please give details

8. Do you feel you get sufficient support from your line management?

Please give details

9. Additional comments

Please give details

Bromley Well-General Observation Form

Name of Service:	Workshop
Date and time of visit:	

1. How is the group facilitated? (Style, formal, informal)

Responses: (What your approach to running the group)
Observations:

2. Are the outcomes of the group clearly stated?

Responses:
Observations:

3. What impact has the group had on its clients (Key success stories)

Responses:
Observations:

4. What was the climate (or atmosphere) in the group like?

Responses:
Observations:

5. Does the group encourage all attendees to speak and be heard?

Responses:

Observations:

6. Involvement of Service users/Patients

Responses:

Observations:

7. Staffing levels

Responses:

Observations:

8. Support from management

Responses:

Observations:

9. Other comments

Responses:

Observations