

# healthwatch Rochdale

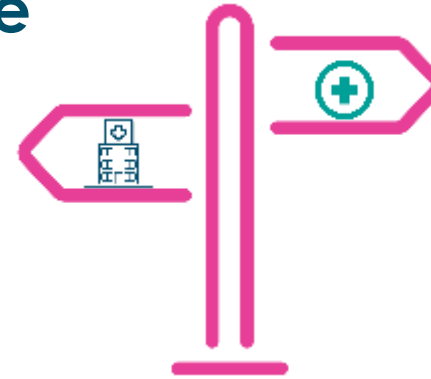
Public Board Meeting Update

**Quarter 3**

October, November, December 2024



In Quarter 3 we have continued to give Information, Advice or Signposting to residents via email, on the telephone, and in person when out in the community or at events.



## TOP Signposting in Qtr 3:

- Rochdale Together Advocacy Hub – NHS Complaints
- GP Practice Managers
- NHS 111 – Find a dentist

CAN I HELP?

**3 residents 1-2-1 sessions taken up in Quarter 3.**

## Raising Awareness

**To raise awareness of HWR to local groups and encourage them to share their service users feedback with us**

- Kirkholt Age Friendly Forum, Rochdale
- Art 4 Wellbeing, Middleton
- "Friends" Group, Rochdale
- Rochdale Parent Carers Voice **Date changed to October to present CAMHS report but report still not ready**

# Engagement and Involvement Quarter 3



Session	Frequency
Information, Advice and Signposting	Linked to all work 7 sessions aimed at IAS
Raising Awareness sessions	25 meetings attended updating on what HWR do
Forums	3 external forums -Healthwatch in Greater Manchester officers, volunteer managers, Showcase
Events	10 external
Training	2 external • Inclusion LGBTQ Training • Living Well, Good Help in Rochdale
Enter and View	1 Visits - Lyndhurst

## Events Attended as a stall holder-

- ✓ Online Volunteer Catch up
- ✓ Volunteer Xmas Meet up
- ✓ Mental Health Awareness event at KYP
- ✓ Raising Rochdale Awards
- ✓ Virtual Schools Conference
- ✓ Healthwatch England National Conference 2024
- ✓ Carers Rights Day
- ✓ Older Person Keep warm and well
- ✓ Adult Care Strategic Launch

28

engagements

FOCUS ON FREDIE NEW accreditation

## Planned Events – IAS, Feedback, Raising Awareness, Volunteer Opportunities

- Kirkholt, Age Friendly Board Meeting (Rochdale Borough Housing)
- Practice Plus Eye health event, Rochdale #bettercare
- HMR Circle – event planning
- Rochdale Parent Carer Voice – to present CAMHS Report
- Living Well Creative Health Art Group, Middleton
- Mental Health Awareness Event, KYP
- Refugee and Asylum Seekers Friends Group, RBC
- Rochdale Red Cross



**NOVEMBER** – Healthwatch National Conf in London (Bursary)

## HWR EVENT

**Older Person – keep warm and well at Winter**

**The Strand, Kirkholt**

**Tuesday 10<sup>th</sup>  
December 2024**

**11am – 3pm**

Stallholders with an offer of IAS for older people. Partnership HMR Circle.

**Mayor attended  
33 visitors**







# Communications

**Healthwatch Rochdale Website**  
[www.healthwatchrochdale.org.uk](http://www.healthwatchrochdale.org.uk)

**Our Website has been updated with more information, reports and news.**

**<https://www.healthwatchrochdale.org.uk/advice-and-information>**

**We have developed the Information, Advice and Signposting tab with more information for Rochdale residents to navigate.**



## Comms – Social Media Channels

**To raise awareness across channels of key events, festivals and religious celebrations from a range of ethnicities.**

- Black History Month
- ADHD Awareness Month
- Hate Crime Awareness Week
- Womens Health: Menopause Month, Breast Cancer Awareness, Cervical Screening
- Lung Cancer Awareness Month
- World Diabetes Day
- Winter Keep Warm and Well



We continued to ask for feedback around Care Homes to link with our Enter and View work.

# Good News

**FOCUS ON FREDIE** NEW accreditation  
**Disability Confident** Committed

## Equality and Diversity are key

We have recently been re-awarded the FREDIE Silver Award as an organisation that are investors in Diversity. We placed 11<sup>th</sup>

<https://nationalcentrefordiversity.com/fredie-award-archive/fredie-awards-winners-2023/>

**Fairness, Respect, Equality, Diversity, Inclusion and Engagement.**



Investors  
in Diversity  
Silver UK

Until  
April  
2026



This is to certify that

**Healthwatch Rochdale**  
**DCS044371**  
**is Disability Confident Committed**

Period of award: 07/11/2024 to 04/11/2027

Issue date: 07/11/2024

As a Disability Confident Committed Employer we have committed to:

- ensure our recruitment process is inclusive and accessible
- communicating and promoting vacancies
- offering an interview to disabled people who meet the minimum criteria for the job
- anticipating and providing reasonable adjustments as required
- supporting any existing employee who acquires a disability or long term health condition, enabling them to stay in work
- at least one activity that will make a difference for disabled people

Find out more about Disability Confident at:  
[www.gov.uk/disability-confident](http://www.gov.uk/disability-confident)

#DisabilityConfident



# Youth Involvement

For young people aged 13-18 years old who live, work, study or access services within the Rochdale Borough

## Healthwatch in GMr – Pathways to CAMHS Project

Report published and shared locally

[HW in GMr CAMHS Report](#)

## Work Experience Student, Kingsway Park

Was due one student, unable to come, notified us week prior

## Virtual Schools Conference

Networking and insights: Raising Rochdale



## Raising Awareness with stakeholders and orgs

**Awareness session October via Zoom**

FAQ Leaflet for Youthwatch shared locally and at events, including invitation and date for Teams.

Scheduled for October, no take up.

## Awards Evening: Educate Rochdale

Sponsored "Mental health and Wellbeing Lead" award.

Town Hall Event, raised awareness and networking.





# Volunteering - Quarter 3

## Volunteer Catch ups.

In October we held an online Volunteer Catch up and in December on "International Day of Volunteering" we held our Christmas gathering at Rochdale Town Hall, with Afternoon Tea.

Active Recruitment campaign on social media .



1 New Board Member

## Volunteers needed!

Would you like to help make a difference?

### Available Volunteering Roles:

- Youthwatch Rochdale Members
- Advisory Group members
- Enter and view reps
- Board Members



We can offer:  
**Flexible and adaptable roles!**

## For more info visit:

<https://healthwatchrochdale.org.uk/volunteer>

## Contact Us!

-  [info@healthwatchrochdale.org.uk](mailto:info@healthwatchrochdale.org.uk)
-  01706 249 575

**healthwatch**  
Rochdale



**Quarter 4 –**

**Planned Engagement**



# Planning - Qtr 4

## Raising Awareness

Raise awareness of the role and work of Healthwatch Rochdale including Youthwatch Rochdale (YWR)

<b>Enter and View</b>  Development session with Reps Jan – last E & V of financial year Revisits planned based on responses and recommendations	<b>Healthwatch Rochdale Winter Newsletter</b>  Impact, information, advice and stories from the last quarter including engagement updates, feedback trends, meet the new vice chair and much more. Due out end January 2025.  <b>Healthwatch Rochdale Annual Report 2023–24</b>  Printed versions to be ready to distribute on engagement.
<b>#TogetherRochdale e-bulletin</b>  To share factual and actual information from a range of diverse VCFSE groups  <input type="checkbox"/> January edition <input type="checkbox"/> February edition <input type="checkbox"/> March edition	<b>Youthwatch</b>  Revision of work plan and process Sharing of CAMHS report
<b>Signposting</b>  To raise awareness of HWR to local groups and encourage them to share their service users feedback with us  • Revision of offer	<b>Volunteering offer</b>  March – Online Volunteer Catch up Chair Recruitment – Advisory Group Ongoing recruitment Training offer – Safeguarding, Active Listening, HWE

# Planned Engagement Qtr 4

## Information, Advice and Signposting

Provide local health & social care information, advice and signposting (IAS) for Rochdale residents.

To raise awareness of HWR and seek the views of those who are seldom heard and reduce the barriers they face

<p><b>To hold information, advice and signposting stalls across the Rochdale Borough with a focus on Primary Care networks (IAS)</b></p> <p><b>Ad-hoc</b></p>	<p><b>Co-production Networks</b></p> <p><b>Series of new networks set up across the borough funded by Adult Social Care, HWR to engage and advertise.</b></p>
<p><b>1-2-1 Offer</b></p> <ul style="list-style-type: none"><li>- <b>Take into consideration language barriers and translation service may be needed.</b></li></ul> <p><b>To book in callers who need longer to share their stories. Local venues.</b></p>	<p><b>Enter and Views</b></p> <p><b>To “Enter and View” a publicly funded place at the point of delivery – to create a report of findings and make recommendations based on these findings.</b></p> <p><b>Team of trained Representatives can be found on our website</b></p> <p><b>☐ January</b></p>
<p><b>HWR Engagement – FORUMS</b></p> <ul style="list-style-type: none"><li>- <b>Rochdale Neighbourhood Network</b></li><li>- <b>Voluntary Sector Partnership, Rochdale</b></li></ul>	



## **Planned Events – IAS, Feedback, Raising Awareness, Volunteer Opportunities**

- Living Well Therapeutic Thursday Art Group, Rochdale
- “Blue Monday” Hopwood Hall College, Middleton
- Heart Month Event, Number 1 Riverside
- Red Cross Rochdale
- Deaf Feedback Event – update and action planning

## **HWR EVENT**

### **Annual Showcase**

**TBC**

Venue: Rochdale  
Town Hall



# Enter & View 2024/25

## Enter & View 2024 – 2025

1. The Mews, Rochdale June 2024 – *Report shared & response received*
2. The Willows, Rochdale Sept 2024 – *Report shared & response received*
3. Meadow View, Castleton Sept 2024 – *Report shared, awaiting response*
4. Lyndhurst, Middleton Oct 2024 – *Report shared, awaiting response*
5. Millfield, Heywood January 2025 – *TBC*

**healthwatch**  
Rochdale





## Improvement Plan

### To deliver a more resident-focused E&V report

- Collaborative working to speed up report delivery – what have we learned?
- Volunteers give recommendations at the end of the visit
- Minimise disruption to resident care on the visit e.g.
  - Representatives focus on residents and observations
  - Manager survey pre-visit – focus interview with E&V lead on the day
  - Share activities plan pre-visit – observe activities on the visit
  - Staff feedback by online survey – no formal staff interviews on the day
- **NEW** Pilot a feedback coffee morning for F&F at the weekend when visiting relatives.



# Work Plan Quarter 4 24/25

Area of work	Plan	Timeframes
Rochdale end of life care	Engagement and service area review; 1:1 interviews Survey Focus Group	Waiting on End of care commissions Start Feb-April 25
Heywood, Middleton & Rochdale PPG review	Review previous work to ensure all GP practises are up and running. Support from primary care commissioners	Started Dec 24 – finished for March 25.
HW in Greater Manchester	Complete GM wide PPG review	Awaiting further direction from HW in GM
Advisory Group	Development session to reestablish group	Feb 2025
360 Stakeholder Review	Survey & event Local pledges Raise awareness of HWR	Survey Feb to March Event end of March
Volunteer Strategy	Create and implement	Approval at April Public Board
Refresher Volunteer Training Day	All volunteers invited to a day of refresher Training	End of March



**Recruitment**

**2025/26 planning**

**Staff development day**