

Cllr Vic Pritchard, Cabinet Member for Wellbeing Key Issues Briefing Note

Health & Wellbeing Select Committee September 2016

1. Celebration of Mental Health & Wellbeing Services in B&NES

At the end of July we held a celebration of mental health and wellbeing services in Bath and North East Somerset. People who have experienced mental health and wellbeing services in B&NES came together with providers and commissioners of services to “Say what you are brilliant at”. The event was arranged to showcase the very wide range of mental health and wellbeing services that people are able to access in B&NES and, also, to mark the retirement of Andrea Morland, joint Council and CCG mental health commissioner, who worked closely with service users and carers and led the development of many of these services. We heard feedback from service users about the difference these services have made to them, including:

I am again indebted to this service provision. When I first contacted talking therapies I was very distress and was offered an appointment. This was great and my practitioner has been fabulous. So insightful and “spot on”

Excellent service which I have recommended to people based on my experience

The course has been very valuable- I will continue to practice mindfulness in my day to day life and I am beginning to find techniques that work for me. Thanks you for tips, advice and kindness

I have found the course has genuinely made me feel more positive about anxiety and has given me the “tools” that I can use to relax me and help me in everyday life. Many thanks

Everyone has been extremely helpful and understanding and just genuinely nice people

Having the chance to talk things through was very helpful and discussing how to keep my stress bucket level under control was really useful. This has lead to me taking control of my life again

A thought provoking and caring team who helped me to face up to my challenges and explore new ways to deal with them. Mindfulness has definitely helped me to calm my mind

Very helpful. Made me feel at ease, lots of different types of worry management techniques and tips for anxiety management offered

My experience with the service was excellent. 6 weeks ago I was a very anxious person with no confidence and now I am a totally different person. Thank you for helping me. I now have the skills to help me in the future.

2. The Accessible Information Standard

The Accessible Information Standard (AIS) is new legislation that came into force on 31 July 2016. It aims to ensure that disabled patients, service users and their carers receive information in formats that they can understand and have appropriate support to help them communicate.

All NHS and publicly-funded adult social care services must follow AIS by law, under section 250 of the Health and Social Care Act 2012. The AIS sets out how organisations that provide NHS and Publicly-funded adult social care services should give disabled patients and service users information that they can access and understand and receive appropriate support to help them to communicate.

Council and CCG have been working with providers to raise awareness of the standard. Together with the Health & Wellbeing Network we held a meeting about the AIS in April that was attended by a variety of providers. Following that, we established a steering group to oversee the implementation made up of a number of health and social care providers, and have put together a webpage for providers about the AIS, containing information about the standard, best practice guidance: <http://bit.ly/2aMBNvI>.

We have created a page for the public on the Council's website at:
<http://www.bathnes.gov.uk/services/care-and-support-and-you/information-and-advice-about-care-and-support/accessible>

Healthwatch B&NES has chosen the Accessible Information Standard as one of its work priorities for 2016/17. Over the next few months they intend to pursue two lines of engagement:

- understanding the experiences of service users and carers following implementation of the AIS.
- working with providers to share best practice and improve the support that they offer.

We plan to work with Healthwatch to share the information they gather about service users and carers experiences with providers and hold a post implementation event with providers to enable them to share their experiences and learning.

3. Leisure Centre Re-provision – enhancing access to warm water pools

As agreed following the presentation by the WWISE Network to July's meeting of the Health and Wellbeing Select Committee, I have sought further clarification, including from Cabinet colleagues on the potential to enhance access to warm water pools in Bath and North East Somerset as part of the re-provision of Bath and Keynsham Leisure Centres. Considerable engagement and consultation has been undertaken on leisure services provision in Bath and North East Somerset in order to identify the key priorities. This has informed agreement of detailed plans, including funding requirements for the re-provision of the leisure centres and it is, therefore, not possible for the Council to consider revised specifications for the Leisure Centres at this late stage. The WWISE Network also made a presentation to the Clinical Commissioning Group's Board meeting in July and the CCG's response can be found on the CCG's website:

<http://www.bathandnortheastsomersetccg.nhs.uk/assets/uploads/2016/07/Question-to-the-21-July-2016-BaNES-CCG-Board-hydrotherapy-v3.pdf>