

Representative group feedback form

Copy for Information and Printing

This is a copy of the form for representative groups. It is for information and printing purposes only.

Please return to the online form in order to submit information about local views and experiences to the Care Quality Commission.

Tell us about your group

Name of the group: Health Overview & Scrutiny Committee

Address of the group: Health Scrutiny Committee, C/O Scrutiny Services, The Guildhall, York, YO1 9QN.

Tell us about you

Your name.....

Your role or job title.....

Your address.....

.....

.....

Your Email address.....

What type of group are you? E.g. *LINK Host, LINK work group, overview and scrutiny committee, foundation trust board of governors, learning disability partners board, local safeguarding children's board, patient- service user or carers group, community group, other*

.....

Which geographical area does your group cover?

Local Authority Area: City of York Council

End of Section 1

I would like to provide evidence about local views on a health or social care organisation.

You can fill in as many of the sections below as you want or you can send us information under 'any other information' at the end of the form.

Scroll down the page and you see the sections that apply to the organisation you have chosen to tell us about.

What type of organisation are you telling us about

Please give us the name of the organisation

Organisation Name

Organisation Type (please select one) *PCT, Adult social care homes, Local authorities who commission adult services, Acute hospitals, Mental health or other learning disability services, Ambulance trust, Prison health services, Independent healthcare provider ie hospice or private hospital, Not sure*

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PLEASE NOTE – SOME AREAS ARE ONLY RELEVANT TO PARTICULAR TYPES OF ORGANISATION. WE HAVE LISTED ALL FOR YOUR INFORMATION.

Please give us the name of the organisation

Post code

What time period does this information cover?

For example April 2009 - December 2009

Please tell us about this organisation

Involvement and information

How are people involved in their care?

- How do people understand about the care they are getting?
- How do people receive the information they need about their care?
- How do people give their informed consent to treatment and care?
- How are people involved in monitoring services?
- How are people's views taken into account?

Personalised care, treatment and support

How are people given the individual care and welfare they need?

- How do people receive the food and nutrition they need?
- How do service providers cooperate with other services to meet people's needs?

Safeguarding and safety

How are vulnerable people who use services looked after safely?

- How are medicines given at the right time and in the right way?
- How are medical devices used and managed properly?
- How suitable and safe are premises?
- How safe do people feel?
- How available, safe and suitable is equipment for individuals' needs?

Suitability of staffing

How do people get the right care from the right staff?

- How do services choose staff with the skills to match people's needs?
- How do services make sure that there are enough staff to do the work?
- How do services make sure staff are properly trained?

Quality and management

How do people know they are getting the best and safest services?

- How are services being made better?
- How are people supported to say how they feel?
- How are checks done to make sure that staff do their job properly?

Suitability of management

How are people's care and treatment being met?

- Are staff registered with their professional bodies if they need to be?
- Are staff supported to do their job well?
- How do staff use what they are told to make services better?

Improved health and wellbeing

Is people's health and their wellbeing improving?

Do people in the area have good physical and mental health?

Are they leading healthier and safer lifestyles that lower their risk of illness, accidents, and long-term conditions?

Do fewer people need care or treatment in hospitals and care homes?

Are people who have long-term needs and their carers supported to live as independently as they choose, and have well timed, well-coordinated treatment and support?

Improved quality of life

Do people in the area have an improved quality of life?

Is support given at an early stage, to help people to stay independent?

Are families supported so that children do not have to take on inappropriate caring roles?

Can carers balance caring with a life of their own?

Do people feel safe when they are supported at home, in care homes, and in the neighbourhood?

Are people able to have a social life and to use leisure, learning and other local services?

Improved quality of life

Are people able to make a positive contribution to services and to take part in community life?

Can people contribute their views on services and help to shape improvements?

Are voluntary organisations thriving and accessible?

Are organisations for people who use services and carers well supported?

Members of the public can comment at meetings under the public participation scheme. Members of the public can also be involved in scrutiny reviews.

Do people have choice and control over their care and support?

Are people who use services and their carers helped to have control over their personal support?
Can people choose from a wide range of local support?

Freedom from discrimination and harassment

Are people free from discrimination and harassment?

Do people who use services and their carers have fair access to services?
Do people get the services they are entitled to?
Are people free from discrimination or harassment in the areas where they live?

Economic wellbeing

Are people able to cope financially?

Do people who use services and their carers have the income to meet their living and support costs?
Are they supported in finding or maintaining employment?

Maintaining personal dignity

Do people experience dignity and respect?

Are people who use services and their carers kept safe from all forms of abuse?
Does people's personal care respect their human rights, preserves their dignity and respect, help them to be comfortable, and supports family and social life?

Leadership

Are services well managed?

Are people from all communities involved in planning with councillors and senior managers?
Do councillors and senior managers have a clear vision for social care?
Do they take a lead to change services to achieve better care?
Do they agree priorities with their partners, find the funding they need and train their staff to

The Health Overview & Scrutiny Committee is a public meeting which is advertised and fully accessible to members of the public. There is a public participation scheme, which allows members of the public to register to speak at meetings.

Commissioning and use of resources

Is money well spent on the services that local people need?

Can people who use services and their carers get the support they need?
Do service commissioners involve people who use services, carers, partners and service providers?
Do they make sure the services being provided are the right ones for people, using their funds in

There are many carers and patient groups offering a variety of support.

Joined up services

How do health and social care services join up to meet people's needs in the area?

How is information about peoples care shared between different services?

All Trusts (PCT, Hospital Foundation Trust) in the area have regular public meetings at which the public can register to speak.

If you have any further information about local views on the health or social care organisation please add them here.

It is very difficult for the Health Overview & Scrutiny Committee to address some of the questions set out in this form. It is hard to comment unless it is an area that the Committee has scrutinised.

Sending us supporting evidence

Using this form you may submit up to 3 files - to submit more files please send by email to involvement@cqc.org.uk

Report 1 title

Report date

Subject & report summary

Please list the names of any health or social care services described in the reports:

.....
.....

Has your group reported any of the information you have given us in this form to anyone else?

YES

NO

If Yes please tell us who

We are continually trying to improve this form. Please tell us if you have any problems or suggestions.

This form is primarily designed for LINKs, carers, users and the voluntary sector. There are not many questions here for overview & scrutiny committees in their 'overview' capacity. It is important, however, that a mechanism like this exists for other groups.

END OF FORM.