

Holly Robson
Operational Support Officer
Healthwatch Sheffield
The Circle
33 Rockingham Lane
Sheffield
S1 4FW

Sent via Email

Salli Midgley
Director of Quality
Trust Headquarters
Fulwood House
Old Fulwood Road
Sheffield
S10 3TH
Tel: 0114 27 11136
E-mail: salli.midgley@shsc.nhs.uk
www.shsc.nhs.uk

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Dear Holly

Thank you for sharing this summary report on the Speak up projects, we have considered the summary and looked at both the individual reports and the broader themes arising from all the projects through community groups and wanted to share our thoughts and responses with you.

AFRICAN CARRIBEAN PERSPECTIVES ON HOMECARE

We read this report with great interest and note the transferable themes to services provided by SHSC. We embarked on a piece of work with SACMHA in 2021 to review the racialised experience of care, which aligns with the wider NHS expectation to develop patient and carer race equity plans from 2023. We are broadening our focus from the African Caribbean community to other diverse communities to recognise the importance of cultural competence across our workforce.

EXPERIENCES of DIAGNOSIS and SUPPORT FOR CHILDREN WITH AUTISM

SHSC do not provide services for children with autism, but the findings of this work highlight the transferable principles that will be fed into transformation and improvement work that is currently ongoing within the adult autism diagnosis and support pathway. Of particular note is the level of involvement that people who utilise the service have into service level improvements and feedback.

SAANS offers diagnosis and support to adults over 16 years. We recognize the long waiting times for diagnosis (which is a national issue) and have introduced a number of initiatives including streamlining our assessment process and reducing non-attendance.

We are currently working with service users to provide support whilst waiting for a diagnosis – this might be help with reasonable adjustments, signposting to other services etc. We hope to use peer support workers for this. We have also developed our website to provide information and support.

We have a transitions lead to support the pathway from children's services.

EXPERIENCES OF ADULTS WITH A LEARNING DISABILITY

SHSC is currently coproducing pathway services for adults with a learning disability across Sheffield as part of the review of services since inpatient provision at Firshill was paused. SHSC has committed to ensure that more information is available in accessible formats and is working closely with Sheffield Voices to produce some information and short video's and have trained more staff in "easy read" skills and aligned to Photo symbols resources for document production. This would also include any information relating to Covid 19 and changes with how services operate because of this.

Work has also commenced to look at the provision of more 'quiet' waiting areas for a range of individuals who will benefit from a less busy and stimulating environment.

SHSC provides a range of teams who will work with adults who have mental health difficulties. SHSC will work to improve our accessibility for the people of Sheffield who have a learning disability and need mainstream mental health support via Greenlight working. A working group has been established as part of the LeDeR work, and SHSC has a dedicated Physical Health Nurse who is working closely with GP's. We also are working hard to support people to uptake their annual health check, all our clinical staff understand the importance of this review and we have ensured that if required, capacity is given to support individuals to attend their appointments. We actively monitor uptake of annual health checks as part of our performance reviews. The target for annual health checks being completed is 75%, with a target of 70% completion for 2021/2022 and this is currently at 61%, which was felt to be good progress towards the target.

CHILDREN, YOUNG PEOPLE and FAMILIES IN PITSMOOR< BURNGREAVE and FIR VALE

As part of our work to be more inclusive and focus on equity across our communities, we have begun linking with various community leaders to discuss how we can provide better links and build relationships that encourage people to come forward and to talk about mental health and access our services. Recent engagement with Fir vale community centre is leading to fruitful discussions about what this would look like and how we can work into the community to improve inclusivity. We will be delighted to work with other partner agencies to improve information, access, and outcomes for our communities.

PEOPLE LIVING WITH DEMENTIA

We currently offer diagnosis and intervention with onward referral for people with dementia via the Sheffield Memory service. We have robust links with Age UK who provide the Dementia Advisory service, which provide ongoing support and advice for people living with dementia and their carers. In addition, we provide assessment and treatment for people where there are significant concerns about their mental health and experience distressed and / or challenging behaviours associated with dementia through the community mental health services including home treatment services. In all these services we work with relatives and carers in a collaborative way. We currently have waiting lists for assessment, diagnosis and treatment and are working to review the current process to understand how we could improve this to reduce waiting times as well as reviewing demand and capacity within the service. We are working with partners across Sheffield to advocate for individuals with dementia and would be delighted to work together to make Sheffield Dementia Friendly.

Cross Cutting Themes

It is helpful that the challenges of caring for someone were recognised in this report, SHSC has made a commitment in 2022 to raise the profile of carers and to undertake specific work to ensure that carers are identified at key points in the patient journey and are signposted for advice and information as well as developing resources to support carers in specific services.



We mentioned the need the culturally competent staff as part of our race equity work, we would be delighted to work with diverse communities to bring this work to life and have an open invitation to any community leaders or groups that we could meet with to hear their ideas on how to take this forward. We previously noted the work to increase the amount of easy read resources about our services but also more accessible resources including videos and online information in various languages as well as graphics, we know that approaching our mental health services can be daunting and clear accessible information is critical to supporting someone make that first step.

We are particularly keen to grow our coproduction approach to service improvement, we have multiple opportunities open for people to work with us as volunteers or in paid roles on a part time basis. We know how important it is to have the citizens of Sheffield who use our services at the centre of our improvement journey, again we extend an invitation to get in touch if our opportunities are not reaching all community groups and to invite us over to speak with those groups so that we can share them in person.

We know that we don't always get it right, we need to know when that happens so we can learn. We have a number of ways that people can share their experience with us, which includes talking to service managers, getting in touch with the engagement team, using our complaints system and Care Opinion; but if these approaches are not right for some of our citizens and communities then we are happy to work with you to develop more appropriate and accessible ways of giving us feedback.

Thank you once again for sharing the report
Yours sincerely



Salli Midgley
Director of Quality