

Caring about Care Homes

Healthwatch Waltham Forest's Annual Event
6 October 2015
Chair, Sue Toole



Welcome

Housekeeping

Photography

Stalls

Packs

Agenda

Aims



[#CaringAboutCareHomes](#)

[#CareHomes](#)



**What does Healthwatch mean to
you?**

Table activity

The role of Healthwatch Waltham Forest

Jaime Walsh, Manager



6 core functions of Healthwatch Waltham Forest

Our core functions

1. Gathering the views and experiences of Waltham Forest patients and public
2. Making those views known to providers and commissioners
3. Promoting and supporting the involvement of people in the commissioning and provision of local care services and how they are scrutinised

What we mean

- We listen to you
- We tell people what you say
- We help you get involved in buying, reviewing and checking on health and social care services

6 core functions cont...

Our core functions

4. Recommending investigation or special review of services via Healthwatch England or directly to the Care Quality Commission (CQC)
5. Providing information and signposting about access to services and support for making informed choices (including independent advocacy support to make an NHS complaint)
6. Making the views and experiences of people known to Healthwatch England, providing a steer to help it carry out its role as national champion

What we mean

- We report areas of concern to CQC where necessary
- We will help you find the local health and social care services you need
- We share local views (anonymously) with Healthwatch England

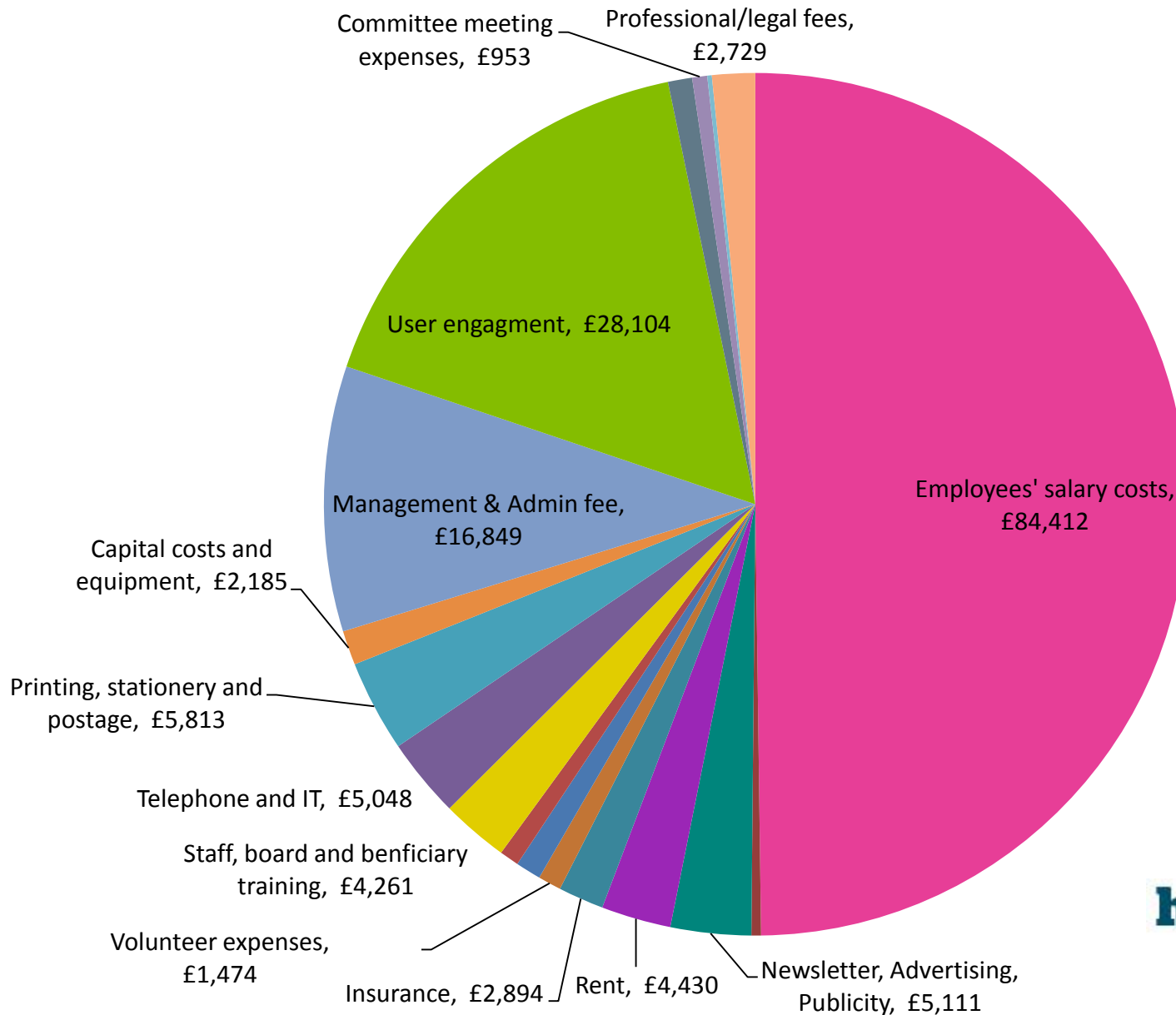
Examples of our work



Finances

Income
Expenditure

£170,337
£169,545



Contact us

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Healthwatch Waltham Forest

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@ Healthwatch_WF