



## Update for Area Boards - February 2016

### The Care Quality Commission (CQC) inspection of The Royal United Hospitals Bath NHS Foundation Trust (RUH)

The CQC is the independent regulator of health and adult social care in England. On 14th March 2016 the CQC will be inspecting acute hospital services provided by the RUH. It wants to hear from local people about their experiences of services and will have an engagement stall at Trowbridge Library, County Hall on Wednesday 2nd March from 11.00 to 13.00.

If you would like to provide any feedback on your experiences of services, please contact the CQC on telephone 0300 0616161 or email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk). Alternatively, you can contact Healthwatch Wiltshire as we work closely with the CQC to support its inspections.

### Quality Checkers in Wiltshire

Wiltshire now has a team of trained Quality Checkers available who could be called upon to check the quality of other services. Healthwatch Wiltshire is encouraging services to make use of this valuable resource. For the two organisations involved, Healthwatch Wiltshire and Wiltshire People 1st, it means an increase in the awareness and understanding of what it's like for people with learning difficulties living in a Wiltshire care home and to test an inclusive approach to engagement and volunteering.

A team of people with learning difficulties have taken part in this new project to check the quality of residential care homes providing support for other people with learning difficulties. For the team of Quality Checkers who took part it meant an opportunity for training, learn new life skills, and to take part in a project which is designed to improve services. The team visited 11 care homes and spoke to residents, empowering them to speak out about their experiences. On the whole they were impressed with what they saw and heard and produced informative reports which included recommendations for improvements after each visit.

A report which sums up the pilot project and the 11 individual visit reports are available on the Healthwatch Wiltshire website. An easy read summary and a description of the project is also available from Wiltshire People 1st. They are available in hard copy on request. For further information, please contact Healthwatch Wiltshire. Alternatively, you can call Wiltshire People 1st on 01380 871900 email [admin@wiltshirepeople1st.org.uk](mailto:admin@wiltshirepeople1st.org.uk) or visit their website [www.wiltshirepeoplefirst.org](http://www.wiltshirepeoplefirst.org)

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