# The value of listening

Healthwatch North Lincolnshire
**Annual Report 2023-2024**

healthwatch
North Lincolnshire

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**"Over the last year, local Healthwatch have shown what happens when people speak up about their care, and services listen. They are helping the NHS unlock the power of people's views and experiences, especially those facing the most serious health inequalities."**

Louise Ansari, Chief Executive at Healthwatch England

# Message from our Chief Executive

This year Healthwatch North Lincolnshire has continued to represent the views of our local community on health and care matters. This has been achieved through gathering public feedback, analysing trends and highlighting issues to service providers. Some of the areas we have covered through our work has included, maternity services, adult social care, continence care and pharmacy services.

Staff have also worked hard to ensure that the views of residents are considered by decision makers. This has included consulting with the public on the Humber and North Yorkshire Integrated Care Board's (ICB's) proposed changes to Hospital Services for the North Lincolnshire region. As part of this work, we held a drop-in session for members of the public in Westcliff, Scunthorpe, an area of high deprivation, as well as holding weekly engagement sessions at the hospital and Ironstone Centre. . Healthwatch North Lincolnshire has also attended community events throughout the year, to capture information from the public on health and social care. Events have included the summer Westcliff Funday and the Armed Forces Day event.

Our activities are supported through the work of our dedicated volunteers Over the past year volunteers have been involved in providing feedback on a draft end of life survey, carrying out enter and view visits, reviewing parts of the hospital trusts website (including patient information leaflets.) and assisting with hospital Patient Led Assessments of the Care Environment (PLACE) visits.

We are looking forward to a refreshed approach to engagement in the coming year, ensuring that we are reaching into all communities, especially ones that need us the most, to make sure their voices are heard at every level across Place and the regional healthcare system.

Thankyou to everyone who has worked with our team over the past year, and everyone who has contributed to our work by sharing experiences and feedback. We cannot make a difference without you!

**I am proud that our Healthwatch North Lincolnshire team continue to go above and beyond to ensure that your voices are heard.**

Helen Grimwood – Chief Executive Officer, Hull CVS and Meeting New Horizons

# About us

## Healthwatch North Lincolnshire is your local health and social care champion.

We make sure NHS leaders and decision-makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.

### Our vision

Equitable Health and Care services that meet the needs of every person within our community.

### Our mission

To give every person the opportunity to have their voices heard and empower them to play an active role in shaping services in their community.

### Our values are:

- We are proud to be **independent**, and not afraid to speak up and challenge decisions that do not meet the needs of our communities.
- We operate a culture of **transparency and openness**, ensuring we are accountable to the communities in which we serve.
- Our work is **evidence based** – led by public voice and need.
- We are **collaborative**, working with organisations that share our vision of equitable health and care services that meet the needs of every person within our communities.

# Year in review

## Reaching out:

**192 people**

shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

**871 people**

came to us for clear advice and information about topics such as access

## Making a difference to care:

We published

**10 reports**

about the improvements people would like to see in health and social care services.

Our most popular report was

**Lindsey Lodge Hospice Enter & View**

which highlighted the support that people receive when they are nearing end of life

## Health and social care that works for you:

We're lucky to have

**10**

outstanding volunteers who gave up 11days to make care better for our community.

We're funded by our local authority.
In 2023 - 24 we received

**£114,281**

which is the same as the previous year.

We currently employ

**3 staff**

who help us carry out our work.

# How we've made a difference this year

## Spring

We supported young people at the local college to access support with exam stress

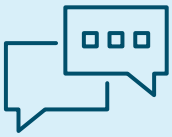
We highlighted issues around the accessibility of the community equipment service, which led to changes in their website.

## Summer

We took part in the CQC Local Authority Pilot Assessments, providing feedback on the effectiveness of Adult Services.

We completed two enter and view visits to make recommendations for change. .

## Autumn



We attended an ICB consultation on proposed hospital changes and arranged our own public consultation drop-in on the topic.

We helped inform the public on pharmacy closures by taking part in a radio interview that highlighted concerns especially the impact this might have on people with limited mobility.

## Winter

11 Community outreach sessions were attended to listen to people's experiences of rural home care.

Results of our pharmacy project were shared with the Local Pharmaceutical Council. The main themes included, medications being unavailable and patients ordering medication too far in advance.

# Your voice heard at a wider level

We collaborate with other Healthwatch to ensure the experiences of people in North Lincolnshire influence decisions made about services at Humber and North Yorkshire Integrated Care System (ICS) level.

This year we've worked with Healthwatch across Humber and North Yorkshire to achieve:

**Achievement one** Local Healthwatch representatives have been recruiting Community Connector volunteers, between the ages of 16 and 25, to explore experiences of health and social care services of other young people within local areas. Under the CORE20PLUS5 initiative, we have been focussing on experiences relating to Asthma, Diabetes, Epilepsy, Oral Health and Mental Health

**Achievement two** Representatives from Healthwatch attended a workshop to contribute to the Equality Delivery System 2 (EDS2) for Humber and North Yorkshire ICS. The main purpose of the EDS2 is to help NHS organisations to review improve their performance for people with protected characteristics. The role of Healthwatch was to discuss, challenge, assess and score the evidence presented to us. This was an opportunity to formally influence the ICB's approach to commissioning services which are equitable.

**Achievement three** Local Healthwatch across the ICB now attend meetings representing all Healthwatch in the area and report back and share information. This Collaborative efficiently enables Healthwatch to have a much stronger voice across numerous meetings in the region.

# Listening to your experiences

**Services can't make improvements without hearing your views. That's why, over the last year, we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feed this back to services and help them improve.**

# End of Life Care Progress so Far

**Last year we reported the findings of our end-of-life project , which investigated peoples' experiences of the ned of life pathway in North and North East Lincolnshire. End of Life pathway and what worked for them and what needed to improve. We made a number of recommendations, including;**

Ensuring that all relevant documents regarding a patient's wishes, such as the RESPECT document and care plans, are shared with all caregivers to ensure seamless communication.

Service users to have access to their own care plans for easy updates throughout their journey.

A single contact point or helpline should be available 7 days a week for service users and families, with details provided as soon as they enter the end of life pathway.

An End-of-Life advocacy service should be considered to allow independent discussions of preferences, or a national support line should be provided if this isn't possible.

Hospital processes should be reviewed to ensure end-of-life patients are treated with sensitivity and comfort across all departments. Additionally, information on accessing carer's assessments should be offered to support unpaid carers in their roles.

**The report and recommendations opened a number of wider conversations about the pathway and Healthwatch were invited to see for themselves how changes were being progressed at St Andrews Hospice Grimsby, and Lindsey lodge Hospice in Scunthorpe. Throughout 2023-2-24 our volunteers were also involved in reading and reviewing the questions for a new End of Life questionnaire developed by the hospital trust to ensure accessibility.**

**Full report available on our Website**

## What difference did it make?

- RESPECT documents are now being used across Northern Lincolnshire to ensure that patients and their families have access to services when they need them and the End of Life journey is smoother for all..
- The Bluebell system is up and running within Northern Lincolnshire & Goole Hospital Trust (NLaG). Bluebell symbols are used to identify patients who are on the End of Life pathway and wards have information posted on the walls explaining Bluebell.
- Northern Lincolnshire & Goole Hospital Trust (NLaG) are working in partnership with the Carers Support Service and a link worker is based within the hospital to provide support to informal carers to refer for a carers assessment if they wish to do so.

# Is continence provision adequate?

**The continence service provided by the NLaG Hospital Trust had been highlighted to Healthwatch as an area of concern by members of the public in 2023-2024. We worked with the Hospital Trust to gather further patient experiences to establish whether the changes had improved the service offer, and what further improvements could be made.**

We developed a survey that allowed Patients, Carers and family members to have their say on how the service should be improved. By collaborating with the hospital trust, we were able to distribute the survey through the community nursing team to those patients who needed continence products.. We also contacted care homes, the Parents in Partnership (PIP) Forum and schools catering for children with special needs to encourage more responses. The Local Carers in Partnership group were also encouraged to have their say on the service.

Our Findings:

Assessment Wait Times - There were variations in the length of time service users waited for continence assessments, which impacted their experience.

Assessment Information Quality - The public survey indicated that information provided during assessments could be improved, especially regarding exercises or treatments to help regain continence. However, professionals believed that individual care plans contained relevant information.

Involvement in Management Plans - Most service users felt involved in their management plans and were able to discuss their views during assessments. Reviews of these management plans were usually conducted by continence nurses, but the frequency varied among individuals.

Containment Products - Most service users that required containment products received information on how to use them. However, many were not given choices regarding the quantity of these products. Similarly, professionals felt that service users were not provided with the right amount of containment products. The delivery time for containment products also varied.

Professional Training and Confidence - All professionals working in residential care felt confident with continence care and had received relevant training.

> ***"There is a long waiting list and patients do not seem to be supported as they should be with something which is deeply embarrassing and limits lifestyle"***

# Is continence provision adequate? Continued

**Our recommendations included;**

- Look to reduce waiting times further for those waiting for initial assessments. Alternative approaches could be trialled, such as virtual assessments, for patients who have the technology to accommodate this. Where they do not then face to face assessments should continue.
- Provide more information to those waiting for their initial assessment, especially around types of containment products and the costs of products. When relevant, people should also be signposted to where they can get more support. Both the additional information and signposting could be done by staff undertaking a phone call to those waiting for an initial assessment, once referred.
- Should provide information to all service users, during their assessments on bladder retention and whether diet and exercise may help them.
- Ensure all Management plans contain information about exercises or treatment to help regain continence.
- Ensure service users are fully consulted about the quantity of containment product they will need.
- Ensure the timely delivery of containment products to service users.

To read a copy of the report with responses to recommendations please visit our website

"Waiting times have significantly reduced to what they were a year ago when the surveys were completed. Clinic waiting time is approximately 6 weeks. Home visit waiting time is approximately 4 weeks. " – **Rachel Greenbeck, Head of Nursing and Community Therapies**

# Improving rural home care

**Last year we received feedback that people who lived in rural areas were not able to access care at home due to the limited number of carers available. This was leading to people being left in hospital beds or care homes, and not receiving the appropriate level of care for their needs.**

We designed a survey to investigate the extent of this issue, and what could be done to improve it. As the Local Authority were looking to re develop the service specification, it was an ideal opportunity to include feedback and suggestions from those requiring care at home, and their loved ones.

Our Adult Social Care Project Officer utilised the library bus as an opportunity to reach all of the rural communities in North Lincolnshire and attended a further 11 community outreach sessions to listen to the experiences of accessing care at home.

### What did respondents tell us about care at home?

- 9 people had struggled to access care at home, 5 of which were still waiting for a care package, despite having received a care needs assessment.
- Respondents told us that they were waiting up to two months for a care package, with one person telling us they had been waiting over 6 months.

> *Dad had a fractured spine and went into hospital. He has Parkinsons and whilst there started hallucinating and had delirium, a DoLS had to be put in place. He became medically fit but was unable to be discharged because of the delay in getting a care package. He spent six weeks in a care home waiting for the care package to be available*

## Action taken

A meeting was held with North Lincolnshire Council and Healthwatch North Lincolnshire staff to discuss the feedback received. Feedback was used to help shape the new service specification for care at home.

To read the full report please our Website

## Next steps

Healthwatch will now take part in evaluating a pilot project that has been developed by the Council to encourage more providers to provide packages in rural communities.

# Three ways we have made a difference in the community

**Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.**

## Creating empathy by bringing experiences to life

We received feedback from about poor patient experiences on a ward at Scunthorpe Hospital. We signposted the patients to PALS to make a complaint and met with ward managers to discuss the feedback. As a result, we will be working closely with the ward in the coming year to support their improvement of patient care through our enter and view visits.

## Getting services to involve the public

**Services need to understand the benefits of involving local people to help improve care for everyone.**

Healthwatch North Lincolnshire has received funding to start the Core20PLUS Connectors programme. The project aims to reduce healthcare inequalities and involves young people being recruited as volunteers for Healthwatch teams. The young people involved are called connectors and their role is to listen to the health and care experiences of other young people whilst also focusing on asthma, diabetes and epilepsy. Each Healthwatch involved will recruit a minimum of 10 volunteers who will be asked to 'connect' with a further 10 young people.

## Improving care over time

**Change takes time. We often work behind the scenes with services to consistently raise issues and bring about change.**

In 2021, Healthwatch North Lincolnshire completed a piece of work highlighting the inequalities in access to cervical screening appointments for disabled women. One of the findings was a lack of hoists available in GP practices. As a direct result of our work there is now a hoist available at the Ironstone Centre that any GP in North Lincolnshire can use by booking the room out. Other changes that have occurred included:

- Let's Talk Cervical Screening – a campaign to educate women and people with a cervix in North Lincolnshire about HPV and cervical screening has been carried out in North Lincolnshire.
- Additional funding has been made available to a Primary Care Network that has a high number of patients who do not attend screening in order to improve uptake.

Due to the success of this piece of work, Healthwatch North Lincolnshire staff were asked to present the findings and outcomes to the Healthwatch England Committee in February 2024. The committee, commended the work for its 'sensitive and thorough approach and innovative recommendations'.

There's a summary of other outcomes we've achieved this year in the Statutory Statements section at the end of this report.

# Hearing from all communities

**Over the past year, we have worked hard to make sure we hear from everyone within our local area. We consider it important to reach out to the communities we hear from less frequently to gather their feedback and make sure their voice is heard, and services meet their needs.**

**This year we have reached different communities by:**

- Targeting engagement in areas of higher deprivation
- Attending events and meetings to listen to feedback
- Jointly hosting the Every Voice Matters Group with MIND. The group provides a supportive environment for people who have/are using mental health services to come along and talk about their experiences
- Sending copies of our newsletter to Talking News, an organisation that produces audio news and targets people who have learning disabilities or visual impairments.

# Supporting Carers and highlighting their concerns

**Healthwatch North Lincolnshire attended the local Carers In Partnership group (CIP) to highlight our work and listen to feedback from attendees.**

It was raised that ADHD medication for children is difficult to obtain in community pharmacies. The only place people felt certain of getting the prescriptions was to go to the hospital pharmacy. Some parents felt that using the hospital pharmacy wasn't as easy as using pharmacies closer to home and wondered why the community pharmacies could not obtain the medication.

**As a result of what people shared, Healthwatch North Lincolnshire approached the Local Pharmaceutical Council for an explanation:**

- It was explained that the medication was only being made available through the hospital pharmacy in an attempt to keep control of supply issues.
- This information has been shared with the Carers In Partnership group.

# Access to medication

**Dissatisfaction with pharmacies was raised with Healthwatch North Lincolnshire from members of the public.**

Issues raised included:

- The amount of notice patients had to provide pharmacies when ordering medication through repeat prescriptions.
- Pharmacy opening hours
- People with mobility issues were struggling to access one pharmacy

Healthwatch North Lincolnshire undertook a survey to find out how extensive the problems were and if there were other issues not highlighted above. It was found that although the public were generally satisfied with the level of service they received from pharmacies, there were issues with medications being unavailable, and patients having to order prescriptions too far in advance.

The results were shared with the Local Pharmaceutical Council.

# Advice and information

**If you feel lost and don't know where to turn, Healthwatch is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. Whether it's finding an NHS dentist, making a complaint or choosing a good care home for a loved one – you can count on us.**

**This year we've helped people by:**

- Signposting people to relevant services and providing up-to-date information people can trust
- Helping people access the services they need
- Approaching organisations on behalf of the public to obtain information
- Sharing information in our newsletters and on social media

# Hospital website and leaflet - read and review

**It's essential that people have clear, accurate communication about their care.**

Last year, our team received feedback about the accessibility of the local hospital website. It was also found that some of the information on there was incorrect – particularly related to the community equipment services.

We contacted the Trust to inform them, and they amended the number on the website. However, from this it was agreed with the Trust that Healthwatch volunteers from both North and North East Lincolnshire would review patient information leaflets and other sections of the website to see if any further issues could be found and highlighted.

Healthwatch volunteers began work on the following patient information leaflets available on the website: Cardiology, Dietetics, Family Services and Radiology. The Trust welcomed the additional feedback from the volunteers and have subsequently made changes to the accessibility of the leaflets.

**"Thank you for this – some really interesting feedback and some actions for us to take forward with leaflet authors. I have a patient panel meeting coming up and will share this information with them and with our leaflet readers panel……Great piece of work from the volunteers – thank you."**

# Increasing connectivity with local colleges

**Attending events at local colleges and providing information to students made a positive difference.**

Healthwatch North Lincolnshire attended events held by John Leggott Sixth Form College including an exam fair and volunteering event.

Information provided:

- At the exam fair we spoke to students about their experiences of exam stress and the effect this had on them. Students were signposted to places they could receive help.
- At the volunteering event some students wanted information on local opportunities to become involved in the Health and Care sector. This included opportunities to volunteer at the hospital, and with ourselves at Healthwatch North Lincolnshire. Details of who to contact and how to apply were provided.

# Volunteering

## We're supported by a team of amazing volunteers who are at the heart of what we do. Thanks to their efforts in the community, we're able to understand what is working and what needs improving.

**This year our volunteers:**

- Visited communities to promote their local Healthwatch and what we have to offer
- Collected experiences and supported their communities to share their views
- Carried out enter and view visits to local services to help them improve
- Took part in various read and review activities, for example, they looked at and commented on Healthwatch surveys before these were sent out to the public, gave feedback on an End of Life survey produced by the Northern Lincolnshire and Goole NHS Foundation Trust (NLaG) and helped to improve NLaG's website by reading and commenting on various sections.

"I have done various volunteering jobs over the years but first started working for Healthwatch during Covid. Volunteers were required to talk to people who were isolated due to shielding, so this seemed an ideal position for me as I enjoy listening and talking. I had two ladies who I used to call once a week for a chat about anything and everything, not just issues regarding Covid-19. I found this very rewarding and still keep in touch with them for birthdays and Christmas.

Once with Healthwatch there were other volunteering opportunities such as "Enter and View" where a team of people, including volunteers, go into healthcare premises. We observe, speak to patients and staff and help complete a report which is shared with the facility, making recommendations. Other agencies such as the Care Quality Commission (CQC) receive the report which also goes onto the Healthwatch website.

There have been other parts of the role I have enjoyed too, such as proof reading and offering feedback on hospital information documents and being involved in general engagement with the general public to discuss various Healthwatch projects, so the role can be quite varied.

I enjoy working for Healthwatch and it has also led to my undertaking another volunteer role as a Wayfinder at Scunthorpe General Hospital. I enjoy meeting others feeling useful and generally contributing to the community."

Wendy – Healthwatch North Lincolnshire

## Do you feel inspired?

We are always on the lookout for new volunteers, so please get in touch today.

**www.healthwatchnorthlincolnshire.co.uk**
**01724 844986**
**enquiries@healthwatchnorthlincolnshire.co.uk**

# Finance and future priorities

**To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.**

## Our income and expenditure

| Income | | Expenditure | |
|---|---|---|---|
| Annual grant from Government | £114,281 | Expenditure on pay | £85,864 |
| Additional income | £12,500 | Non-pay expenditure | £4068 |
| | | Office and management fees | £56,516 |
| **Total income** | **£146,781** | **Total expenditure** | **£146,448** |

**Additional income is broken down by:**

- £12,500 received from NHS England for the core 20+ connectors project

## ICS funding

Healthwatch across Humber and North Yorkshire ICB also receives funding from our Integrated Care System (ICS)
to support new areas of collaborative work at this level, including:

| Purpose of ICS funding | Amount |
|---|---|
| | £ |
| | £ |
| | £ |

# Next steps

**Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.**

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

**Our top three priorities for the next year are:**

1. Carry out a project looking at Option 2 of the NHS 111 system, whereby people needing mental health advice will be put through to a local provider. The aim is to discover if this is working efficiently for local people.
2. Look to shape women's health services in relation to the menopause, reproductive health and pelvic issues.
3. Investigate issues related to access to mental health services for people with neurodiversity.

# Statutory statements

**Healthwatch North Lincolnshire, Suite 37, Normanby Gateway, Lysaghts Way, Scunthorpe, North Lincolnshire, DN15 9YG. Contract holder: Meeting New Horizons CIC, The Strand, 75 Beverley Road, Hull, HU3 1XL.**

**Healthwatch North Lincolnshire uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.**

# The way we work

## Involvement of volunteers and lay people in our governance and decision-making

Our Board of Trustees provide direction, oversight, scrutiny and governance to the work of Healthwatch Hull, ensuring we meet our statutory requirements. Throughout 2023/24 the Board of Trustees met four times

Our Healthwatch Independent Advisory Group consists of two members who work on a voluntary basis to provide direction, oversight and scrutiny of our activities. Our group ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Throughout 2023/24, the group met once for a development day.

We ensure wider public involvement in deciding our work priorities, which includes analysing feedback from the public on health and care experiences. Each year we also run a 'Priorities Survey' that gives members of the public a chance to comment on what they would like to see us focus on in the forthcoming year. This year the survey was shared on our website and social media and was distributed whilst on engagement.

## Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible can provide us with insight into their experience of using services. During 2023/24, we have been available by phone, and email, provided a web form on our website and through social media, as well as attending meetings of community groups and forums.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website.

## Responses to recommendations

All providers responded to requests for information or recommendations. There were no issues or recommendations escalated by us to the Healthwatch England Committee, so no resulting reviews or investigations.

## Taking people's experiences to decision-makers

We ensure that people who can make decisions about services hear about the insights and experiences that have been shared with us. In our local authority area, for example, we take information to the Health and Wellbeing Board, Health Scrutiny Panel, Safeguarding Adults Board and Children's and Young People's Partnership.

We also take insight and experiences to decision-makers in the Humber and North Yorkshire Health and Care Partnership. For example, we share information on trends and themes, identified from service user feedback, with the Integrated Care Board (ICB) and Integrated Care Partnership in collaboration with five other Healthwatch in the area covered by the ICB. We also share our data with Healthwatch England to help address health and care issues at a national level.

# Enter and view

This year, we made two Enter and View visits. We made 16 recommendations or actions as a result of this activity.

| Location | Reason for visit | What you did as a result |
|---|---|---|
| Rathside Rest Home | The visit forms part of the Healthwatch North Lincolnshire programme of work and was carried out in response to feedback received about the care home. | Produced a report with recommendations – the service followed up on these and patient safety improved. |
| Lindsey Lodge Hospice and Healthcare | The visit was requested by the facility to make sure that both service users and their families were satisfied with the service provided. | Produced a report with recommendations – the service has followed up on these and have provided updates. |

# Healthwatch representatives

Healthwatch North Lincolnshire is represented on the North Lincolnshire Health and Wellbeing Board by Jennifer Allen, Manager for Healthwatch North Lincolnshire. During 2023/24 our representative has effectively carried out this role by attending meetings and highlighting public feedback on health and care services.

Healthwatch North Lincolnshire is represented on Humber and North Yorkshire Health and Care Partnership Integrated Care Partnership by Ashley Green and Humber and North Yorkshire Integrated Care Board by Helen Grimwood, Chief Executive of Hull CVS and Meeting New Horizons. Jennifer Allen represents Healthwatch North Lincolnshire at the North and North East Lincolnshire Quality Place Group.

# 2023 – 2024 Outcomes

| Project/activity | Outcomes achieved |
|---|---|
| The managers for Healthwatch North Lincolnshire and East Riding of Yorkshire carried out a joint presentation on collaborative working at the Healthwatch Regional Event | Opportunity to showcase our work and provide information to others on how collaborative working can be effective. |
| Following engagement at the hospital it became apparent that many people struggled to find their way around the hospital without support. | This was raised at the Hospital Trusts Patient Experience Meeting. Small maps will be provided to the hospital's volunteers and to Healthwatch to help guide patients around the site. |
| Following feedback to Healthwatch North Lincolnshire we approached the Manager and Coordinator at the Ironstone Centre to highlight that those with prostate cancer may need to go to the toilet in a rush and more frequently than others and so a solution needs to be sought if the toilets must be locked for security purposes. We suggested a poster on the toilet door telling people who the key holders are. | It was confirmed that eventually the doors at the centre would be kept unlocked and spot checks would take place hourly.<br>As an interim measure a note was put on the door. |

healthwatch North Lincolnshire

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