

healthwatch
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Welcome to Healthwatch Cornwall's April 2015 newsletter.

“Putting you at the heart of health and social care”

“Orth agas gorra yn kres gwith yehe ha socyal”

Call for End-of-life care review

Relatives of dying family members have told Healthwatch Cornwall that their loved-one's wish to die at home was difficult to honour due to complex support issues. The people's champion of health and social care has conducted [research into end-of-life care](#), and after speaking with a number of people learnt that most felt that knowing the right time to have a conversation about place of death was paramount.

Debbie Pritchard, Chief Executive at Healthwatch Cornwall said: “We have heard heart wrenching stories such as the father who lived just outside a care providers catchment area and could not get home support in time so he died in hospital.

“We have now made recommendations to health care providers that include the development of a plain English information pack about end-of-life planning, choices and support; a meeting with commissioners to consider gaps in services, the advantage of evening carers or assisted living technologies; and identifying gaps in skills and confidence that front line workers from multiple providers may have that prevent them offering fuller support.”

Healthwatch Cornwall is also recommending that ways to encourage people to talk about end-of-life planning and dying are considered such as attending the Talking Outside the Box café sessions around the county.

A response from commissioners and providers to Healthwatch Cornwall's recommendations is due in mid-May.

Healthwatch Cornwall's research reflects a national call for more support for terminally ill people, highlighted in a report commissioned by [Marie Curie](#).

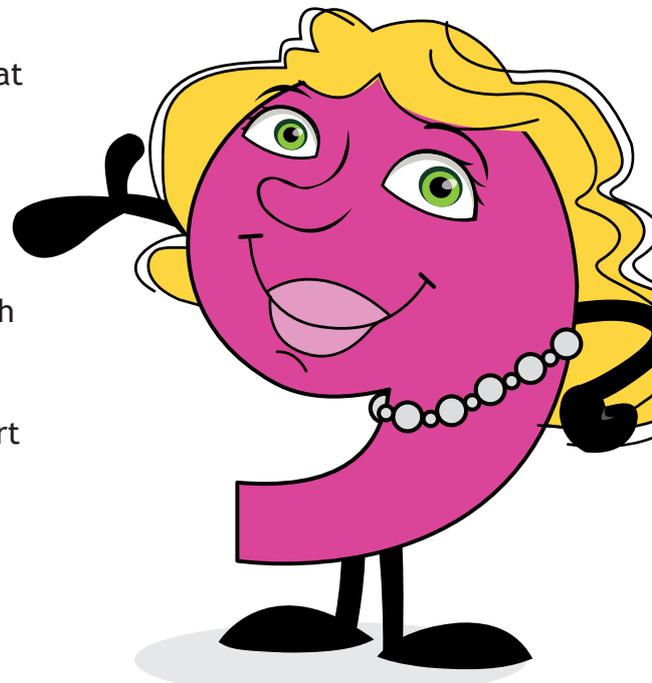
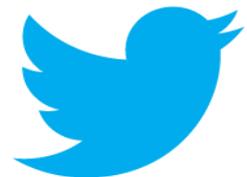
If you have been affected by this topic or have anything to say about any health or social care provision, you can share your story at healthwatchcornwall.co.uk or call 0800 0381 281*.

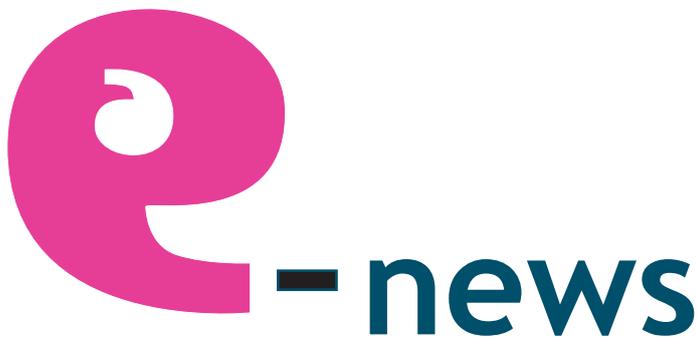
*mobile networks may charge.

Call Healthwatch Cornwall's freephone information line on **0800 0381 281***.

Get in touch to have your say.

*mobile networks may charge





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Working for you

The findings of Healthwatch Cornwall’s research into urgent care and health care support services such as pharmacies, NHS 111 and minor injury units is due to be published just after the election. People were asked to complete a survey that focussed on their understanding of urgent care services and presented them with a number of health scenarios to paint a picture of how people use the services.

There is still time to feedback to Healthwatch Cornwall about your care at home services to help inform its research. The organisation initially heard from providers delivering care through Cornwall Council’s Framework who were concerned about the sustainability of provision. Healthwatch Cornwall has worked closely with Cornwall Council and NHS Kernow to address issues and will be publishing its final report in May. To ensure a full balance of views are included, Healthwatch Cornwall is asking people who receive paid-for care, or are care workers, to share your experiences via the [website](#) or by calling **0800 0381 281*** - you can do so anonymously if preferred and you could make a big difference.

What do you think of your pharmacy? How would you improve it, if at all, and when do you use it?

Take part in Healthwatch Cornwall’s survey about pharmacy services and you could be in with a chance to win a £50 voucher for a business of your choice. Visit

www.surveymonkey.com/s/HC_Pharmacy, download a paper copy from the [website](#) or call **0800 0381 281***.

Healthwatch Cornwall was very pleased to attend the launch of iSightCornwall, the new name for the Cornwall Blind Association, on April 17.

The new look organisation can be the first point of call for people experiencing sight loss.

More details can be found at www.isightcornwall.org.uk or by calling **01872 261110**.

The Chief Executive Terri Rosnau-Ward is pictured opposite (centre) with Sue Harold and Steve Cunningham at the event.

Healthwatch Cornwall staff and volunteers also visited Camelford, Wadebridge and Launceston library where they were able to talk to people about services in their area, while the regular, monthly information gathering session took place at Royal Cornwall Hospital. Visit the [events page](#) online to find out about having your say in May. [#hysinMay](#)



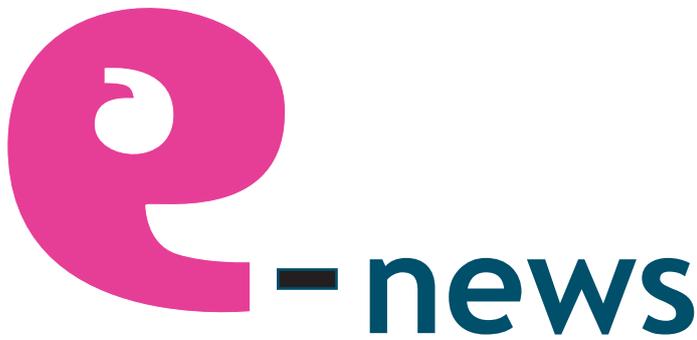
Healthwatch Cornwall - in the news

This month Healthwatch Cornwall featured in a number of publications and radio shows.

As well as recording for the Health and Wellbeing Show on **Pirate 2**, Board director John Evers spoke with James Churchfield on BBC Radio Cornwall about the end-of-life research Healthwatch Cornwall commissioned, while a wife who had struggled to ensure her husband could die at home as he wished shared her experience.

The end-of-life research also featured on the BBC news website, on Pirate FM, social media and was highlighted in the Cornish Times.





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Other health and social care news

The community health services provided by Peninsula Community Health (PCH) were inspected in January by the Care Quality Commission (CQC) and have received an overall rating of Good. 29 inspectors undertook a routine inspection including announced and unannounced visits to Community Hospitals, outpatient clinics, Minor Injury Units as well as accompanying community nursing and therapy teams to visit patients in their homes. Two of the 25 areas inspected were deemed to need improvement, including safe care at end-of-life. This is particularly interesting to Healthwatch Cornwall following its own [review](#) into end-of-life care services.

Chief Executive Debbie Pritchard said: “It seems that most of the issues relating to safe care, by which the CQC means people are protected from abuse, refer mainly to paperwork issues rather than hands-on care, and it is good to read about the encouragement for an open and honest reporting culture within the organisation and that any incidents are being learnt from.”

Steve Jenkin, Chief Executive of PCH is thrilled that the inspections reflect positively on services provided, saying: “The detailed and thorough report rated 23 out of the 25 areas inspected as Good and we are in a positive position to focus our resources on the two areas of improvement and are already working on actions to ensure this.”

Visit [External Reports](#) online for the full report.

Cornwall People First is accredited to offer support to victims of crime who have a learning disability. It has been commissioned by the Office of the Police and Crime Commissioner to provide this service as part of a new initiative to provide high standard of support to all victims of crime in Devon and Cornwall. It can offer support to help people to cope and recover from historic crimes and/or current or recent crimes, report crime and can also offer support to people who do not wish to report their crime. Email support@cornwallpeoplefirst.com or call 07811 263845.

Cornwall Advocacy’s Young People’s Project provides free independent advocacy for children and young people who have a learning disability. Visit cornwalladvocacy.org.uk or call 01872 242478 to find out more.

Cancer and young people

A student has been talking with young people about cancer to find out how they would like to be supported by health services.

Philip Rimell, a post-graduate of Youth and Community Work at the University of St. Marks and St. John, volunteered with Healthwatch Cornwall via its partner Young People Cornwall to research what people aged 16 to 18 understood about cancer and the how they would prefer to receive information and support.

Working in collaboration with Cornwall College, Philip said: “I visited a number of campuses and in total I spoke with 102 people.

“The feedback showed that young people valued education and knowledge but often felt their voice was not heard.” Visit the [Youthwatch](#) website page to read full details.

Four care home Enter and View visits have been completed by Healthwatch Cornwall and the reports are to be published imminently. Check out the website in the next few days. How people can access a GP appointment through practices’ booking systems is next for Enter and View consideration.

Events and outreach



This month, adults with autism, their families and carers can attend a free drop-in information and support session at Bodmin Library on Monday, May 18, between 10.30am and 1pm. The National Autistic Society (NAS) is hosting the session and aims to give local people affected by autism the advice they need to plan and make important life choices.

Pentreath, an award winning mental health organisation that strives to encourage improved awareness, health and wellbeing is celebrating its 25th anniversary on May 29 from 1pm to 4.30pm at St Erme Community Centre, TR4 9AP.

The Carer's Club offers a meeting place for anyone who is, or has been, caring for someone at home. It is an informal and friendly group that meets on the first Monday of each month at St Eval Village Hall (next to Old Macdonald's Farm) at 12.30pm. A free lunch is provided. Call Carolyn Robinson on [01841 520477](tel:01841520477) if you have any questions.

Coming up in May, Healthwatch Cornwall's outreach team will be at the Royal Cornwall Hospital on May 13 from 10am to 3pm; Redruth Library on May 14 from 10am to 3pm; the Merlin Centre on May 19; Padstow Library from 10am to noon on May 21; Get Active on Lemon Quay, Truro on May 27 and 28 from 9am to 5pm; and at Asda in Bodmin on May 29 with partner Age UK Cornwall. Visit the [Events](#) page for details.

Do you have some time to spare? Cornwall Rural Community Charity's Health and Wellbeing Service, which supports and protects the rights of people with emotional and mental health issues, is seeking volunteers who are experts by experience. Email jane.yeomans@cornwallrcc.org.uk or call Jane on [07715 799395](tel:07715799395) to find out more.

You can share your health and social care experiences, whether good or bad, with Healthwatch Cornwall by **email**, **online**, or by calling **0800 0381 281***.

*mobile networks may charge

PLEASE NOTE:

The Healthwatch Cornwall freephone information and signposting service uses an answerphone when it is not manned. Please leave your message or feedback and a member of the team will call back if requested.

News in Brief

In April, Healthwatch Cornwall met with Kernow Clinical Commissioning Group to discuss care at home and integrated health and social care services; attended its first Systems Resilience Group, which is a mix of providers and commissioners concerned with patient/service user flow through the whole health and care system; and met with other south west Healthwatch to address joint issues with shared providers such as Plymouth Hospitals Trust.