

Welcome to Healthwatch Cornwall's August 2015 newsletter.

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

“Orth agas gorra yn kres gwith yehe ha socyal”

Using orthotics?

In August we started to focus on Cornwall's orthotic service following feedback we received from people who said they have struggled to access the equipment they need in a timely manner.

They have cited a number of differing factors that have impacted on them and we want to learn if more people in Cornwall are also experiencing difficulties.

By taking part, your comments will help to build a picture of the current service situation and, if required, enable us to make recommendations to the service commissioners and providers to instigate improvements.

To take part, visit healthwatchcornwall.co.uk or call us on **0800 0381 281***.

Caring for the carers

Healthwatch Cornwall has been speaking with people who care for friends or relatives on an informal and unpaid basis to find out what will help them to remain well and prevent them from becoming the next person cared-for.

We are asking those participating what they need to stay healthy, and will be working towards creating on-going support based on their feedback.

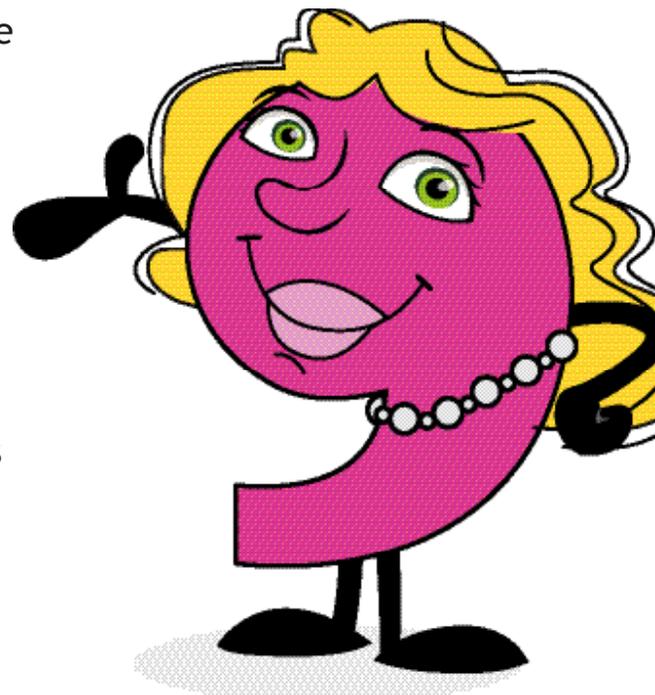
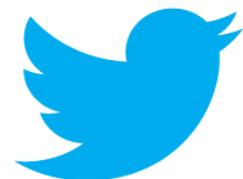
Do you, or does someone you know, take care of a loved one? Please share your story with us and let us know what would help you ensure your health and wellbeing does not suffer due to your caring duties.

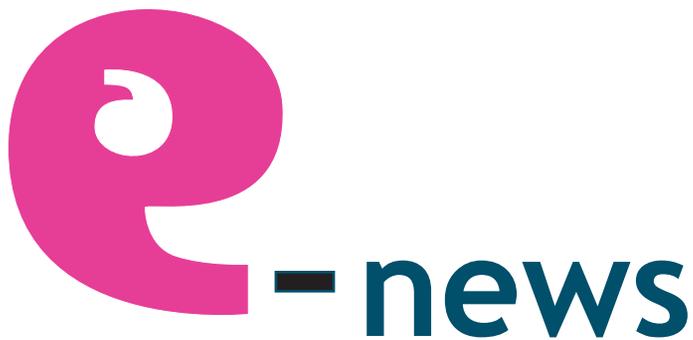
Visit healthwatchcornwall.co.uk/have-your-say/ or call **0800 0381 281*** to take part.

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, and with you

To ensure Healthwatch Cornwall can take on a number of projects, we need volunteers. Without them we may not be able to achieve some of the things we want to.

We have numerous opportunities, from office support to community outreach and care setting reviews that enable people to be active in helping to ensure health and social care services are the best they can be in Cornwall.

We would now like to hear from people who would enjoy getting out and about in their own communities, or who are looking for work experience in this field, to spread the word to others about what we do and how we can make a positive difference to services with their support.

To find out more about joining us as a Healthwatch Cornwall Community Champion, visit healthwatchcornwall.co.uk/volunteers or call 0800 0381 281* and ask to speak with Jody.

Our pharmacy research is now coming to an end but you still have time to take part and be in with a chance to win a £50 voucher. The deadline for comments is August 31. This research, devised with one of our volunteers who is also a pharmacist and in which 550 people have already shared their views, will highlight good practice and inform commissioners of any areas where positive changes could, or need to, be made.

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

Visit healthwatchcornwall.co.uk to find out more about all of our on-going work, our reports and what has happened in our [You Said- We Did](#) section.



Out and about

Summer has been a busy month for the outreach staff and volunteers.

Events we attended include Playfest, a two-day festival for young people held at Boscawen Park in Truro, which was great fun for all. Healthwatch Cornwall's mascots, Sally and Simon, did their bit as part of a prize competition.

We also spoke to visitors to Get Active - an event to encourage people to have-a-go at various activities such as yoga, fencing and table tennis.



Check out our events page to find out where we will be next month and catch up with us on **Pirate 2** as part of the Health and Wellbeing Show in September too.



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Other health and social care news

A young boy from Redruth has shared his story to help him and his family raise funds to buy him a much-needed specialist wheelchair. Adam George, 9, has a neuromuscular condition and the new wheelchair will mean he can continue to live as active a lifestyle as possible.

Read the full story via his [Go Fund Me](#) fundraising page and to find out how you can help.

A scheme that Healthwatch Cornwall has supported is beginning to reduce emergency hospital admissions. NHS Kernow and Age UK’s (which is one of our partners in Cornwall) Living Well project, which aims to reduce patient dependency on health and care services, has assisted 1,572 people in Penwith, Newquay and east Cornwall. Visit kernowccg.nhs.uk to read the full story.

The Brook Young Fathers project supports dads aged 25 and under in Cornwall and provides practical advice and tips on parenting, relationships and more. To find out how they could help you visit brook.org.uk or call 01209 710088.

An international survey on health and wellbeing, commissioned by the Movember Foundation, which involves Australia, Canada, New Zealand, the USA and the UK, is seeking participants. The aim of the survey is to reach 10,000 people and improve global understanding of health and wellbeing, with a particular focus on men’s health. Visit www.globalhwsurvey.com (if you are over 16) to take part.

Cornwall Mobility presented two new sand chairs to Wavehunters of Polzeath in August. The sand chairs enable people with a disability or a mobility challenge to access the beach in comfort, without having to use a conventional wheelchair. They have been funded by the Quinnian Trust, and will be managed and maintained by Cornwall Mobility with Wavehunters organising their use on the beach. They will be available free of charge.

Michael Maberley from the Quinnian Trust said: “Following an act of vandalism last summer, which effectively removed this amenity from Polzeath, we are delighted to be able to support two new chairs being made available there.”

You Said - We Did

We have received a number of comments in recent months about Cornwall Foundation Trust’s (CFT) community services. As the majority were negative we contacted the trust to discuss how improvements could be made. An encouraging meeting took place with CFT to discuss our findings, which included issues with access to a Community Psychiatric Nurse (CPN) and being able to speak to the relevant person at the trust. We will be issuing a full statement regarding the improvements being made by CFT in September.

Healthwatch Cornwall is continuing to talk with people who have self-harmed or attempted suicide in the past 18 months. It is also working with professionals to find out what issues they may face when offering support. Feedback will help us to address any gaps in the discharge process or on-going support, with the aim of instigating improvements where needed. Please call **0800 0381 281*** to share your experience. If you leave your details, we will call you back to talk further.

e-news

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Events and outreach



Get in touch
today

Join us at the Big Beach Day on Friday, September 4, at Fistral beach in Newquay. There will be surfing, singing and signing, beach games, a BBQ, arts and crafts, and much more. The day is for people with learning disabilities or autistic spectrum conditions, and their parents and carers. Come and say hello to us.

You can also come and chat with us at the Peninsula Community Health, League of Friends and the Alzheimer's Society hosted health fair on September 14 at Wadebridge Town Hall, PL27 7AQ.

And, if you are starting college or Uni this year you can also meet us a number of Freshers' Fairs in St Austell, Camborne, Falmouth, Saltash and Newquay.

Visit the [Events](#) page for full details of the above or call us on 0800 0381 281 to find out where else Healthwatch Cornwall will be in September.

The Penzance forum of Cornwall Carers Service will take place on September 3 from 2pm to 4pm at Hanover Court, Wharf Road, Penzance TR18 4UJ. For further information please contact chris.watkin@cornwallrcc.org.uk, visit www.cornwallcarers.org.uk or call **01872 243531**.

Our partner, Cornwall People First is holding two forums in September for people on the autistic spectrum. In East Cornwall on September 9 you can go along to The Public Hall (in the Long Room), 3-5 West Street, Liskeard, PL14 6BW from 10.30am to 12.30pm or on September 22 you can take part at The Elms, 61 Green Lane, Redruth, TR15 1LS from 2pm to 4pm to chat about staying healthy.

Email suzanne@cornwallpeoplefirst.com or call Suzanne on 07469 928565 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

Healthwatch Cornwall is seeking college and university students to take part in its work placement scheme. This opportunity will suit students with an interest in gaining experience to support them in a future health and social care career. Call 0800 0381 281 to find out more.

After spending time with staff and residents in Crossroads House Care Home, artist Jonty Lees created a set of crockery designed to create conversation as part of the on-going Home Service project. Visit artsforhealthcornwall.org.uk to read more.