

## Welcome to Healthwatch Cornwall's January 2015 newsletter.

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

“Orth agas gorra yn kres gwith yehe ha socyal”

### Care at home concerns raised

Cornwall's home care services could be in jeopardy if issues are not ironed out immediately according to some of the service providers.

A number of providers delivering home care through Cornwall Council's £50 million Care at Home Framework, introduced in August 2014, told Healthwatch Cornwall that they fear issues affecting their ability to provide care could put them in danger of being involved in a tragedy as they are finding the new system untenable.

Healthwatch Cornwall held a meeting with more than 70 representatives of domiciliary care providers, including those not on the Framework, on January 16, to ascertain broader feedback from the sector.

It is now collating an interim report to publish its findings from this and other sources, and will be monitoring the ongoing delivery issues to try to ensure those being cared-for are not at risk.

Chief Executive Debbie Pritchard of Healthwatch Cornwall said: “Some of the providers have told us they feel the situation is at a dangerous level. We have met with the Council to address their worries and have been assured that it will be working with the providers to put things right.

“We now want to hear from the cared-for, carers and current or former domiciliary care staff so we can discover more about the state of local home care from their perspective, and learn how the problems providers have said they are experiencing have affected, or may affect, them.”

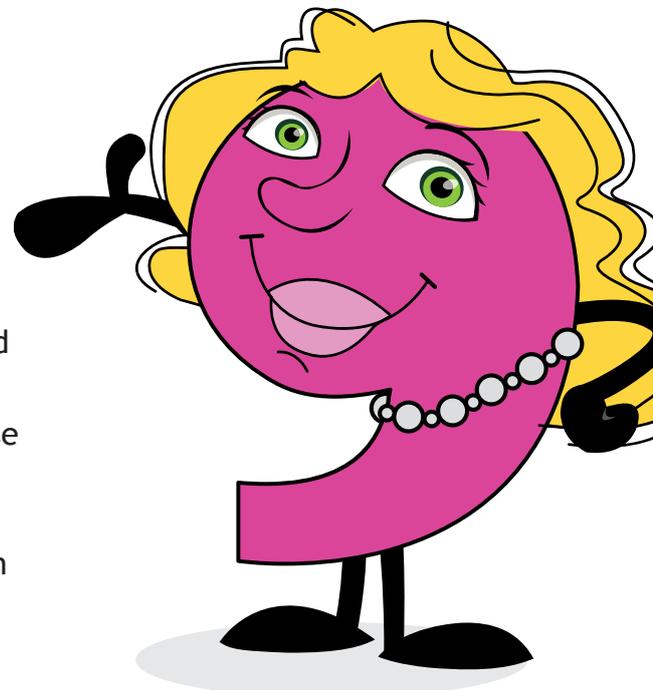
To help build an overall picture of home care services, please visit [healthwatchcornwall.co.uk](http://healthwatchcornwall.co.uk) to **Have Your Say** or call the free phone number **0800 0381 281** to leave feedback.

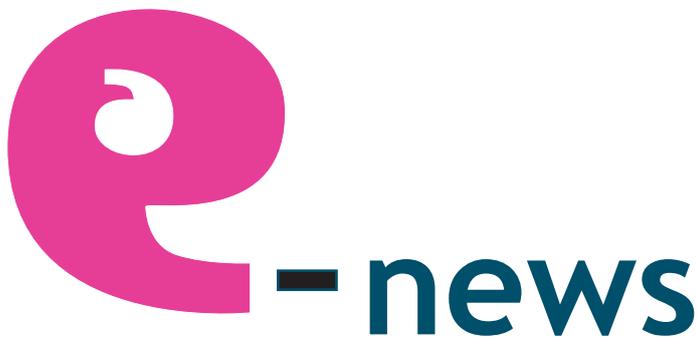
You can also print out and complete questionnaires to return by Freepost. Visit the **Our Work** page on the website.

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 winner of the £50 Healthy Hamper from Archie Brown’s for taking part in Healthwatch Cornwall’s Urgent Care survey is Jess Watling. The results are currently being reviewed and a full report is expected at the end of February.

Transitions from children’s to adult health and social care services continues to be a focus for Healthwatch Cornwall. Young people and families can share their experiences of moving on to help Healthwatch Cornwall inform those that commission or provide services of any changes for the better that may be needed.

Visit [healthwatchcornwall.co.uk/have-your-say/](http://healthwatchcornwall.co.uk/have-your-say/) or call **0800 0381 281** to share your thoughts and experience.

You can also continue to share your thoughts on housekeeping, security and food provided by Mitie at hospitals in Cornwall, whether good or bad, to help Healthwatch Cornwall independently monitor provision.

Visit [healthwatchcornwall.co.uk/have-your-say/](http://healthwatchcornwall.co.uk/have-your-say/) or call **0800 0381 281** to share your views.

Healthwatch Cornwall has worked in partnership with Parkinson’s Cornwall to look at the health and social care services that patients with the disease receive. The Parkinson’s Strategy Group for Cornwall commissioned a survey that was sent to 500 Parkinson’s patients in August 2014 and received 30 replies, on which the report is based. The main findings indicated a lack of empathy and poor practice by diagnostic professionals, a lack of information and advice on medication and a lack of access to Parkinson’s health professionals after initial diagnosis. Visit [healthwatchcornwall.co.uk/our-reports/](http://healthwatchcornwall.co.uk/our-reports/) for full details.

After the festive break, Healthwatch Cornwall’s outreach team and volunteers have been busy attending a number of events. These have included visiting Camborne and Redruth, Bodmin, and St Austell community hospitals; Truro Library; the Royal Cornwall Hospital; and Cornwall College Camborne. They have also worked with Spectrum at The Pearl Centre in Truro, and with Age UK and CRCC’s Health and Wellbeing team. Marjon Post Graduate student Phil Rimmell has also joined as a Healthwatch Cornwall Champion, working with Cornwall College. His first trip out involved crossing the Tamar with Coppafeel to promote young people’s awareness of the importance of breast checks for signs of cancer.



## Healthwatch Cornwall - in the news

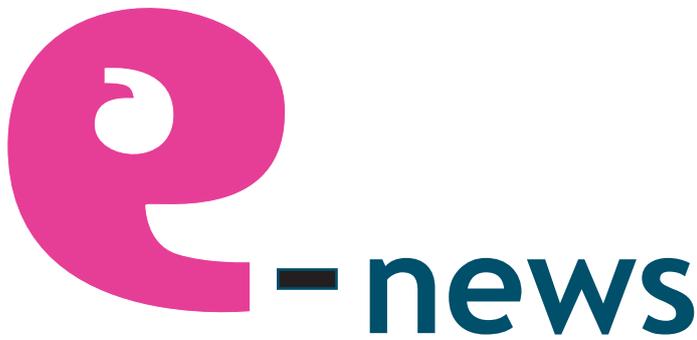
It has been a busy start to 2015 for Healthwatch Cornwall.

A press release sent out highlighting the worries some home care providers had about service delivery and sustainability was picked up by BBC Spotlight, BBC Radio Cornwall, Pirate FM, West Briton, Cornish Guardian, Cornishman, Penwith Radio, ITV West Country, online health and local government websites, and ran on the front page of the Western Morning News.



This coverage has helped Healthwatch Cornwall to gather further feedback as part of its ongoing research in to home care services.

You can hear all about Healthwatch Cornwall on the Pirate 2 digital radio Health and Wellbeing Show - if you didn’t catch the January sessions you can listen again at [www.pirate2.co.uk](http://www.pirate2.co.uk).



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

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### Other health and social care news

A major review of the importance of good mental health and wellbeing is the key focus of this year’s Cornwall and the Isles of Scilly Director of **Public Health’s Annual Report**.

The 2014 report highlights the benefits that can be gained from taking action throughout life to support good mental health and wellbeing with a clear focus on prevention and early intervention.

The Cornwall Prostate Support Association, run by patients in partnership with specialist nurses to support those being treated for, and living with, prostate cancer, celebrated its 10th anniversary in January. The group meets monthly at the Victoria Inn, Threemilestone. For more details call Debbie Victor or Wendy Meyers on **01872 253143**.

The ‘X’-Card project is a new project being considered by the Disability Action Alliance. It will look in to the development of a card that will support disabled people to live independent lives by providing identification of disability and information related to any assistance the cardholder may require. Take part in the survey at [www.surveymonkey.com/s/X-Card](http://www.surveymonkey.com/s/X-Card) by March 16.

Chaos is a new group in Truro and its first project is a friendship club for people with learning disabilities that additionally teaches cooking skills. This is a free course and anyone interested in taking part can call Katy Hutchinson on **01872 500052**.

The Cove Macmillan Support Centre appeal is gathering momentum and planning for its base has now been given. The Centre will provide a central hub offering support and information to cancer patients, their families and friends. If you, or a local community group, would like to make a donation visit [macmillancove.wordpress.com](http://macmillancove.wordpress.com) or to get involved in fundraising call **0300 1000 200**.

The Care Quality Commission has published its fifth annual monitoring report on the implementation of the deprivation of liberty safeguards (DoLS). Read more at [cqc.org.uk](http://cqc.org.uk)

### Your dying wishes

Healthwatch Cornwall commissioned Activmob to discover more about end of life care in the county.

Feedback had indicated that the majority of people would prefer to die at home but the majority die in hospital.

Informal conversations were held in a variety of locations and via telephone, with insights captured anonymously.

Themes highlighted included the importance of knowing the right time to have a conversation about place of death and the meaning of ‘home’, with five recommendations coming from the research.

These included the need for multi-agency partners to create information packs using plain English and any gaps in skills or confidence that front line workers may experience to be supported with further training.

One person said: “Dying is the only thing we are certain of... but there is no clear pathway or journey to prepare us - it always seems to be a surprise.”

To read the full report visit the **Our Reports** page on the website.

# e-news

**healthwatch**  
Yehe Wool Kernow Cornwall

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www.healthwatchcornwall.co.uk  
0800 0381 281

## Events and outreach



#HCsimonsays  
Get in touch  
today

Take part from February 2 in free training to support people with learning disabilities to have healthy lifestyles through a Health Action Planning. Visit [www.healthpromcornwall.org](http://www.healthpromcornwall.org) or call 01209 313419 to book.

A two day Living with Sight Loss course will be taking place in the library at The Maritime Museum, Falmouth, on Thursday, February 5 and 6 from 10am to 3.30pm. Call Action for Blind People on 01392 458060 - only 15 places available.

The Holifield Farm Project is holding an open day on February 6. Call 01326 221017 for more information.

Call in to Truro Library on February 11 from 10am to 1pm or on February 28 from 11am to 2pm to chat with the the National Autistic Society.

These free drop-in sessions aim to give people affected by autism the advice they need to plan and make important life choices. Call Jo Garbett on 07901 512745 for more details.

On February 25 from 10am to 1pm you can join the Speech and Language therapy Service at a Silent Cafe at the Murdoch and Trevithick in Redruth. Call Mandy Moore on 01209 219251 for full details and to book a place.

You can join Healthwatch Cornwall at a drop-in event at The Pearl Centre, Truro, on February 25 to chat about your autism-related care. To find out where else you can talk with Healthwatch Cornwall's team visit [www.healthwatchcornwall.co.uk/events/2015-02/](http://www.healthwatchcornwall.co.uk/events/2015-02/)

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.

Children Linked to and Experiencing Abusive Relationships  
**Annual Conference**  
Monday 9 February 2015  
The Atlantic Hotel Newquay  
Keynote Speaker: Camila Batmanghelidjh  
Delegate cost £85.00  
PO BOX 706 Truro TR4 9NF  
info@clearsupport.net  
www.clearsupport.net  
01872 540366  
07542 532001

Care Quality Commission  
CQC is the independent regulator of all health and social care in England. We are given powers by the government to register, monitor and inspect all health and care services

Tell us about your care

Provided by GP Practices in Cornwall



CQC will soon be inspecting some local GP practices in Cornwall. We really want to hear about your experiences of care and treatment.

You can tell us by:

Completing an online form at: [www.cqc.org.uk](http://www.cqc.org.uk)

e-mailing [enquiries@ccq.org.uk](mailto:enquiries@ccq.org.uk)

or calling 03000 616161