

Welcome to Healthwatch Cornwall's July 2015 newsletter.

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

“Orth agas gorra yn kres gwith yehees ha socyal”

Volunteering focus

Volunteers are a major part of the work we, and a number of our partners, do. Without them we may not be able to achieve the things we want to.

Healthwatch Cornwall has a multitude of 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 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 www.healthwatchcornwall.co.uk/volunteers or call **0800 0381 281*** and ask to speak with Jody.

Our support partner, Age UK Cornwall is also seeking new volunteers. As part of Living Well, they work with GPs and Community Nurses to assist people in their own homes to find out what will make a positive difference to them and their life. Their volunteers then help those people who need assistance to achieve their goal, which could be to just get out and about more or to take up a new skill. To find out more about taking part, please email

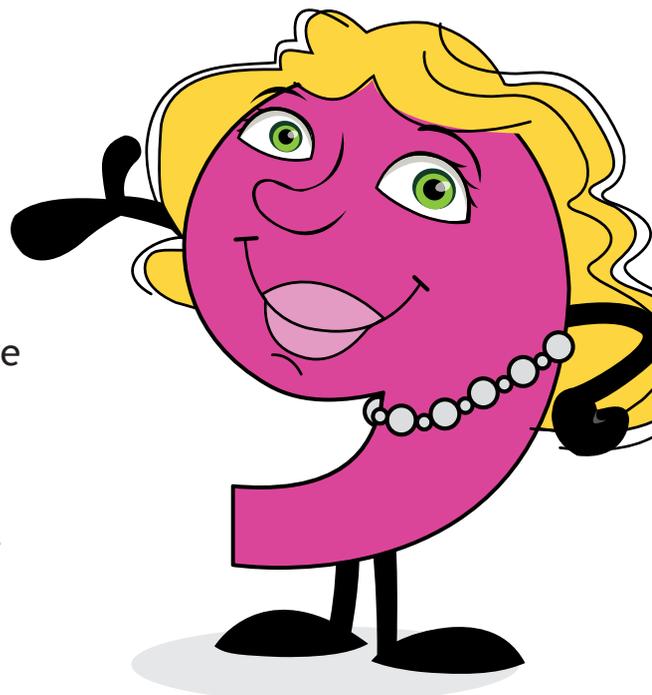
rachel@ageukcornwall.org.uk or call **01872 266388**.

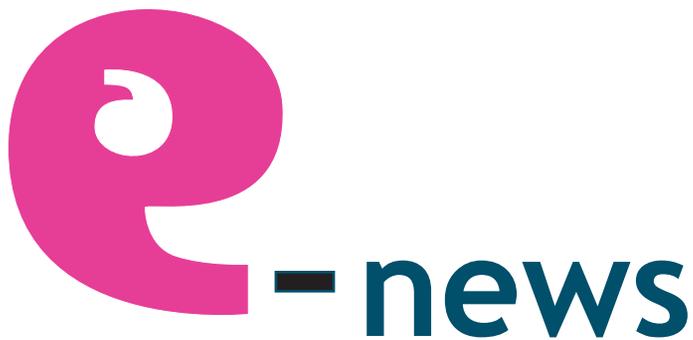
*mobile networks may charge.

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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enquiries@healthwatchcornwall.co.uk

www.healthwatchcornwall.co.uk

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Working for you

Research is continuing into how people can access a GP appointment in Cornwall. Our volunteer, a retired GP, is progressing this work to determine if any recommendations need to be made to bring about improvement. Let us know how you find booking appointments and other services at your doctors' surgery. Visit the website or call 0800 0381 281.

After being contacted by a son worried about care home fees for his mother when she was in receipt of continuing health care, Healthwatch Cornwall has now received a notification from Trading Standards of action taken. A letter has been sent to all care homes to clarify and advise them of what it is legal to charge in order to protect consumer rights. Visit the [You Said - We Did](#) page at healthwatchcornwall.co.uk to read the letter in full.

In 2014, Healthwatch Cornwall was alerted to major concerns held by some providers delivering care-at-home services on behalf of Cornwall Council. Since that time, Healthwatch Cornwall recommendations such as an urgent review of the system and consideration of rates paid have been taken up by the Council. A further review is now likely to take place as part of the devolution process to initiate an integrated health and social care system, with changes to the commissioning of care-at-home to be considered as part of this. The Council has reviewed the rates it pays to its Framework Agreement providers (delivering standard home care) and an increase is expected. Additionally, to ensure the sector is responsive to need, the Council is considering options to increase its workforce to assist in times of heavy demand.

Partner organisation Disability Cornwall was commissioned by Healthwatch Cornwall to research personal budgets. From this, five recommendations were made and Cornwall Council has provided its response. Visit the [You Said - We Did](#) page or call 0800 0381 281 to find out more.

Outreach staff and volunteers attended a variety of events this month. Blue Light Day, Zestifal and visits to libraries and hospitals all helped us to talk to people about their experiences of health and social care.

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.



In the news

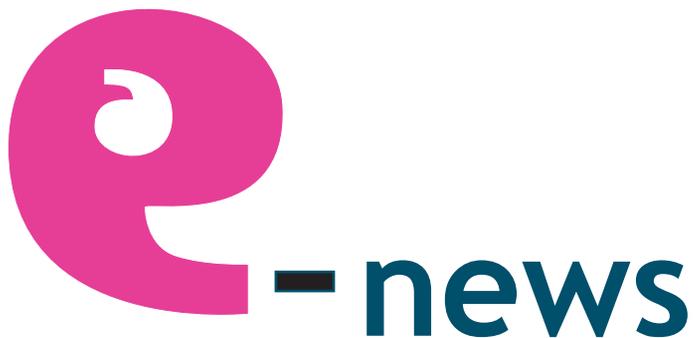
During July, a number of issues attracted media attention and Healthwatch Cornwall spoke with the BBC and ITV.

The BBC looked at the increase in late at night discharge figures, particularly for older people, over the past five years at the Royal Cornwall Hospital at Trisley. Healthwatch Cornwall shared its insight relating to unsatisfactory discharge from care settings at all times of day and for all ages as part of this.



ITV Westcountry also spoke to Chair Jayne Howard about Healthwatch Cornwall's view on the devolution deal for the county and proposed health and social care changes.

Don't forget to listen again to Healthwatch Cornwall in conversation with **Pirate 2**, as part of the Health and Wellbeing Show.



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Other health and social care news

In July, the Government signed a devolution deal with Cornwall Council that will see a number of powers passed from London to the county. This will include the integration of health and social care services, with joint commissioning between the Council and NHS Kernow, the GP-led clinical commissioning group, being high on the agenda. A recent Health Service Journal article claimed that care-at-home services will move from the Council to be overseen by NHS Kernow by April 2016.

Healthwatch England has published its [Special Inquiry Report](#) Safely Home to highlight issues with discharge processes from care settings. They focussed on the experiences of people who are homeless, are older and/or have mental health problems. Healthwatch Cornwall fed into this national report, with its findings highlighting issues around support on leaving hospital for those who have self-harmed or attempted suicide. Healthwatch Cornwall is now looking into this aspect further to determine if improvements can be made.

The Care Quality Commission has awarded Outstanding status to the Neetside GP surgery in Bude. The inspection was carried out in April and it is the first GP practice in Cornwall to be rated in this way. Inspectors rated the practice at Leven Road Good for being safe, caring and well-led while rating it Outstanding for being effective and responsive to people’s needs. Read more at www.cqc.org.uk/location/1-542535070

The National Institute for Health and Care Excellence (NICE) has published a guideline on the safe and effective use of medicines. The [Information for the Public](#) explains what the recommendations in the guideline mean.

Healthwatch Cornwall’s partner, AGE UK Cornwall has been adopted by South West Water as one of its chosen charities. South West Water has worked alongside Age UK Cornwall for many years as part of its affordability and vulnerable clients programme, which helps to assist those with health and mobility challenges or those struggling and in debt. For more information please contact **01872 266388**.

On-going research

We need to find out if you, a relative or friend has struggled to get support via the orthotics service in Cornwall. If you have had Polio, has this affected your access to orthotics? Call on **0800 0381 281*** or Have Your Say online.

What do you think of your pharmacy? Take part in Healthwatch Cornwall’s survey about pharmacy services and you could be in with a chance to win a £50 voucher to spend at a business of your choice. Go to surveymonkey.com/s/HC_Pharmacy, download a paper copy from the [website](#) or call **0800 0381 281***.

Healthwatch Cornwall is hoping to speak with people who have self-harmed or attempted suicide in the past 18 months. Earlier research into how people are supported when they leave a care setting indicated that those who have been discharged following self-harm or attempted suicide may not be receiving the support that they need. 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***, leave your details and we will call you back to talk further.

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Events and outreach



#HCsimonsays
You can help
today

This month you can join Healthwatch Cornwall at Playfest on August 5 and 6. This two-day event is fun for all the family but focuses on young people. As well as Playfest you can also come and meet us at Get Active in Truro on August 12 from 10am to 4pm.

If you have any questions you would like to ask about our work

then please send to enquiries@healthwatchcornwall.co.uk by August 12. They will be put to our Board and discussed at the in public [Board meeting](#) on August 19 at Truro Library from 10am.

Visit the [Events](#) page for details of where else Healthwatch Cornwall will be in August.

A charity family fun day will take place on Saturday, August 1 from 10am to 3pm at Redruth Albany Playing Field, Trewirgie Hill, Redruth to raise funds for Camborne and Redruth Community Hospital. Visit www.redruthalbanyrfc.com for more information.

Cornwall Advocacy will be hosting Summer Advocacy Groups throughout the summer holidays for young people aged 11-18 years living in Cornwall with a learning disability. All the groups will take place at Carn Brae Leisure Centre Hub Club, from 1pm to 3.30pm, on August 5, 12, 19 and 26. Contact Christie Legg, Senior Advocate on **07877 815512** to book.

The Helston forum of Cornwall Carers Service will take place on August 6 from 2pm to 4pm in the Ceremony Room, One Stop Shop, Isaac House, Tyacke Road, Helston TR13 8RR. For further information please contact Chris Watkin on **01872 243531**, via chris.watkin@cornwallrcc.org.uk or visit www.cornwallcarers.org.uk for more details.

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.

The Core Health Consultancy has been commissioned to provide two courses to support people with neurological conditions. They will focus on balance and stability and will take place in Falmouth, Liskeard and Newquay, and from January 2016 in St Austell, Carnon Downs, and Redruth. Visit corehealthconsultancy.com to find out full details and to book. Alternatively, call **01326 310761**.