

Welcome to Healthwatch Cornwall's May 2015 newsletter.

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

“Orth agas gorra yn kres gwith yehes ha socyal”

Urgent remedial action needed

Healthwatch Cornwall is seeking urgent remedial action to care at home commissioning after it learnt vulnerable people may be put at risk.

This follows initial feedback from a number of providers delivering home care through Cornwall Council's £50 million Care at Home Framework, introduced in August 2014, who said that they feared issues affecting their ability to provide care could put the cared-for at serious risk.

This instigated further research by Healthwatch Cornwall, including speaking with those receiving care at home and those carers working on the frontline.

Chief Executive Debbie Pritchard of Healthwatch Cornwall said: “We have conducted a thorough evaluation of care at home services since being approached by some of the council's Framework providers and have been working with Cornwall Council and NHS Kernow to try to rectify the issues brought to our attention.

“The most saddening element is hearing from the families and those being cared-for about how difficult they can find the process, with one person saying their relative was left in bed for up to 14 hours due to lack of care support.

“It is for these people that we are calling for a full and frank assessment of the whole process.”

Six main recommendations, including the need for a full review of the commissioning processes to establish best practice for integrated commissioning, have now been made to commissioners in a formal report.

Healthwatch Cornwall acknowledges that some progress has been made but remain concerned that there are still many issues to be addressed.

It is anticipated that the report will be discussed at a Select Committee hearing in the near future.

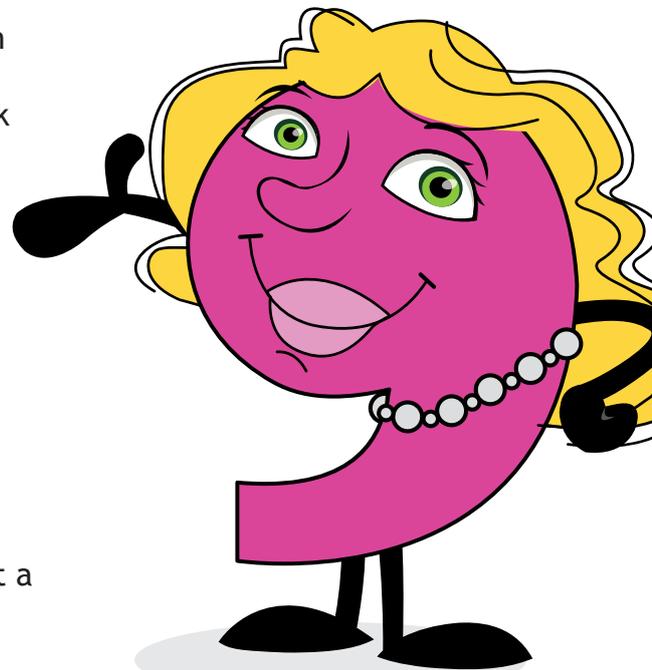
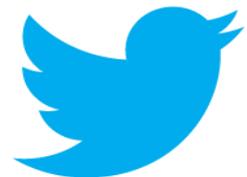
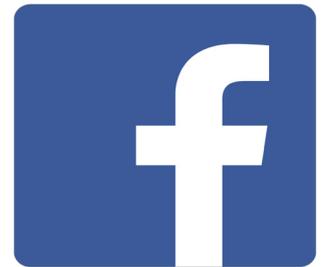
To read the full report and news article visit healthwatchcornwall.co.uk or call 0800 0381 281* to request a print copy.

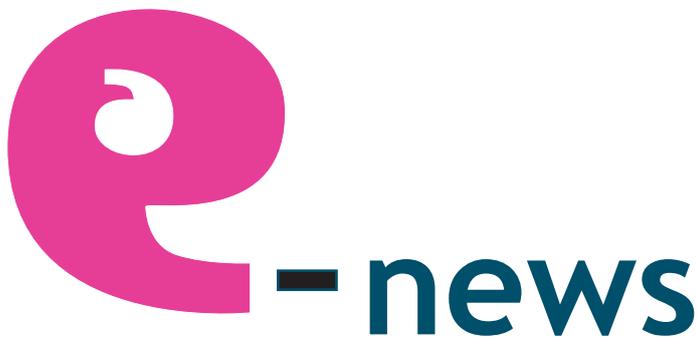
*mobile networks may charge.

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

Get in touch to have
your say.

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Working for you

Healthwatch Cornwall research into what people understood about, and how they accessed, urgent care support, has concluded, with the findings indicating that more needs to be done around awareness of the services and the most appropriate times to use them.

Chief Executive Debbie Pritchard said: “We know a huge amount of positive work, including Choose Better and providers and commissioners own awareness-raising campaigns have taken place.

“However, from our findings we are recommending that providers and commissioners raise more awareness, particularly about how to use 999 and 111 appropriately and the severity of certain health conditions to ensure the right service is accessed.”

The report also requests that the results are noted by GP leads in their locality and are disseminated to practice managers and new GP out-of-hours’ providers, and to consider the future role of pharmacies to provide more non-urgent care services across Cornwall.

The South Western Ambulance Service Foundation Trust (SWASFT) has given notice on its NHS 111 provision for Cornwall and will no longer deliver the contract after March 31, 2016.

NHS Kernow, the commissioners of the NHS 111 service in Cornwall, said the length of time before the contract ends would be ample to ensure a new high quality service is in place, supporting its ambition to create an integrated healthcare system.

NHS Kernow Governing Body member Dr Iain Chorlton said: “The public is not affected by this decision and should continue to call 111 for 24-hour urgent healthcare advice.”

Healthwatch Cornwall hopes to work with SWASFT and commissioners to determine how to develop further awareness of the health support system once formal responses to its recommendations have been received in mid-June. Visit healthwatchcornwall.co.uk to read the full report or call 0800 0381 281 to request a print copy.

As part of its outreach work, Healthwatch Cornwall staff and volunteers took part in Cornwall Sports Partnership’s Get Active event in Truro with free seated yoga sessions; supported Spectrum sessions; visited Padstow and Redruth libraries and Bodmin’s ASDA with Age UK Cornwall.



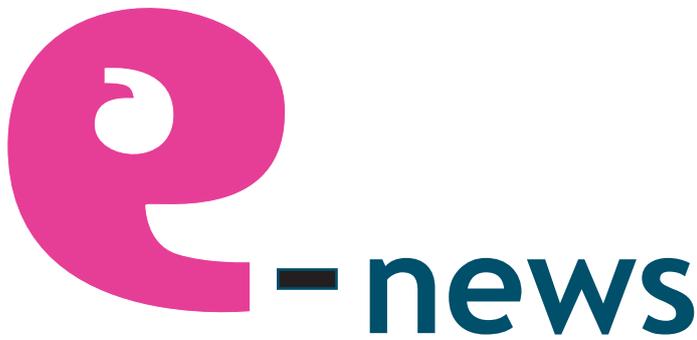
Healthwatch Cornwall - in the news

Healthwatch Cornwall’s research into the county’s care at home sector and issues relating to the commissioning process have been highlighted this month. Chief Executive Debbie Pritchard spoke with BBC Spotlight TV and BBC Radio Cornwall about the feedback people being cared-for at home had shared, as well as the recommendations being made to commissioners to rectify problems. This story was also picked up by the Western Morning News and other local media.



The Urgent Care report was also highlighted in the news, including the South Western Ambulance Service’s decision not to continue delivering its NHS 111 contract when it ends in March 2016.

You can also 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

Devon and Cornwall Police has launched a new campaign to educate young people (15-19 years) about enjoying themselves responsibly and staying safe during their summer proms and parties. [The Best Night Ever](#) campaign provides advice and support to help young people ensure a night out is talked about for the right reasons. Follow #BestNightEver and/or #NoBlurredLines on social media too.

A project has been launched in Liskeard, Bodmin, Truro, St Austell, Penzance and Redruth to raise awareness of the risks that can be associated with new psychoactive substances, particularly the new trend of so called legal highs. Addaction, the drug and alcohol treatment charity with bases in each of the towns has organised county-wide specialists to offer advice and support to people affected by the drugs. Visit addaction.org.uk to find out more or call Darren Jones on 01579 340616.

Healthwatch Cornwall partner, Cornwall People First is very excited to be holding an art competition for adults with learning disabilities. The competition is part of this year's Learning Disability Awareness week and the Golowan Festival in June. The competition is called Outside In and the theme is 'living in Cornwall' and the deadline for submissions is Friday, June 12. There will be an exhibition of the finalists at The Exchange (art gallery) in Penzance from June 16 to 27. Visit www.cornwallpeoplefirst.com for an application form or call 01736 334857.

NHS England is seeking feedback from bereaved carers about the quality of end-of-life care in the last three months of life of the person they cared-for, with its consultation closing on June 19. Visit www.engage.england.nhs.uk to take part.

[Perran Bay Care Home](#), provided by Cornwall Old People's Housing Society Ltd, has been rated Outstanding by the Care Quality Commission (CQC). The care home at Perranporth provides accommodation for up to 42 people and is one of the first care services in the South West to be judged as Outstanding under the CQC's new approach to inspection. Visit www.cqc.org.uk to read the full report.

Pharmacy feedback

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

End-of-life Care response

Support from health and social care commissioners and providers has been given to recommendations made by Healthwatch Cornwall in relation to end-of-life care.

Chief Executive Debbie Pritchard said: “We are extremely pleased to have our recommendations so warmly welcomed by those commissioning or providing services and look forward to working with them to ensure end-of-life care services help individuals die with dignity in the place of their choosing.”

A [national report](#), published on May 20, by the Parliamentary and Health Service Ombudsman, has reflected Healthwatch Cornwall's calls for improvements to coordination of care.

Events and outreach



Healthwatch Cornwall's outreach team will be sharing partner Age UK Cornwall's marquee at the Royal Cornwall Show on June 4 and 5. Go along to say hello, share your views and take part in a fun competition too.

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

Promas, a Community Interest Company that delivers training and development opportunities to carers, organisations and professionals, is offering a number of free training courses to unpaid carers in the coming months. Visit promas.co.uk to find out all the details or call 01736 339226.

Nature Workshops has teamed-up with The Parent Carer Council for Cornwall to offer free Forest School sessions for families with children with disabilities and/or additional need in Cornwall. The sessions will be held at Cardiham Woods, near Bodmin which has good access, parking and toilet facilities from 10am to 1pm on June 6, 13, and 20. Email Kay Henry at k.henry61@btinternet.com to book.

You could become a Dementia Friends Champion by attending a volunteer induction session in Redruth on June 9. The course starts at 10am and ends at 4pm. Visit dementiafriends.org.uk or call 01245 454319 for more details.

Bookings are now open for the Friendships, Relationships and Sexual Health conference, which is being organised by Health Promotion Service. This is open to people with learning disabilities or autistic spectrum conditions, parents, carers and professionals. It will be held on June 15 from 9.30am to 3pm at New County Hall, Truro. To book please call Health Promotion Service on 01209 313419.

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 May, Healthwatch Cornwall held its Steering Group meeting to discuss future work and to hear a presentation from Cornwall Council about the Care Act. Its Board meeting also took place at Truro Library and minutes will be available on the website shortly. Other events attended included a Dementia Conference and the Quality Surveillance Group.