

Welcome to Healthwatch Cornwall's September 2015 newsletter.

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

“Orth agas gorra yn kres gwith yehes ha socyal”

Caring for the carers

FINDINGS from an on-going research project Healthwatch Cornwall is conducting indicate that the wellbeing of unpaid carers needs to be addressed to prevent them becoming the cared-for in future.

We have been speaking with people who look after a friend or relative on an informal basis to discover what support they would like to help ensure they remain healthy, both physically and mentally.

Working with Cornwall Carers Service, one of our commissioned partners, and other carers support organisations, we have so far heard that the carers taking part have issues such as depression, anxiety, and financial pressure but are rewarded seeing the person they care for happy and secure.

Healthwatch Cornwall's work reflects a national survey, published in September, by the Health and Social Care Information Centre (HSCIC).

The Personal Social Services Survey of Adult Carers in England, 2014-15 highlights that one in seven adult carers who responded felt they neglect their own needs due to their caring duties.

Healthwatch Cornwall will now meet relevant organisations in October to discuss what can be done, with one idea to produce a 'carer's starter pack' that will include useful information relating to topics such as benefits and support services.

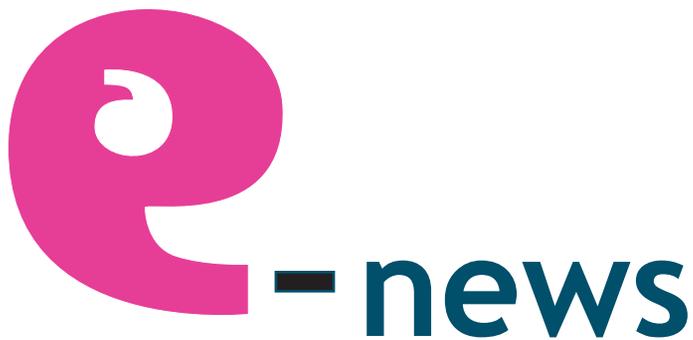
Visit hscic.gov.uk to read the HSCIC report in full, go to our [You Said - We Did](#) to read more or call 0800 0381 281* to find out how you can share your views of being an unpaid carer and what would benefit you.

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

Devolution comes to Cornwall, which means billions of pounds of government funding, previously managed nationally, will be given to the county in the areas of transport, health and social care, property, skills development and European funding. The Deal includes a commitment to produce a strategic plan for the integration of health and social care and Healthwatch Cornwall will be involved in this process. Visit the [News](#) page to read more information.

Healthwatch Cornwall received some negative feedback about the new St Austell Healthcare practice, which combines the surgeries at Park, Foxhole, Woodland Road and Wheal Northey and incorporates patients from Polkyth Surgery, such as issues relating to being booked in (Woodland Rd), long response waits from the single telephone point of access, confusion about where to go for what service and concerns with repeat prescriptions. The practice has responded to our concerns (see [You Said - We Did](#) online) with full details of how it is working to improve the new service and Healthwatch Cornwall will be at its open day on October 10 to speak to patients. Visit staustellhealthcare.co.uk for more information.

In October, we will be supporting speaking out event, [Turn Up the Volume](#) - you can also take part in the Care Quality Commission's [National Guardian](#) consultation. World Mental Health Day and National Dyslexia Awareness Week also take place this month. Visit our [Events](#) page to find out where you can come and share your health and social care experiences.

Visit healthwatchcornwall.co.uk or call 0800 0381 281* to find out more about all of our on-going work, our reports and more.



In the news

The Royal Cornwall Hospital Trust has come under fire from the Care Quality Commission in September with an overall rating of Requiring Improvement awarded to the trust.

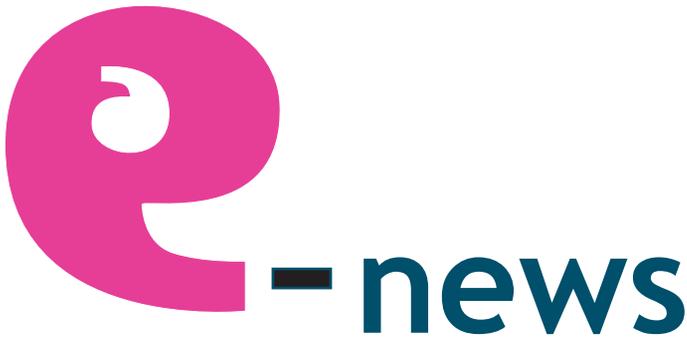
Healthwatch Cornwall spoke to the BBC and ITV about its views on the CQC inspection and RCHT's work to rectify the ongoing problems.

Chief Executive Debbie Pritchard said a “whole system approach” is needed to bring about change for the better.

Visit our [News](#) page to read more about this story.



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 October too.



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Other health and social care news

Healthwatch England’s Chief Executive Katherine Rake has decided to move on in the New Year. Healthwatch Cornwall wishes her well and look forward to meeting the new helm.

Royal Cornwall Hospitals NHS Trust, mental health provider Cornwall Partnership NHS Foundation Trust and the GP group Kernow Health have expressed interest in bidding together to provide services delivered by Peninsula Community Health. Healthwatch Cornwall understands the new contract will be for two years from March next year while integration plans are formalised through the devolution process.

People in West Cornwall, living with Multiple Sclerosis (MS) and other neurological conditions, will be able to access specialist physiotherapy and exercise sessions closer to home, through a new service launched by the Merlin’s MS Centre. Visit merlinmscentre.org.uk for information.

Kernow Health, a representative group for the county’s GPs, is being supported by NHS Kernow and NHS England in its bid to form a ‘Locum Chambers’ for Cornwall. This will provide support for locum GPs and create a ‘virtual practice’ for them to access. Visit kernowhealthcic.org.uk to learn more.

New figures from the Office of National Statistics show the number of drug-related deaths in England and Wales has increased for the second year in a row. Drug and alcohol treatment charity Addaction, which has offices across Cornwall, has called for the government to rethink proposed cuts to local authority health spending. Visit addaction.org.uk to find out more information.

Views are being sought on the the revised National Framework for Children and Young People’s Continuing Care - visit gov.uk to take part.

The Royal Cornwall Hospitals Trust has made a significant contribution to a research study using phone text messaging to help patients at high risk of Type 2 Diabetes manage their health and lifestyle. Visit our [Other Agency News](#) page to read the full story.

You Said - We Did

Last month we told you about a number of negative comments we had received in relation to some of Cornwall Partnership NHS Foundation Trust’s (CFT) community services.

We met 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.

You can read full details of the issues highlighted and CFT’s response and actions taken on the [You Said - We Did](#) page of our website.

CFT has requested to work more closely with Healthwatch Cornwall and hopes to take part in joint engagement to help it with its service development.

In September, the organisation was awarded an overall rating of Good by the Care Quality Commission (CQC) following an inspection earlier this year.

Visit the [CQC](#) website to read full details of the inspection findings or see its Annual Report on our [External Reports](#) page.

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Events and outreach



Get in touch
today

In October you can come along to chat with Healthwatch Cornwall at various libraries, at the Royal Cornwall Hospital, with SENSE at a coffee morning and at Cornwall's Career Fair. Visit the [Events](#) page for full details of the above or call us on 0800 0381 281.

Would you like to volunteer to support people with dementia? Get in touch with the Royal Cornwall Hospital Trust to book a place on October 1 at its [information event](#) starting at 5.30pm at the Knowledge Spa at Treliske hospital. Call 01872 252858 for full details and to book.

The St Austell Forum of Cornwall Carers Service will take place on Oct 2 and its Wadebridge Forum will be held on October 13. For further information visit cornwallcarers.org.uk or call 01872 243531.

Cornwall Partnership NHS Foundation Trust is celebrating two years of its [Communication Charter](#), which supports people with learning disabilities. Join in a singing and signing celebration on October 9 on Lemon Quay, Truro from 1.30pm to 2.30pm.

Take part in the Great Cornish Bake Off and support World Mental Health Day. Our commissioned partner, the Health and Wellbeing Service is holding a cake competition to raise awareness and funds. Visit our [Events](#) page for more.

The British Heart Foundation National Centre will be delivering a one-day 'Using the Functional Fitness MOT' workshop designed to promote the use of the Functional Fitness MOT among health professionals working with older adults. Visit our [Events](#) page for details of how to book.

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.

Find out about a number of free groups and courses, which are all NHS funded, and run by Outlook South West. Choose from topics such as anger management, mindfulness and sleeping well. Visit outlooksw.co.uk for full details of all courses on offer.