

Healthwatch is the new consumer champion to give adults, children and young people a powerful voice about health and social care services.



Healthwatch Sheffield publish a new report on Adult Social Care

Healthwatch Sheffield has published a report on adult social care in the city.

Our work on adult social care came about as a result of a review of services by Sheffield City Council which began in November 2013.

We did a piece of work to find out what those less able to contribute in discussion forums felt about the services they received, what worked for them, what didn't, and how potential savings could be made without compromising standards of care.

There were many aspects of the service which are working well, with people particularly citing self-directed support and services which support people to remain independent and safe in their own homes.

There were also many things which people felt could be improved upon and these formed the basis of our Key Findings and Recommendations (please see next page).



Healthwatch Sheffield

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Healthwatch Sheffield Report on Adult Social Care (cont.)

Key Findings of the Report

- 1) Many people do not feel that true person-centred care exists.
- 2) Most people said they don't feel listened to.
- 3) The system and the large number of staff involved can be confusing.
- 4) Information and consultation are not reaching those who may need it most.
- 5) More isolated groups (by geography, language or mobility) are less likely to contribute to the discussion unless their views are actively sought.
- 6) These more isolated groups are less likely to be happy with the care and information they receive.

Our Recommendations

1) Genuine integration of Person Centred Care

Healthwatch Sheffield supports the Right First Time move towards genuine integration, an end to handovers and putting the person back at the centre of care.

2) Named point of contact

We recommend a named point of contact and deputy for every vulnerable adult. Even if that person is unable to immediately deal with the problem, a named person with some understanding of the individual's needs would help towards improving communication.

3) Information hubs and sessions

Sheffield City Council should provide local social care information hubs or sessions based in local communities, utilising existing resources (i.e. libraries, housing offices, care homes, primary care settings, children's centres) and staffed through existing information and advice contract work.

4) User-friendly website

Sheffield City Council to provide better, easier to understand and navigate web pages, including documents with click through links, 'jargon busters' and more transparent guides to council processes.

5) Assessments to be jointly signed by assessor and individual

Assessments should be jointly signed by both the person conducting the assessment and the person applying for or using care (or their carer, where appropriate).

6) Improvements to communication and information

Sheffield City Council should make efforts to improve its communication and information provision around adult social care with the public through a variety of media.

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Healthwatch Sheffield report on Adult Social Care (cont.)

What happens next?

Sheffield City Council has a duty to respond to the recommendations made in this report.

This may not lead to an immediate shift or change in budgets and priorities, but provides Healthwatch Sheffield with an opportunity to work with the Council on budget and service design in coming years. We can make sure that people's views and experiences are listened to.

Equally as important, we have begun a dialogue with the people of Sheffield around their care which will be shared with the Care Quality Commission (CQC), Healthwatch England, Sheffield Clinical Commissioning Group (CCG) and Sheffield City Council, as a valuable resource for informing policy at both a local and national level.

For more information

You can download a copy of the full report from the Healthwatch Sheffield website: <http://www.healthwatchsheffield.co.uk/news/we-dont-feel-listened-to>

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Email: info@healthwatchsheffield.co.uk

How we've helped...

You said...

There was a serious issue around transport of renal patients to the Northern General from Chesterfield.

We did...

We spoke to the teaching hospital about this and it appears that this is a much bigger problem, with some patients from North Derbyshire waiting up to five hours for their transport, and others missing their appointments altogether. As a result we are working with Healthwatch Derbyshire to provide evidence to the Clinical Commissioning Group (CCG) on the issues faced and pressing for a resolution.

Do you have an experience or issue you'd like to tell us about?

If you'd like to talk to Healthwatch Sheffield about any issues or concerns you have about health or social care, please call or email us.

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Email: info@healthwatchsheffield.co.uk

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Spotlight on: Healthwatch Volunteers

Meet Martin - A Healthwatch Sheffield Ambassador



How long have you been a Healthwatch Ambassador?

Since January 2014.

What do you do as a Healthwatch Ambassador?

I take posters and leaflets to different places across the city. I've put them in libraries, community centres, pubs and shops.

What's good about being a Healthwatch Ambassador?

I like meeting people, talking to people and telling people about Healthwatch. Some people have never heard of it before but think it's a good idea.

Would you recommend it?

Yes, I'd recommend others to get involved.

We're recruiting new volunteers!

We are recruiting **Healthwatch Ambassadors** - volunteers who are out and about in their own communities, spreading the word about Healthwatch, collecting people's views and helping us with our work.

We hope to give you the opportunity to: meet new people, make a difference to your local community, enhance your skills and knowledge, and add valuable experience to your CV.

We need people to help us:

- Promote the work of Healthwatch
 - by talking to members of the public who come to the Healthwatch stall
- Gather people's views on health and social care

We are looking for volunteers to help out at:

- Saturday 21st June - Heeley Festival
- Sunday 29th June - Firth Park Festival
- Sunday 10th August - Lowedges Festival
- Sunday 24th August - Sheffield Fayre (Norfolk Park)
- Monday 25th August - Sheffield Fayre (Norfolk Park)

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Spotlight on: Healthwatch Volunteers (cont.)

You can sign up to help for the full day, or just help for the morning or afternoon. We will cover all travel costs and provide refreshments.

Interested in finding out more about volunteering with us?

We are holding information sessions on **Wednesday 11th June 2014** (1-2pm, 3.30-4.30pm or 6-7pm) for anyone interested in finding out more about being an Ambassador.

Please contact us to book your place:

Tel: (0114) 253 6688

Email: info@healthwatchsheffield.co.uk

Out and about

The Healthwatch Sheffield team has been busy in recent weeks attending public events and consulting with local residents about health and social care issues.

Some of the events we've been to are: the Health Champions Celebration Event, Shiregreen Wellness Day and Darnall International Women's Day.



Carrie from Healthwatch Sheffield chatting to visitors at the Shiregreen Wellness Day.

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Get involved!

Interested in helping to commission Musculoskeletal Services?

Do you, or someone you know, have experience of using musculoskeletal services in Sheffield? Sheffield Clinical Commissioning Group (CCG) is looking for people to share both their experiences about the services they've received, and how a musculoskeletal condition affects their lives.

Musculoskeletal includes over 200 different conditions affecting joints, bones, muscles and soft tissues, and covers individual services like Orthopaedics, Rheumatology, Chronic Pain and Physiotherapy.

For more information, please contact the CCG (before 31st May):

Tel: 07432 721855

Email: richard.kennedy@wsybcsu.nhs.uk

What do you think about the help available for people with mental health difficulties in Sheffield?

A Mental Health Strategy for 2014 and beyond.

The last Sheffield Strategy for Mental Health and Well-Being was published in 2009. The Mental Health Partnership Board is now updating the strategy for the next five years to reflect recent Mental Health policy guidance, and to recognise the views and wishes of service users and their carers, and they need your help.

They want to understand the experience of service users and carers who seek help when it is needed, and to understand what assists them in their journey of recovery. They need to find out what is working and what is not; what helps at those decisive moments and what does not?

The Mental Health Partnership board wants to know what you think needs to be different or changed over the next 3-5 years, to improve the experience of those getting help for mental health and illness.

In particular: ***“If you could change three things about mental health services and support, what would they be?”***

To take part or find out more:

Please visit <http://www.sheffieldccg.nhs.uk/get-involved/mental-health-strategy.htm>

If you are unable to access the internet, please contact Rachael Winterbottom on (0114) 305 1056 to request a paper copy of the webpage.

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Coming up soon...

Launch of the Healthwatch Sheffield Annual Report

Our Annual Report for 2013-14 will be published at the end of June. We will be holding an event on the afternoon of **Wednesday 16th July 2014** to launch the report and share our plans for the forthcoming year. Invites will be sent out to everyone on our mailing list closer to the time.

If you're not already on the Healthwatch Sheffield mailing list but would like to be, please call us on **(0114) 253 6688** or email info@healthwatchsheffield.co.uk

The new Healthwatch Sheffield Board

We have appointed the new Healthwatch Board and we'll have an introduction to all the new Board members for you in the July-August newsletter. They will be starting their induction at the end of May and the whole Board is due to hold their first full meeting in July.

We would also like to take this opportunity to thank all of our Interim Governing Body members who have supported the development of Healthwatch Sheffield throughout our first year.

Healthwatch Sheffield's response to Quality Accounts

Quality Accounts are reports about the quality of services by an NHS healthcare provider. The reports are published annually by each provider, including the independent sector, and are available to the public.

They are an important way for local NHS services to report on quality, and show improvements in the services they deliver to local communities and stakeholders.

The quality of the services is measured by looking at patient safety, the effectiveness of treatments that patients receive and patient feedback about the care provided.

Healthwatch Sheffield is planning to send in responses to the Quality Accounts for:

- Yorkshire Ambulance Service NHS Trust
- Sheffield Teaching Hospitals NHS Foundation Trust
- Sheffield Health & Social Care NHS Foundation Trust
- Sheffield Children's NHS Foundation Trust
- Claremont Private Hospital
- St Luke's Hospice

Healthwatch volunteers have been helping us with this important work.

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Need information or advice on health or social care?

Use the online self-help materials at www.advicesheffield.org.uk or to speak to an adviser, please call **Sheffield Adviceline (0114) 205 5055** (Lines are open Monday to Friday 10am-4pm).

Want help to make a complaint?

To make a complaint about a Sheffield service, please contact **VoiceAbility's NHS Complaints Advocacy** on **(0114) 407 0081**, text **0786 002 2939** or email nhscomplaints@voiceability.org

Dates for your diary

Sunday 18th May 2014

Weston Park May Fair

(11.00 am-5.00 pm) Weston Park, Western Bank, Sheffield S10 2TP

We'll be having a stall so please pop down and say hello!

Wednesday 11th June 2014

Healthwatch Sheffield Volunteer Information Sessions

(1-2pm, 3:30-4:30pm or 6-7pm) The Circle, 33 Rockingham Lane, Sheffield, S1 4FW

We are running 3 sessions for anyone interested in finding out more about volunteering with Healthwatch Sheffield.

Please book your place by calling us on **(0114) 253 6688** or emailing us info@healthwatchsheffield.co.uk

Saturday 21st June 2014

Heeley Festival

(12-5pm) Heeley Millennium Park

A great afternoon out - we'll be having a stall so please pop down and say hello!

Sunday 29th June 2014

Firth Park Festival

(12-5pm) Firth Park, Hucklow Road, Sheffield, S5 6WS

Pop along and see us on our stall.

Wednesday 16th July 2014

Healthwatch Sheffield Annual Report Launch

(Afternoon - exact times to be confirmed)

The Circle, 33 Rockingham Lane, Sheffield, S1 4FW

More information to follow.

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