



## Update for Area Boards - January 2016

### The Care Quality Commission (CQC) inspection of The Royal United Hospitals Bath NHS Foundation Trust

The CQC is the independent regulator of health and adult social care in England. Between January and the end of March 2016 the CQC will be inspecting acute hospital services provided by the RUH. It wants to hear from local people about their experiences of services and will have an engagement stall at Trowbridge Library, County Hall on Wednesday 2 March from 11 - 1pm.

If you would like to provide any feedback on your experiences of services, please contact the CQC on telephone 0300 0616161 or email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk). Alternatively you can contact Healthwatch Wiltshire as we work closely with the CQC to support its inspections.

### Using the arts to engage with local people about their experiences of health and care

With a grant from Wiltshire Council's Arts and Health Innovation Fund, Healthwatch Wiltshire, working in partnership with Wiltshire and Swindon Users' Network, commissioned an Arts and Health Project called "This is me". The aim was to produce something to challenge the people who make decisions about health and social care to think differently about the people who are using those services, especially older people using both health and social care and their unpaid carers.

Elevate, an arts programme from Salisbury Hospital, was selected to deliver this project. They used vintage tea parties, with community groups and in isolated peoples' homes, to encourage people to open up about their experiences. The tea parties included live music, cakes and party activities. Over 100 people took part, and shared a wealth of experiences. Some of these were shared on twitter and can be seen at <https://twitter.com/hwwteaparties>

People reported some very good care, but also some services not being joined up, and difficulties in finding the information that they needed, especially for people who fund their own care. Participants wanted person-centred care, with care visits at the right times for them, by people they had the opportunity to get to know. Issues with hospital transport were raised, and the hard reality of being a carer was also described. A video of the project has been produced and is available at <http://www.healthwatchwiltshire.co.uk/this-is-me>

The findings have been shared with health and council officials and will be used to continue our monitoring of health and social care services.

### Your Care Your Support Wiltshire

Healthwatch Wiltshire, in partnership with Wiltshire Council, has developed a new health and social care information website for the public and professionals. It is called 'Your Care Your Support Wiltshire' - <http://www.yourcareyoursupportwiltshire.org.uk>

Contact us:

Tel 01225 434218

[info@healthwatchwiltshire.co.uk](mailto:info@healthwatchwiltshire.co.uk)

[www.healthwatchwiltshire.co.uk](http://www.healthwatchwiltshire.co.uk)

We would like to know what you think about the website so far and your ideas on what you would like to see on the site. Please tell us about local groups and services that are running in your local area and we will add them to the directory of services. You can get involved in discussion groups, reader's panels or just provide feedback in a one-to-one interview or via email. This is your chance to help build a really useful health and social care website fit for Wiltshire people. You can contact us about the website on: 01225 434218 or email: [contact@healthwatchwiltshire.co.uk](mailto:contact@healthwatchwiltshire.co.uk)