

# Survey seeks views on council's adult social care advice team

Healthwatch Wiltshire is asking for the views and experiences of people who have been in touch with Wiltshire Council to get help and support with social care.

Wiltshire Council provides support and information on adult social care services through a helpdesk called the Advice and Contact Service, which was set up in April 2018.

Any adult living in Wiltshire or thinking about moving to the area, including family and friends, can contact the team to find out how social care and other services could help.

The survey will look at how well this new service is working and identify any areas that could be improved.

**Stacey Sims**, Healthwatch Wiltshire Manager, said: "People have told us that they struggle to find the information they need around adult social care and that carers and people who pay for their own care find this especially difficult.

"Because of this feedback and the development of the new Advice and Contact team, we would like to hear from anyone who has used the service to share their experiences with us.

"Your feedback will then be shared with the team and their commissioners so they can understand what's going well and where improvements can be made."

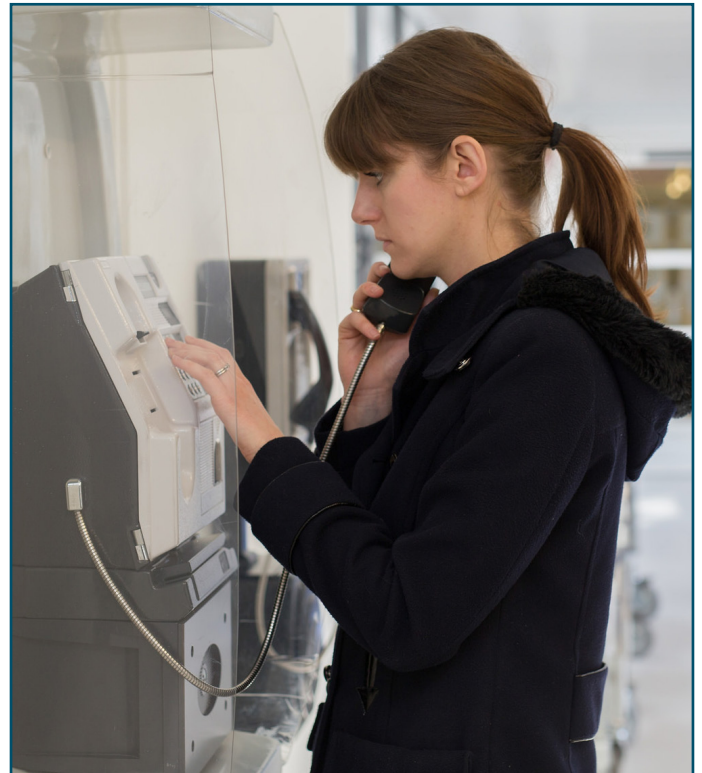
## How you can get involved

Two versions of the survey are available online, All feedback is anonymous.

01225 434218

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

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



and can be completed depending on how you accessed the Advice and Contact Service.

If you contacted the team by telephone, go to [www.smartsurvey.co.uk/s/adviceandcontacttelephone](http://www.smartsurvey.co.uk/s/adviceandcontacttelephone)

If you contacted the team by email, go to [www.smartsurvey.co.uk/s/adviceandcontactemail](http://www.smartsurvey.co.uk/s/adviceandcontactemail)

If you prefer, you can have a chat about your experiences with a member of the Healthwatch Wiltshire team, either on the phone or in your own home, please call us on 01225 434218 or email us at [info@healthwatchwiltshire.co.uk](mailto:info@healthwatchwiltshire.co.uk) to arrange.