



Area Board Update - February 2017

Healthwatch Wiltshire is a local independent organisation which exists to speak up for people on health and care. If you have used a service recently then we would like to hear from you. We use what people tell us when we meet with the commissioners and providers of services to make sure that they take account of your views and experiences.

S.A.I.L.

The Your Care Your Support Wiltshire (YCYSW) website team are adding forms to help people do some of the business of social care online. Recently we added a

S.A.I.L (Safe and Independent Living) form. S.A.I.L is a partnership between Dorset & Wiltshire Fire & Rescue Service and Wiltshire Council to offer anyone an assessment promoting safe and independent living in your own home. A Dorset & Wiltshire Fire & Rescue Service representative can offer a Fire Safety risk assessment, safety advice, advice on night-time routines, making an escape plan, checking smoke alarms, and signpost to benefits advice and debt advice. To request a visit, you can log in to Your Care Your Support, and with an activated account, complete the SAIL request form online: www.yourcareyoursupportwiltshire.org.uk/care-and-support/safe-and-independent-living.aspx.



The Pressure on Beds

The national media has been full of stories about pressures on the NHS. In Wiltshire, hospitals and the NHS Wiltshire Clinical Commissioning Group have been urging people to only go to Emergency Departments if necessary. You are asked to consider other services, such as your GP, minor injury units or your pharmacist to ask if they can treat your condition.

We have been hearing peoples' experiences of being discharged from hospital to other care settings around the county. We heard that, for most people, the system is working well with 71% of people saying they were 'very satisfied' or 'satisfied' with their discharge. However, we have also heard of problems from people who didn't feel informed or included in decisions about their care, and difficulties arranging care at home for people who need it. Problems with transport to get home, and knowing who is responsible for care after discharge were also issues for some of the people we spoke to. Our full report has been published at www.healthwatchwiltshire.co.uk/wp-content/uploads/2017/01/Transfers-of-Care.pdf. We have fed this information back to the people who run the services, so they know where the system is and is not working well.

Contact us:

Tel 01225 434218

info@healthwatchwiltshire.co.uk

www.healthwatchwiltshire.co.uk