



Update for Area Boards - December 2015

HomeFirst

Health and social care in Wiltshire are working together to improve the way that care is provided for elderly frail local people. This is happening all around the country as part of the Better Care Plan. The aim is that people receive integrated care and support across health and social care with the focus on people being cared for at home, or as close to home, as possible. HomeFirst is a new approach for providing better care which is being piloted in the south of Wiltshire. It will see health and care professionals working more closely together with the aim of providing a better service for patients and their families. It will provide support for people leaving hospital so that readmission can be prevented because of the care they receive at home, or in the community. Healthwatch Wiltshire has been asked to evaluate how well the HomeFirst service is working. We plan to do this by listening to the experiences of patients and their unpaid carers who have used the service. We will then write a report based on what people have told us. This report will go to the commissioners of the service and will help them to develop the service in the future.

Evaluation of new service for end of life care

Patients who are at the end of their lives, and their families, often need extra care and support. Through Wiltshire's Better Care Plan, Prospect Hospice and Dorothy House Hospice have developed a new service that aims to provide this extra help at times of greater need in the patient's own home. Healthwatch Wiltshire has been asked to evaluate how well the service is working. We plan to do this by listening to the experiences of families and unpaid carers of those who have used the extra support service provided by the hospices. We will then write a report based on what people have told us. This report will go to the hospice and the commissioners of the service and will help them to develop the service in the future.

Tell us about your experiences of primary care?

The Care Quality Commission (CQC) is the independent regulator of health and adult social care in England. The CQC are inspecting all primary care services before September 2016. CQC regularly contacts Healthwatch Wiltshire to see if we have received any feedback about services. We rely on local people to tell us about their experiences so that we can reflect this to CQC, NHS Wiltshire Clinical Commissioning Group, and NHS England. If you would like to provide any feedback on your experiences of services please contact us on 01225 434218 or info@healthwatchwiltshire.co.uk

Keep up to date with Healthwatch Wiltshire

Contact us:

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