



# COMPASS CARERS SUPPORT GROUP – BISHOPS LYDEARD

**09/05/2017**

Healthwatch Somerset engaged with members of the carers support group, who meet monthly at Quantock Vale Surgery, Bishops Lydeard. Healthwatch Somerset informed the group about the work and role of Healthwatch and listened to their queries and concerns about the health and social care services that they use. We also introduced our survey on ‘How Connected are You?’.

# Compass Carers Support Group

## Healthwatch Somerset

Healthwatch is the official framework through which local people can have their say about health and social care services. Healthwatch works on behalf of the whole of the community - children, young people and adults and needs people to tell it what is going on in the health and social care services in their area. Healthwatch can tell services about patient experiences of care and hold them to account; it can also enter and view services such as care homes and hospitals, observe what is happening and report back to commissioners.

People can feel excluded from services and we know that access to services and treatment is not always equal to all, so Healthwatch also has a signposting function to navigate the health and social care system. Healthwatch Somerset is independent, transparent and accountable and powerful, with the strength of the law and the national influence of Healthwatch England behind it. Healthwatch Somerset is provided by The Care Forum.

W: [www.healthwatchsomerset.co.uk](http://www.healthwatchsomerset.co.uk)

W: [www.thecareforum.org](http://www.thecareforum.org)

Healthwatch visited the Carers support group to:

- inform the group members about Healthwatch Somerset
- gather feedback about the group members' experiences of health and social care services

## The engagement

Healthwatch did a presentation about Healthwatch Somerset and the work they are currently doing.

## COMPASS CARERS SUPPORT GROUP - BISHOPS LYDEARD

Compass Disability  
describe their carers  
support services as...

'Offering carers the benefit  
of meeting other carers  
who are in the same  
positions. It brings together  
people who share the  
same problems,  
frustrations and rewards.'

## You Said.....

There were problems with information being available to hospital staff and information being lost:

- One member of the group reported that they were in being treated in Musgrove Hospital for some months and had been transferred to Dene Barton Community Hospital. They were discharged from Musgrove at 11pm and when they arrived at Dene Barton the staff did not know any medical history or care plan. When staff phoned Musgrove Hospital to get an update as to the patient's care and treatment it was quickly established that they would not be able to treat him and he had to be returned to Musgrove hospital.
- Another member of the group reported important information about her husband's care and treatment was not communicated to staff at Yeovil District Hospital. She had complained, but got no response.
- The group had been made aware that Compass Disability would not be continuing with carers support groups or services after September 2017, and that the Community Council for Somerset would be taking over the services. Members of the group were concerned that it had not been confirmed if the support groups would continue under the new service.
- A member of the group reported that a district nurse who was treating a neighbor had assessed that the patient was too ill to be left and had asked her as a neighbor to stay with him as she had to go to another visit. The commentator did not know the neighbor or what risks were involved and felt it bad that they were asked as opposed to a professional. They felt this potentially put them and their neighbor at risk.
- One member of the group commented that they had received good signposting from the Symphony Project which has now expanded to Taunton.

### \*\* comments received



## Healthwatch will.....

All the feedback Healthwatch Somerset gathers is analysed and used to inform the Healthwatch Somerset's quarterly reports which are shared with Healthwatch Somerset partners including Somerset Clinical Commissioning Group, the Somerset Health and Wellbeing Board, Somerset County Council, the Care Quality Commission, NHS England and Healthwatch England. The

quarterly report is also presented to the Healthwatch Somerset's Executive Group to propose further uptake of the issues identified in the report. The report will be available on the Healthwatch Somerset's website ([www.healthwatchsomerset.co.uk](http://www.healthwatchsomerset.co.uk)) and circulated to our mailing lists via the monthly e-bulletin.

## Looking forward...

### Plans for future work between Healthwatch Somerset and the carers support group in Bishops Lydeard

Healthwatch welcomes and encourages members of the carers support group to continue to contribute their feedback to us using the communication methods included at the end of this report.

Healthwatch also supports members of community groups to become Volunteer Champions so that they can represent the experiences and needs of their community group. If you would like to find out more about volunteering with Healthwatch, please contact us using the details below.

## Tell Us Your Story...

Healthwatch Somerset wants to hear from you about your experiences so that we can tell services your needs to create the best local services.



Email us at [info@healthwatchsomerset.co.uk](mailto:info@healthwatchsomerset.co.uk)



Call us: 01278 264405



Write to us at: Healthwatch Somerset, c/o Somerset Rural Youth Project, Unit 2 Suprema Estate, Edington, Bridgwater, TA7 9LF

Or visit our website to find out more at: [www.healthwatchsomerset.co.uk](http://www.healthwatchsomerset.co.uk)