

You Told Us

What have we heard in April 2024?



**Your say
Your way**
Tell us your experiences
of health and

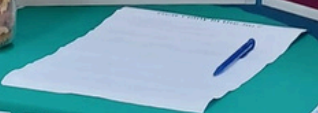
0300 373 2820
healthwatchwestfurn.c

**We want to hear
your voice**

healthwatch

Three display boards with various posters:

- Board 1: "volca counts" logo, "We are Healthwatch", "What you say counts for patients", "Talk to us...", "Have your say"
- Board 2: "Are you autistic?", "healthwatch"
- Board 3: "Volunteer with us", "Your say Your way"



We listen:

Based on April 2024, we've analysed the feedback we received to get an overview of the most common themes within health and social care in Westmorland and Furness.

By encouraging people to share their experiences, it informs our future focus of engagement as well as highlighting any issues that we may need to escalate directly to the provider. We also offer information and signposting if people need further support or want to make a complaint.

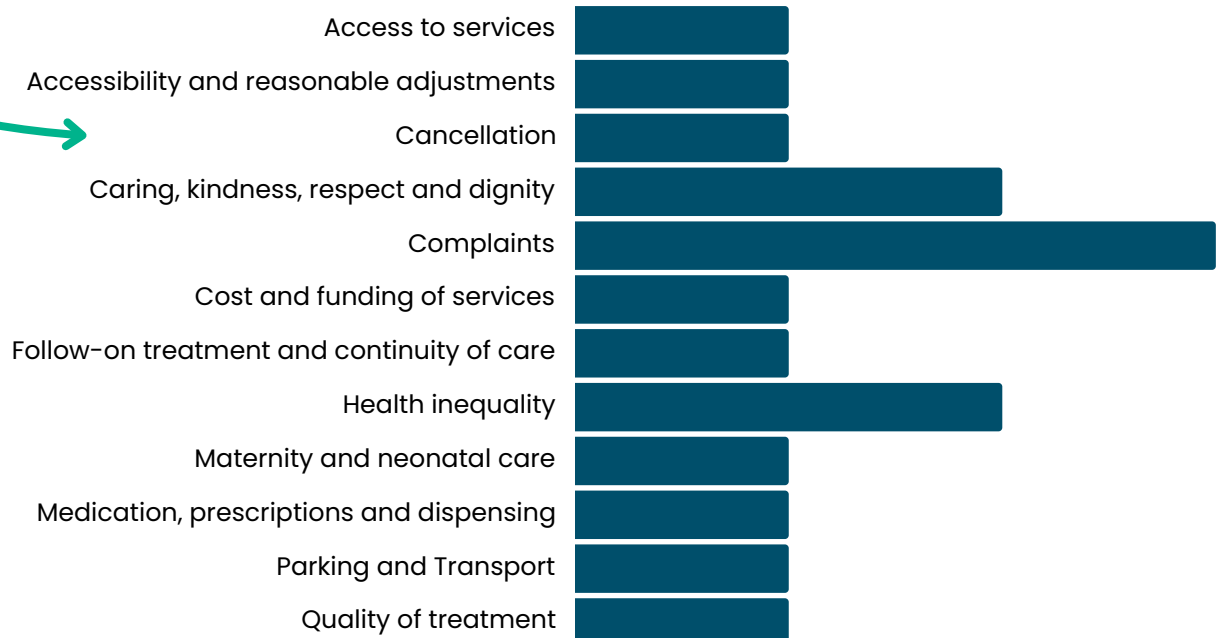


We engaged with 787 people

Feedback Themes

We heard the most about:

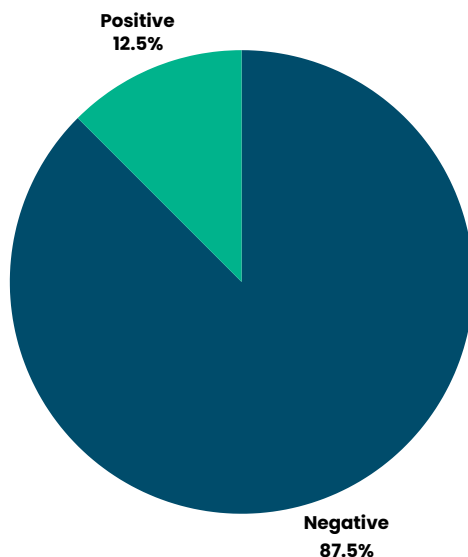
- **Access to services**



Your experiences were:

Positive feedback was around:

Parking and Transport



Negative feedback was around:

Complaints

Parking and Transport

- A man over 80years old shared his recent experience of patient transport, *"Could not have been better On time both going and coming back. Staff were very helpful. The journey avoided the major traffic problems."*

Complaints

- A woman shared that she feels that "PALS are being deliberately obstructive and blocking me". She has spoken to PALS regarding some issues including people who are not involved in her treatment accessing her medical records without her consent as well as, she feels that the staff are not communicating and addressing her initial worries and concerns to the point that they are ignoring her emails and being purposefully obstructive.

Cancellation

- A man shared that he, *"got a vascular appointment back in July last year for January this year. Three days before my appointment it was cancelled and rescheduled for September! That is 14 month wait in total. I have no pulse in my left leg my toes are full of sores and are very tender and cold. I am now type 2 diabetic as well."*

Our actions were:

Celebrated our 1st birthday!

The Healthwatch Westmorland and Furness team held an open day at our Barrow-in-Furness office to celebrate our first birthday. We welcomed visitors from various organisations including; Autus, CancerCare, Westmorland and Furness Council, National Autistic Society, Cando FM along with members of the public. This was a fantastic opportunity for us to connect with local representatives and share thoughts on where we would like to see change.

Promoted our project on the local radio

Our Senior Engagement Officer, Lisa, was very excited to be invited as a guest on the Furness area's community radio station, Cando FM. Lisa joined them for their weekly show "Autism and Us" taking about our recent project, Adult Autism Pathways. The Sunday afternoon show, features a guest each week with a connection to autism, from those who share their own experience of being autistic to members of local organisations that provide support for autistic individuals.



226 people were signposted to the right place to get further assistance and help



320 people were reached through our social media and newsletter

The Healthwatch Westmorland and Furness team are available to talk between 9am and 5pm, Monday to Friday. We're here to listen to your views and experiences, and we can help you find the health and care services you are looking for.

There are multiple ways you can share your feedback with us. If you have an inquiry, or want to share your general experiences, you can call the office on 300 373 2820 or email info@healthwatchwestfurn.co.uk

If you would like to leave feedback about a specific service, such as your GP Practice, care home or hospital the best place to do this is on our independent Feedback Centre at www.healthwatchwestfurn.co.uk

Case Study:

Please note: For anonymity purposes the names of the individuals have been changed.

At the beginning of 2020 Lesley was the primary carer of her mum, Ann, 76, and cared for her at home. Lesley herself was suffering a variety of health issues, including persistent kidney infections, sepsis and her health was such that she couldn't take care of her mum full time.

Following a period during which Ann lived at a residential home in Ulverston, where her physical and emotional health markedly deteriorated, and she suffered unexplained injuries, Ann was moved to Cartmel Grange Nursing Home, Grange-over-Sands, in May 2021. The home can care for those with dementia although it is a difficult location for Lesley to get to.

At that time only one nominated person was allowed to visit the home so it was agreed Lesley's stepdad (mum's ex-husband) would become the nominated visitor as Lesley was unwell with kidney problems [which resulted in a removal of one of her kidneys]. In December 2021, when Lesley had recovered, stepdad relinquished being the nominated visitor and Lesley replaced him.

To get to Ann's room involved climbing three stairs and Lesley asked for her to be moved to a more appropriate room.

Lesley was not happy with the care Ann received at Cartmel Grange. She had numerous phone calls regarding mum falling and hurting herself, frequent urine infections, and injuries to mum's neck and face. She was told that mum had fallen over a blanket (supposedly having one-to-one care at this time) and had started throwing herself down the stairs. Ann's glasses went missing, and clothes and gifts were taken from her room by other residents.

"I'd also walk in, and mum would be in other people's clothes. This really upset me," said Lesley. "From December 2021 I started visiting as the nominated person. It was hard to get to Grange as I don't have a car, but I went to see mum as often as I could. The ward she was on smelt of urine, and I saw faeces on the floor in a public area which was still there hours later after I finished my visit to mum. It was an awful smell. I also saw a man with Parkinsons shaking like mad trying to feed himself with the food going in the air and all over everywhere with no member of staff supporting him. I reported this."

At the end of October 2022 Lesley phoned and asked if she could bring mum home for the day at the weekend. This was approved but she later received a phone call to say her mum had fallen but was okay. Later in the week Lesley was phoned to say mum was vomiting, falling and couldn't keep fluid down and had two more falls. The staff had said Ann had been visited by a GP, she was on end-of-life care, and the family should visit immediately.

Fearing that her mother was going to die shortly, Lesley phoned members of her family to let them know and her daughter came to pick her up and they set off to Grange to see mum. Meanwhile her stepdad had a family friend who lived in Grange, and he phoned her to be with Ann in case she died before the family got there so *“she would have someone she knew there for her”*.

“When I got there, mum’s door was shut and it’s usually open, so we went the opposite way to the lounge. There was mum slumped in lounge in a chair alone apart from other residents,” said Lesley. *“She was very grey, and her eyes were sunken. I asked her to open her eyes and she couldn’t, she couldn’t keep them open.”*

“I asked three times for an ambulance for mum, to get checked over and they said ‘No we can’t, mum is on end-of-life care so the ambulance won’t come. Mum looked really dehydrated so I tried to give her some water which she lapped up but then vomited all over me. I then said I would take mum to the hospital myself.”

At Kendal she was seen and rushed to Royal Lancaster Infirmary where she stayed for several weeks. She was diagnosed with acute kidney injury and sepsis. When her mum was medically optimised she was transferred to Hillcroft Nursing Home, in Lancaster, as Lesley didn’t want her mother back in Cartmel Grange as she felt it wasn’t safe.

This case led to a safeguarding meeting with a People First independent advocate before transfer to Hillcroft. The safeguarding recommendations were that the case be closed to safeguarding but actions need to be followed up. Lancaster and South Cumbria ICB were notified and the practitioner at the safeguarding meeting highlighted concerns of what the outcome would have been had the family not acted.

Ann is currently living in the Lancaster care home. Healthwatch Westmorland and Furness referred Lesley to a People First independent advocate to support her request to have her mum moved closer to home.

Healthwatch Westmorland and Furness will be carrying out Enter and Views at both Elmhurst and Cartmel Grange, working with Healthwatch Lancaster to share learning, as well as sharing findings with the CQC.