

February 2020

healthwatch County Durham

News update - February 2020

'Enter and View' to Devonshire House Care Home



As part of our 'Enter and View' positive pilot, Devonshire House Care Home requested a visit; which went ahead on Friday 13th December 2019.

The Care Home were celebrating Christmas, and enjoyed a party on the day.

Watch out for the full report in the next newsletter!

'Everything In Place' Project



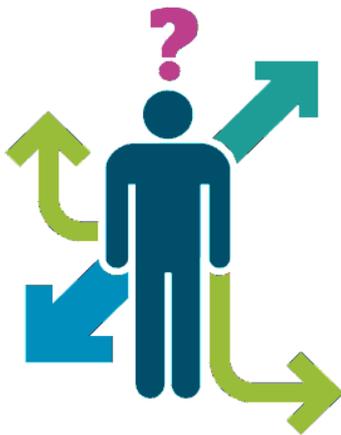
We recently met and talked with Community Liaison Officer, Louise Johnson, about the 'Everything in Place' project at St Cuthbert's Hospice; the project works to create discussions surrounding end of life, wills, legal and care issues but also, emotional and spiritual subjects.

Louise said: *"This is a really important project for our communities. We need to make death part of life - instead of something that we are unprepared for - as it happens to everyone!"*

Read more [here](#).

If you would like to discuss any aspect of the project, or require more information please contact Community Liaison Officer Louise Johnson on 0191 374 6196 or email: louise.johnson@stcuthbertshospice.com.

Spotlight and Signposting



A client contacted us with regards to an appointment for day surgery. They had a latex allergy, therefore the theatre had to be specially prepared and the client first on the operating list for that day.

Due to personal circumstance, the client required patient transport, however, none of the available transport services operated early enough to get the client to the hospital in time for the operation. Public transport also would not get the client to the hospital in time. Our team liaised with the patient transport commissioning team to explore options for the client.

The client was eligible to claim their travel costs back on the day of the operation and this was arranged in advance with the Clinical Commissioning Group (CCG) and hospital. Patient transport continues to be an issue for many of our clients and we are working closely with the CCG to highlight these concerns to ensure that they can be addressed as part of any service improvement plans.

If you would like to share your experiences of patient transport, our team would love to hear from you. Contact us on 0800 3047039.

Have your say ...



County Durham Time to Change Attitude survey:

The County Durham Time To Change Hub's 'Mental Health Attitudes Survey' is open to any individual living or working in County Durham, both young people and adults.

The survey is open until **14 February 2020** and the results will help inform the priorities for the future of the County Durham Time To Change Hub and the County Durham mental health anti-stigma campaign group Stamp It Out.

To access the survey, click: [here](#)



County Durham and Darlington
Fire and Rescue Service

County Durham Fire and Rescue Service

County Durham and Darlington Fire and Rescue Service strive to keep you safe!

Your views are important in helping them plan how to protect communities and respond in an emergency.

Please tell us what you think, and fill out this [survey](#)

You can also have a [sneak peak](#) at some of the plans already in place for this year.



County Durham Health and Wellbeing Strategy

Durham County Council want your views on how to improve the health and wellbeing of residents.

The county's Health and Wellbeing Board works with health services, public health and social care services to improve the health and wellbeing of County Durham residents and to create a Joint Health and Wellbeing Strategy (JHWS) which details how they will do this.

The Board collects a lot of information about people's health, it tells them if they have worse or better health than other parts of England so they can see where they need to do extra work.

Have your say, view the plan and complete an online survey [here](#).

The closing date for responses is Friday 14 February 2020.

Early Help, Inclusion and Vulnerable Children



Following feedback from parents, children/young people and professionals who use Special Educational Needs and Disabilities (SEND) service across County Durham, *Early Help, Inclusion and Vulnerable Children* have made some changes to their Local Offer and the way information can be accessed.

A new dedicated section has been added to the website which provides information and guidance on subjects such as the broad range of special educational needs and disabilities, support available through schools, and the support or activities available across the county.

You can view the full new site [here](#).

The Lanchester Loneliness Project



The *Lanchester Loneliness Project* and the '*Welcoming Lanchester*' Guide is a community initiative that addresses issues around loneliness. It provides information, and aims to engage everybody in the community. They hope to encourage everyone to make a difference by starting conversations, and to attempt to tackle Lanchester's loneliness!

The issue of loneliness was picked up at a community event, ran by the Patient Participation Group, where many examples of loneliness came to light. The Patient Participation Group then researched this further and created the guide, to help tackle specific areas of concern within Lanchester's community.

You can read the full guide [here](#).

Supportive Volunteer Driver Scheme



Would you like to make a difference?
Why not become part of the Supportive team as a
Volunteer Driver?

[The Volunteer Driver Scheme](#), funded through the 4 Together Partnership, offers transport for people in need of all ages throughout the North East. Support is offered to the community by offering transport for health related appointments, social journeys and more.

If you'd like to know more about the scheme, or you're interested in becoming a volunteer driver, please contact:

Jack Ball, 01740 658883 or
email: jack.ball@supportive.org.uk

New County Durham Courses:

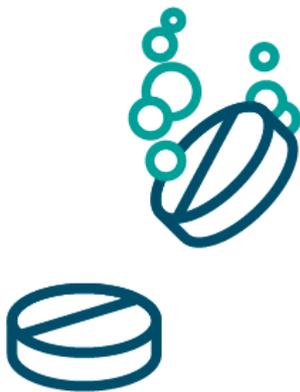


Infection Prevention and Control Training:

Infection prevention and control is crucial to saving lives, so this one hour course is of high importance to anyone caring for a relative or friend at home.

- **Thursday 5th March 2020, 10.30am - 11.30am** at East Durham Medical Group, Thornley Road, Wheatley Hill, DH6 3NR
- **Thursday 12th March 2020, 10.30am - 11.30am** at The Weardale Practice, Dales Street, Stanhope, Bishop Auckland, DL13 2XD
- **Thursday 19th March 2020, 10.30am - 11.30am** at Sacriston Surgery, Front Street, Sacriston, DH7 6JW

You do not need to be registered at any of these GP practices to attend.



Managing Medication Course:

A free half-day course to help people become more aware of the medication they are administering and managing for the person they care for.

Friday, 20th March 2020 9.45am until 1pm
at Framwellgate Moor Youth & Community Centre
Front Street, Framwellgate Moor, DH1 5BL



Digital Skills:

A half day introductory course exploring:

- Social Media, Shopping on line, connecting together apps such as WhatsApp
- Learning how to use the internet safely in a range of contexts
- What is a virtual assistant?
- Looking at available technology such as sensors and detectors that can help Carers take a break.

Please bring your own smart phone and/or tablet.

- **Monday March 16th, 1 - 4pm** - Louisa Centre, Stanley, DH9 0TE
- **Monday March 30th, 1 - 4pm** - The Sjovoll Centre, Pity Me, Durham, DH1 5BZ



Namaste Care Training:

'Namaste' is an Indian greeting which means 'to honour the spirit within'. The care programme is multi-dimensional, including physical, sensory and emotional elements. The purpose of Namaste Care is to give comfort and pleasure to people with advanced dementia through sensory stimulation, especially the use of touch.

Wednesday: 4th, 11th, 18th or 25th March 2020
(11am-1pm on all dates)

For more info about any of these courses please contact admin@dccarers.org

Get involved ...



Lets talk Cardiology event:

11 February: Let's Talk Heart Failure, 12-17.00pm
The Durham Centre, Belmont Industrial Estate,
Durham, DH1 1TN

To attend or for further information please contact Sue Long: susan.long1@nhs.net

16 March: Let's Talk Rehabilitation, 9.30am-
13.00pm. Riverside Chester-Le-Street, Chester-Le-
Street DH3 3QR

To attend or for further information please contact
Louise Smyth: lsmyth1@nhs.net



Annual Acute Oncology Conference:

Acute oncology refers to the management of the unexpected care needs of a person with cancer, including emergency situations.

Friday 24th April 2020 (09.00 - 15.30)
STRIVE Academic Centre, The James Cook University

Hospital, Marton Road, Middlesbrough, TS4 3BW
Register online [here](#)

Public consultations update

Consultations are stood down due to unprecedented demand on hospital services.

HEALTH officials have announced they are to stand down plans for two public consultations due to unprecedented demand for inpatient beds.

NHS Durham Dales, Easington and Sedgefield, NHS Darlington and NHS North Durham Clinical Commissioning Groups (CCGs) have taken the decision to withdraw proposals for both Ward-6 in-patient rehabilitation services and stroke rehabilitation at Bishop Auckland Hospital (BAH).

The consultations, which proposed moving stroke rehabilitation services from BAH to the University Hospital of North Durham (UHND) and re-purposing Ward-6 as a dedicated rehabilitation facility for patients will cease with immediate effect.

Dr Neil O'Brien, accountable officer for the CCGs, said: "Despite the clinical proposals presented for both Ward 6 and stroke rehabilitation being valid, the level of service demand has far exceeded expectations and these need to be taken into account.

"We have further reviewed the demand and complexity of patients and as a result a decision has been made to withdraw the proposals.

"Due to unprecedented pressure being placed on the system in recent months, we felt that the proposed model of care would not be deliverable at this time."

The move comes after seeking public views on both stroke rehabilitation and Ward-6 inpatient rehabilitation, during the initial consultation period which restarted on January 14 following the need to pause in November 2019 due to the general election.

"The CCGs listened very carefully to public opinion during the early consultation period and we, alongside County Durham and Darlington Foundation Trust, are fully committed to the long term future of BAH," added Dr O'Brien.

“There is agreement that additional therapy support is required for both stroke rehabilitation and Ward-6. Significant improvements are being made to the community element of the stroke pathway and we are committed to further investment in hospital based services.

“Specifically there will be dedicated therapy provision made for stroke services on both BAH and UHND sites and in addition resources will be made available on Ward-6 for an enhanced level of therapy.”

The local NHS will continue to review services across County Durham and Darlington to ensure high quality services are available to all, whilst ensuring where possible care is delivered close to home.

Do you suffer with Tinnitus?



- Is tinnitus getting the better of you?
- Do you feel like nobody understands?
- Is tinnitus affecting your life?
- Are you having trouble sleeping?

Would you like to find out about:

- The cause of Tinnitus.
- What makes symptoms worse.
- Equipment that may help.
- Information regarding alternative therapies.
- Coping with stress

To speak to a counsellor or join a group
contact DDS - admin@ddsupport.org.uk
0191 5183358 / 07463 259216 (Text Only)



Contact us:

Healthwatch County Durham
Whitfield House
St Johns Road
Meadowfield Industrial Estate
Durham
DH7 8XL

Freephone: 0800 3047039

Text: 07756 654218

Email:

healthwatchcountydurham@pcp.uk.net



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