

November 2023

healthwatch County Durham

November 2023 News Update

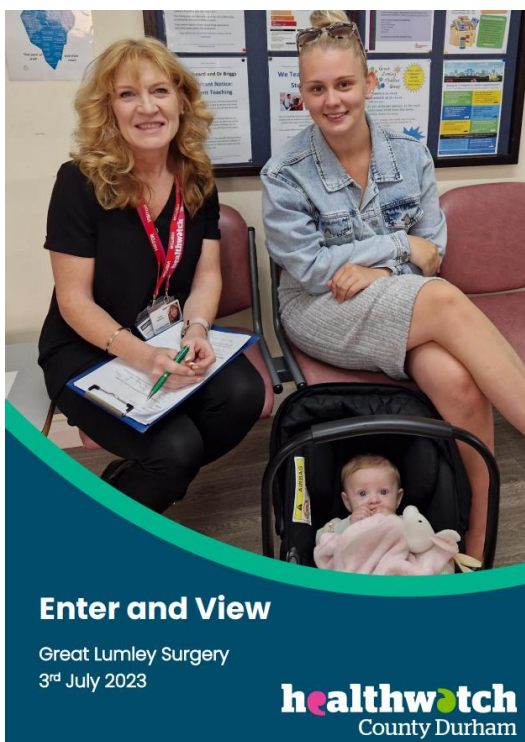
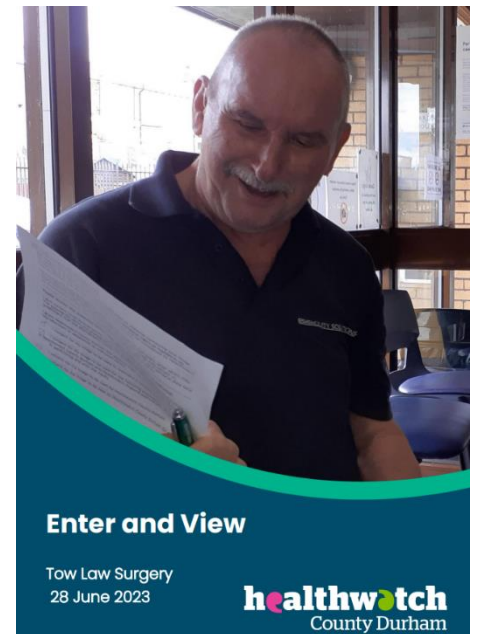
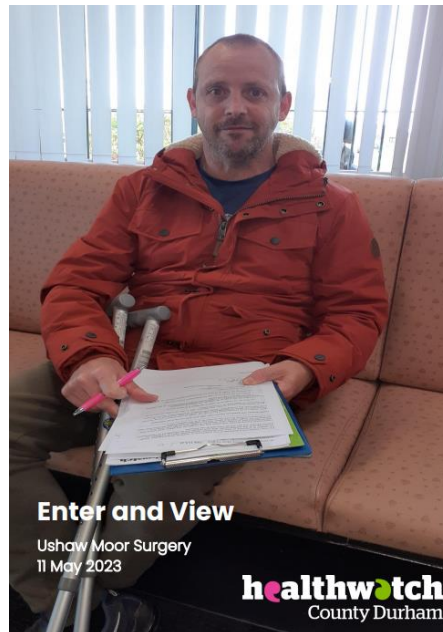
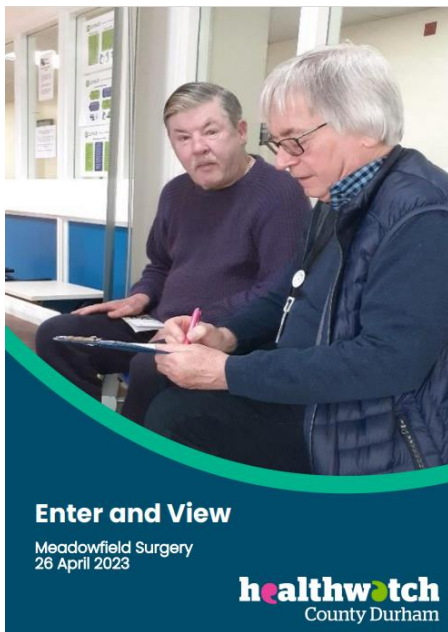
Welcome to our new Team Member!



We are delighted to have a new addition to our team! Sandra Burton joined us in October as our Youth Engagement Lead. This is an important role for us, as we felt we weren't capturing the views of younger people across our region.

Sandra has a wealth of knowledge and experience in youth work and will help us to better represent our younger population. Sandra will be spending the first couple of months getting to know local services and raising awareness of her new role.

If you would like to get in touch with her, you can ring our free office number 0800 3047039 or email sandra.burton@pcp.uk.net



We reintroduced our Enter & View programme for 2023, after it had been on hold throughout the pandemic. We wanted to focus on a different area to previous years, and because Primary Care was high on the public list of priorities we decided to concentrate our visits on GP practices.

6 practices from around the county agreed to us visiting them, and we have now completed 5 of these, with 1 more to take place in November. At all of our visits we talk with as many patients as possible to find out what is working well and what could be improved, and we also talk to some of the Practice staff to hear their views.

A report is completed for each visit, containing our recommendations about what could make the service better for people, and at a later date we will follow up to see what actions were taken and the impact this made.

4 of our reports are available on our website at https://www.healthwatchcountydurham.co.uk/news-and-reports/search?combine=&field_article_type_target_id_1%5B%5D=103

Mental Health Support Survey



Have you recently asked for Mental Health support?



As part of the NHS Long Term Plan, the way you access mental health service has **changed**. County Durham services and service users have come together as a Community Mental Health Transformation where improvements can be made. We have been asked to independently evaluate this transformation. **We would love to hear your thoughts** if you live in County Durham and have recently requested support for your mental health.

Contact us to chat about your experiences or scan the QR code/copy the link to complete a quick survey.
<https://www.surveymonkey.co.uk/r/MentalHealthSupport1>

Contact us: Chloe Bradbury: 07712 653489
chloe.bradbury@pcp.uk.net



As part of the NHS long term plan there have been changes made to how you access mental health services recently. Community mental health services have been working together alongside individuals with lived experience to improve services, by looking at the current barriers and how to address these from a local perspective. The transformations are happening within the heart of the community to ensure the needs of local people are being met.

Healthwatch County Durham is evaluating the Community Mental Health Transformation which has been happening across the county.

We are looking for anyone that lives in County Durham who has

asked for support for their mental health recently. We are wanting to see if the changes that have been made are working and what still needs to be improved. We are collecting this information in two ways, either an informal chat with Chloe or a survey. Chloe's contact details and the link to the survey can be found below.

<https://www.surveymonkey.co.uk/r/MentalHealthSupport1>

07712 653489

chloe.bradbury@pcp.uk.net

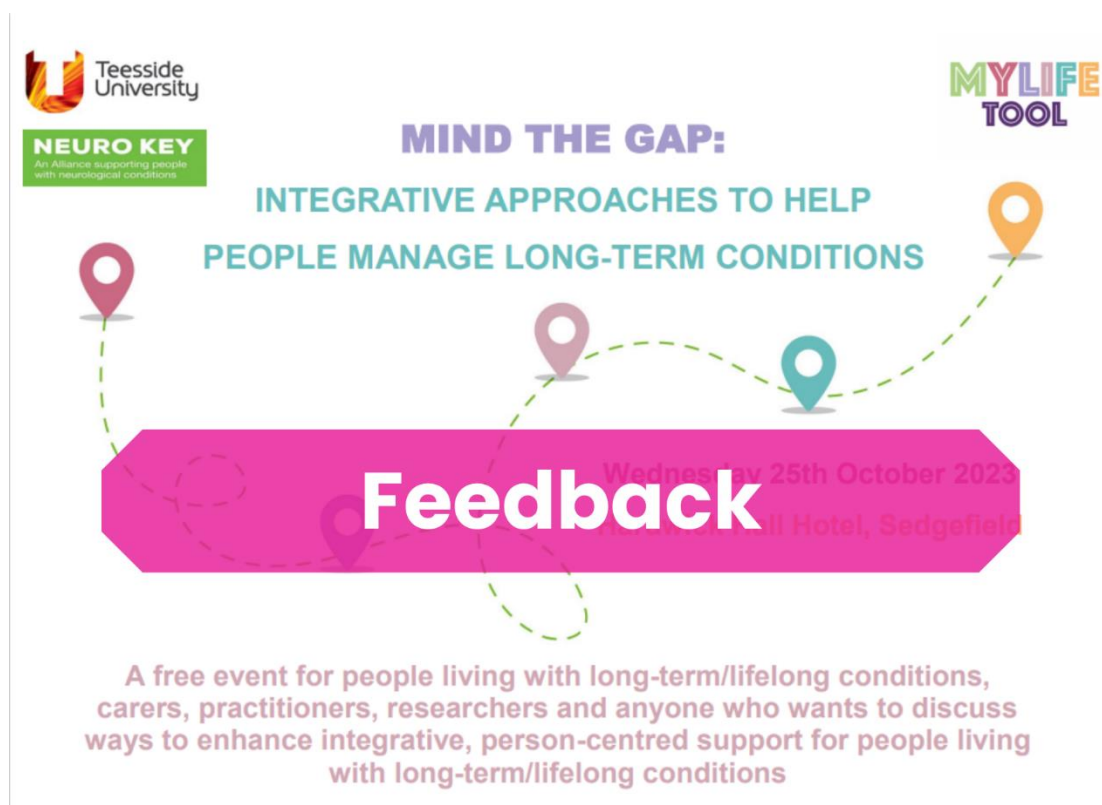
Inclusion Update



Ukrainian Immigrants - Healthwatch County Durham have engaged with OPORA (<https://opora.uk>) an online Ukrainian help and advice service, to find out what advice they provide and how we can use this service to inform people about what Healthwatch can do for them. If you want to know more, please contact Tony Bentley on 07821 65044 or at tony.bentley@pcp.uk.net

Middle Eastern incomers - Healthwatch County Durham have engaged with Afghanistan and Central Asian Association (<https://www.aaa.org.uk/>) an online Middle Eastern help and advice service, to find out what advice they provide and how we can use this service to inform people about what Healthwatch can do for them. If you want to know more, please contact Tony Bentley on 07821 650442 or at tony.bentley@pcp.uk.net

Mind the Gap Long Term Health Conditions Event Feedback



Last month we included the poster above in our e-Bulletin about the 'Mind the Gap' event which was for people living with long-term/lifelong conditions, carers, practitioners and anyone who wanted to discuss ways to enhance integrative support for people living with long-term/lifelong conditions.

One of our long standing Volunteers, Paul Stokes, attended the conference at Hardwick Hall, and shared his feedback with us.

"It was useful in making contact with the Neuro Key people. The booklets called "My Life Tool" are good".

The session informed people about MyLifeTool, which is a self-management tool for people with long-term conditions, developed in partnership with people with long-term conditions. "We see self-management as a journey towards finding or maintaining meaning and purpose in life. It is an ongoing process that you approach from your own perspective, to fit with your life, aims and needs. For this reason, reflecting on what does and does not work for you is a large part of MyLifeTool.

There is no end point to this tool. It is designed to help you reflect on your journey, so it is important that you take time to come back to each tool you work through to see how you are progressing on your journey".

Find out more and download the MyLifeTools here: <http://www.mylifetool.co.uk>

Cancer Experts by Experience Group

Cancer Experts by Experience Group



Have you been affected by cancer?

Would you like to shape how cancer care is delivered locally?

If you live in County Durham or Darlington and have experience of cancer (as a person with cancer, a family member or friend), you can make a difference by joining our Experts by Experience group.

- No previous experience or special skills are required
- Take part as much or as little as you like

Representation from a diverse group of people is encouraged.

- Understanding what matters the most to people affected by cancer will help to inform, influence and improve services

To find out more, get in touch with our Macmillan Information and Support team by calling **01388 455231**, emailing **cdda-tr.macmillancddft@nhs.net** or dropping in to one of our centres at Darlington Memorial Hospital, Bishop Auckland Hospital or University Hospital of North Durham.



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www.cddft.nhs.uk

Mind Free Online Course - Conversations in the Community



Mind has a free course available online called Conversations in the Community. It is to help people build confidence around talking about mental health and wellbeing and support others with their mental health.

It is free for anyone to do, self-guided, there is no assessment and has been co-produced with people who have experience of mental health problems.

Get in touch with us on 0800 3047039 or email healthwatchcountydurham@pcp.uk.net to book.

Covid 19 and Flu Vaccinations



The NHS are currently running their 'Be Wise, Immunise' campaign encouraging people - especially those in higher risk groups - to get their flu and Covid vaccines. Higher risk groups include people aged 65 and over, those in clinical at-risk groups and their household contacts, pregnant women, and people with learning disabilities.

Flu vaccinations for adults can be booked at local GP practices or local community pharmacies.

Flu vaccinations for school age children will take place in school or in a community clinic setting. Children aged two and three years will be offered an appointment at their local GP surgery.

COVID-19 vaccinations can be booked via the NHS website, by downloading the NHS App, or by calling 119 for free if people are unable to get online. If you need British Sign Language, you can go to signvideo.co.uk/nhs119.

County Durham Drug and Alcohol Recovery Services

Take a look at County Durham Drug and Alcohol Recovery Services leaflet below to find out what they have on offer to support people with addiction. They have group sessions, online groups, telephone appointments and appointment in community venues that can help you. Contact them on 03000 266 666 or visit www.codurhamdrugalcoholrecovery.co.uk for more information or to book an assessment.

They also offer services for young people and have groups specifically for them to help to increase the awareness of the risks, harm and effects of drugs and alcohol. They offer psychological and social support and offer access to health care, including sexual health.



A brief guide to our services

Each one of our Recovery Centres have a number of specialist services that work together to help support individuals and families with drug and/or alcohol problems, including:

- Open Access to Assessment
- Medical Interventions
- Harm Reduction Service
- Psychosocial Interventions
- Mutual Aid and Ambassadors

Our services can support you to achieve your own personal recovery goals

This leaflet will help you understand more about the services available to you and how we can support you in your recovery.

Harm Reduction

You do not have to access any of our other services in order to attend this part of the service but we will encourage and support you to do so, if it is a choice you make.

If you are using drugs and require injecting equipment, we offer needle exchange facilities in the centre. We can give you advice on ensuring that you stay safe if you do continue to use substances and will ensure you are provided with clean equipment.

We offer vaccinations against Hepatitis B, which can be passed on through needle sharing, as well as testing for other blood borne viruses. You will be given a confidential and supportive service during the whole process.



Further Information

You can contact us by calling

03000 266 666

and choosing the Recovery Centre for the area you live.

Durham: Centre for Change, DH1 3BQ
Telephone Option 1

Consett: Eden House, DH8 5RL
Telephone Option 2

Bishop Auckland: Saddler House, DL14 7BH
Telephone Option 3

Horden: Horden Recovery Centre, SR8 4NU
Telephone Option 5

We are open **Monday - Friday 9am to 5pm** with late night appointments also available.

We now have a range of access options, including telephone/online groups and appointments in community venues to help make your recovery as straightforward as possible.

Many of our assessments are over the phone and take approximately 45 minutes. You will be appointed a named worker after your assessment who will help you on your journey to reach your goals.

Visit codurhamdrugalcoholrecovery.co.uk for info, or search for us on Facebook and Twitter.



We use drinkcoach.org.uk to help our clients reach their goals.



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#Basement Project

Assessment

We operate a drop in service between 10 - 4 every day where you can be assessed. We will discuss how long your treatment should be at this point.

Recovery Co-ordination

You and your recovery worker will complete recovery plans to identify your strengths and ongoing needs. This will ensure you get the correct support. Recovery coordination work with clients that need substitute prescribing for opiates and clients that have more intensive support needs.

Clinical Worker

Your clinical worker will help you address your physical and mental health needs related to drug/alcohol dependency. You may attend (depending on your score and drug) a health assessment and be given a further appointment with the prescribing nurse to discuss and agree the treatment options to help your recovery.

Criminal Justice Team

The Criminal Justice Team work intensively with those clients who have received a court order such as a DRR or an ATR. Prison link worker visits HMP Low Newton, Durham and Holme House.

Volunteers & Ambassadors

Our volunteers and ambassadors can support you throughout your recovery journey, making your first steps into the centre easier all the way through to the day you feel confident enough to sustain your own recovery. They have their own experiences to draw from to enhance the support you receive.

HOPE Team

The HOPE team are the first point of contact in hospitals in County Durham. We will assess the client and refer to the appropriate team within the service.

We also work collaboratively with service trainers to deliver education and awareness-raising activities for stakeholders and communities, as well as providing holistic and structured recovery coordination and psychosocial interventions to service clients, their families and carers.

Aftercare Recovery Co-ordinators

We can provide you with support throughout your recovery journey, helping you build links and activities within the community to enhance your recovery.

We run a timetable of groups: Here and Now, Motivation, SMART, Pre recovery and Abstinence

Young Persons Worker

If you are under 21 years of age, our specialist Young People's Service can support you, this is to give you general advice about the effects and risks of drinking alcohol or using drugs.

We will arrange appointments at a place you feel comfortable; this may be at your home or somewhere in the community. We will work together to create a plan that best suits your individual needs, offering support until you feel you have reached your goals.

Recovery Academy Durham

Based across the service, we offer: 1:1 support, Workshops, Mutual aid support (NA, AA, SMART), Aftercare Volunteering/ Ambassador course, Daycare

Women's Recovery Academy Durham

Based in Consett, we offer a 12 week community programme for women who are no longer taking illicit substances or drinking alcohol and want to gain the skills and knowledge to maintain their recovery in the community.

Strut Safe - Feel Safe whilst Walking Alone



0333 335 0026

Strut Safe is a free UK-wide phone line. If you're walking alone, our volunteers will be a friendly voice to keep you company and help you feel safe until you are through the door.

Strut Safe is a FREE UK-wide support phone line dedicated to helping anyone who needs them to get home safely.

Their operating hours are between:
Fridays & Saturdays 7pm-3am
Sundays 7pm-1am

Read more on the Strut Safe's website. <https://strutsafe.org/>
Their phone number is 0333 335 0026.

Free Trauma Informed Practice Session

YOU ARE INVITED!

AN INTRODUCTION TO TRAUMA INFORMED PRACTICE. THE PHILOSOPHY, THE BRAIN AND YOU.

Date:
Thursday 23rd November 2023

Time:
10:00am – 11:30am

Location:
Microsoft Teams

BOOK NOW

The aim of the session is to provide an overview of:

- Trauma and complex trauma
- Trauma informed principles and the 4 R's
- The brain and trauma
- Adverse childhood experiences and the attachment theory
- Our response to threat
- Vicarious trauma and self-compassion

ann craft trust
20-24 November 2023

Teeswide Safeguarding Adults Board

VISIT OUR WEBSITE
www.tsab.org.uk

Visit <https://www.tsab.org.uk/events/event/an-introduction-to-trauma-informed-practice-the-philosophy-the-brain-and-you-thursday-23-november-2023/> for more information and to book onto the session or phone us to help you book on 0800 3047039.



Contact us:

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Meadowfield Industrial Estate
Durham
DH7 8XL

Freephone: 0800 3047039

Text: 07756 654218

Email: healthwatchcountydurham@pcp.uk.net

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<https://twitter.com/HWCountyDurham>

<https://www.healthwatchcountydurham.co.uk/>

<https://www.instagram.com/healthwatchcodurham/>

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