

The Dementia Advisory service based at The Bridge, Villiers Street, Hartlepool, are holding various events in June including;

Carers Education Sessions

Oral Health - Wed 12th June at 2pm - People living with a diagnosis of Dementia may be vulnerable to poor oral health which may lead to deterioration in general health and wellbeing and increased frailty.

Memory Lane Café

Friday 14th June, 12 Noon - 3pm

Salvation Army Hall, Park Road, Hartlepool

Come along for a chit chat and enjoy light refreshments and lunch and find out about services available to you.

The event provides a unique opportunity for carers and people living with Dementia to continue with their social life in a relaxed and informal setting

Coffee Morning - Wed 26th June at 10:30pm

Come and join us as we welcome Kath Carling from the Hartlepool Mental Health team. Kath will be speaking about therapeutic games to stimulate the brain .

Tony Leighton
Engagement Officer
Healthwatch Hartlepool
The ORCEL Centre
Wynyard Road
Hartlepool TS25 3LB
Tel: (01429) 288146
www.healthwatchhartlepool.co.uk

Dementia awareness sessions

Each of the sessions lasts approximately 45 mins. To book a place please contact a member of the team at the number below

For further information about this and other services please contact: The Bridge

Tel: 01429 - 868587,

Email:

thebridge@hospitalofgod.org.uk

50+Forum Meeting

The next 50+ Forum meeting is taking place on the 12th June at 1:30pm at St Josephs Court Sheltered Housing Scheme, Victoria Road, Hartlepool. For further information please **contact Healthwatch Hartlepool on 01429 - 288146**

Unhappy with your NHS treatment or care?

On the third Wednesday of every month 9.30am - 12pm, your local I.C.A Advocate will be at the Healthwatch Hartlepool Office, the ORCEL Centre, Wynyard Road, Hartlepool, TS25 3LB.

This service is by appointment only.

Please call **01429 - 288146** or

Freephone: 0808 802 3000

For further information please visit;

www.carersfederation.co.uk

Email: ica@carersfederation.co.uk

Future Healthwatch Meetings:

Acute & Elders; Tuesday 11th June 10am - 12noon at the Belle Vue Centre, Kendal Road, Hartlepool, TS25 1QU

Primary Health & Social Care; Tuesday 9th July 10am - 12noon, at the Belle Vue Centre Hartlepool, TS25 1QU

Healthwatch

Healthwatch Hartlepool are holding a number of community engagement events in June

Members of the public are invited to come along and tell Healthwatch about their experiences good or bad, of health and social care services.

The Annexe, Wharton Terrace

Wed 12th June

11am-2pm

Central Library

Thurs 20th June

10.15am - 12noon

Hartlepool Hospital

Mon 24th June

10am -12noon

Headland Library

Tues 28th May

10 am– 12 noon

ORCEL, Wynyard Rd

Every Wed

10am - 12noon

NHS 111 prevents more than 12 million unnecessary A&E visits

The NHS 111 urgent care advice line has saved over 12 million unnecessary A&E visits, new figures from NHS England and Improvement have revealed. There were 80 million calls to 111 between its foundation in April 2011 and September 2018. Analysis of calls over that time shows that more than one in four people, 28%, would otherwise have had to go to A&E. One in six, 16%, would have phoned for an ambulance, meaning 111 prevented three million 999 calls that could have resulted in unnecessary ambulance call outs.

Increasing numbers of people are getting the health care help they need by phone or online without having to spend time in A&E or call an ambulance. Professor Stephen Powis, national medical director for England said: "Ambulances and A&E will always be there in an emergency, but people can now also be helped quickly and expertly by phone, online and thanks to our Long Term Plan through new and upgraded services like Urgent Treatment Centres and our Clinical Assessment Service accessed via NHS 111." The proportion of telephone calls to NHS 111 receiving direct input from doctors, nurses and other clinicians has been steadily increasing every month. Now over half of all callers to NHS 111 have direct clinical input from a trained medical professional compared to just a quarter in November 2016.

The Long Term Plan will also make sure that more people every year get the right care fast, meaning they could be safely back at home on the same day, and at the same time more hospital beds can be freed up for those who need them most.

**Statement on Panorama:
"Sickening abuse of vulnerable people"**

Dr Paul Lelliott, Deputy Chief Inspector of Hospitals (lead for mental health), at the Care Quality Commission, said: "The footage captured by Panorama shows sickening abuse of vulnerable people. As soon as the BBC told us that they had evidence of abuse we alerted the police and they are now investigating. "Working with the local authority and NHS England we have acted urgently to protect the people living at Whorlton Hall. Sixteen members of permanent staff were immediately suspended and CQC inspectors, NHSE England, a safeguarding team from the local authority and clinical staff from the local NHS mental health trust have all been onsite to ensure that people are safe. We also wanted to assure ourselves that people were safe in other services operated by this provider. We have carried out unannounced inspections of a number of services for people with a learning disability and/or autism operated by Cygnet (OE) Limited. We are also undertaking a review of all locations operated by this provider looking across safeguarding, whistleblowing, incident reports and complaints to explore whether there are any areas of concern. When we last inspected Whorlton Hall in March 2018, we did so as a result of whistleblowing concerns. Our inspectors identified concerns around staffing; staff sometimes worked 24-hour shifts, agency staff were not receiving appropriate training, and not all staff were receiving individual supervision. We found the provider in breach of regulations and told them to address these issues. It is clear now that we missed what was really going on at Whorlton Hall and we are sorry"

"The patients we spoke to during this inspection told us they felt safe and had not experienced aggression towards them. We also spoke to health care professionals who had formal caring roles for patients at the hospital, but who were independent to the hospital; they did not raise any concerns. This illustrates how difficult it is to get under the skin of this type of 'closed culture' where people are placed for long periods of time in care settings far away from their communities, weakening their support networks and making it more difficult for their families to visit them and to spot problems. When you add staff who are deliberately concealing abusive behaviour, it has the potential to create a toxic environment. People with a learning disability or autism who have complex needs should have expert, person-centred care close to home our interim report into restraint and segregation reinforces this message. This care must start early in life and provide support in a crisis, to prevent the need for hospitalisation. If hospital care is in the person's interests, this must be close to home and for the shortest possible time. The staff who provide care must be properly trained and supported to look after people with such complex needs."

"We are sorry that we did not identify the abusive practices at Whorlton Hall – but we do act on concerns from members of the public every day. Over the past three years, we have placed seven hospitals for people with a learning disability and/or autism into special measures, leading to closure in three cases."

HARTLEPOOL Carers
Because We Care

1 Heart 1 Mind 1 Future

CARERS

COMMUNITY CELEBRATIONS

OPEN TO ALL

Friday 14th June

Do you care for a family member or friend?
Then come along for lots of information and celebrate with us!

No booking required (just if you would like lunch)
Centre for Independent Living, Havelock St, Hartlepool
10am-2pm

Information, Fun and Freebies!
COOKING DEMOS, MAGIC,
INFORMATION STALLS, BENEFITS
ADVICE, RELAXATION,
WORKSHOPS, FREE LUNCH
AND MUCH MORE!

TO BOOK YOUR FREE LUNCH
Call Hartlepool Carers on 01429 283095

HARTLEPOOL BOROUGH COUNCIL

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