

## # Declare Your Care



February 2020

## **Introduction**

### **About Healthwatch Barnsley**

There is a Healthwatch in every area of England. We are the independent champion for people using local health and social care services, listening to what people think about these services and sharing their views with those that can make change happen. We also share information with Healthwatch England, to help improve the quality of services across the country.

In summary - local Healthwatch is here to:

- help people find out about local health and social care services
- listen to what people think of services
- help improve the quality of services by letting those running services know what people want from health and social care

For further information, please see [www.healthwatchbarnsley.co.uk](http://www.healthwatchbarnsley.co.uk)

Healthwatch Barnsley is commissioned by Barnsley Metropolitan Borough Council and hosted by Barnsley CVS. Healthwatch Barnsley (HWB) is a community led, community driven organisation with a Strategic Advisory Board, which is responsible for determining the direction of the organisation.

We are assisted by volunteers, whose role is to help us gather information and raise awareness, ensuring engagement with all sections of the local population.

In some areas, Healthwatch provides advocacy for people making official complaints about health and social care services; in Barnsley this service is provided by DIAL, which runs the Independent Complaints Advocacy Service (ICAS).

# #DeclareYourCare

Have you raised concerns about health and care services?



CQC's new #DeclareYourCare campaign encourages people to speak up about their experiences of care – both good and bad - which is essential for helping health and social care services learn and improve the quality of care. Yet Care Quality Commission (CQC) research finds...



Almost **7 million people**

in England who have had concerns in the last 5 years have never reported it



**58%**

of people have regretted not complaining or raising concerns about poor care that they or someone they are responsible for has received

**Two thirds (66%)**

found their issue was resolved quickly, it helped the service to improve and they were happy with the outcome

**Over half (54%)**

of 'Share Your Experience' forms submitted to CQC have been used for inspection planning or resulted in direct action by our inspectors



## Why aren't people expressing these concerns?



"I don't know how or who to raise concerns with"



"I don't want to be seen as a troublemaker!"



"I don't think it would make a difference"



"I don't think I'll be taken seriously"

The most common reasons for raising, or wanting to raise, a concern are:



Delays to an appointment



Lack of information



Delays to a service



Poor patient care

## **Background**

Healthwatch Barnsley undertook a short piece of work to support the CQC #Declare Your Care Initiative. The focus of this piece of work was talking to adults with a learning disability and/or their carers to gain an understanding of their experience of receiving health and social care services. We also discussed making a complaint, if necessary.

The engagement took place over 2 sessions and involved 21 adults, 20 of whom stated that they had a learning disability. The remaining 1 adult was a carer.

## **Summary**

The majority of people surveyed stated that the health and social care services they received were good or okay. The majority had never made a complaint, but the majority said that they would not know how to make a complaint.

The majority of people that we spoke to did not know about the patient passport and half of the people did not know about the specialist nurse at the hospital for people with a learning disability. The majority of people did know about their right to have an annual health check.

## **Summary - Survey questions and answers**

### **1. Do you have a learning disability? YES/NO**

20/21 people said they have a learning disability

1/21 people said they did not have a learning disability

### **Do you care for someone who has a learning disability? YES/NO**

2/21 people said they did not care for someone who had a learning disability

1/21 person said yes they did care for someone who had a learning disability

18/21 did not respond

### **2. What is your experience of care from:**

#### **Your doctor? - GOOD/ BAD/OK**

14/21 people said their experience of care from their doctor was good

6/21 people said their experience of care from the doctor was ok

1/21 said their experience of care from the doctor was bad

#### **Nurses and doctors at the hospital? - GOOD/BAD/OK**

14/21 people said their experience of care at the hospital was good

6/21 people said that their experience of care at the hospital was ok

1/21 said they did not go to the hospital

#### **Social services? - GOOD/BAD/OK**

8/21 people said the care they received from social services was good

2/21 people said the care they received from social services was ok

4/21 said they had no involvement with social services

1/21 person said they didn't know about social services

6/21 did not respond

#### **Care workers? - GOOD/BAD/OK**

13/21 people said their experience of care from their carers was good

4/21 said their experience of care from their carers was ok

4/21 did not respond

**3. Tell us about a good experience you've had when you needed care from any of the people above:**

19/21 commented about a good experience

1/21 did not want to comment

1/21 did not respond

**4. Have you ever made a complaint about the way you were cared for? YES/NO  
Tell us about this:**

18/21 people said they had never made a complaint about the way they were cared for

2/21 people said they had made a complaint about the way they were cared for

1/21 did not respond

**5. When you needed to go to the doctors or hospital, did the person you see give you information about what was wrong and how they were going to make you better? YES/NO**

17/21 people said they had been given information about what was wrong with them and how the medical professionals were going to make them better

4/21 people said no

**6. Have you ever used:**

**Mental Health Services? - YES / NO**

4/21 people said they had used mental health services

15/21 people said they had not

2/21 did not respond

**Maternity Services? - YES / NO**

1/21 person said they had used maternity services

17/21 people had not used maternity services

1/21 person said this was not applicable to them

2/21 did not respond

**7. Have you ever made a complaint? YES/NO**

17/21 people said they had never made a complaint

3/21 people said they had made a complaint

1/21 person did not respond

**If you have made a complaint, did anything change in the way you were treated?**

1/21 said there had been a change

**8. Why didn't you complain? Tell us here:**

21/21 did not respond

**9. Do you know how to make a complaint? YES/NO**

7/21 people said they did know how to make a complaint

13/21 people said they did not know how to make a complaint

1/21 did not respond

**10. Do you know:**

**About the Patient Passport, that has all your health information in it? YES/NO**

5/21 people said they knew about the patient passport

15/21 people said they did not know about the patient passport

1/21 did not respond

**About your right to have a health check once a year? YES/NO**

18/21 said they knew about their right to have a health check once a year

2/21 said they did not know about their right to have a health check once a year

1/21 did not respond

**About the specialist nurse at the hospital that can help you when you go there?  
YES/NO**

10/21 said they knew about the specialist nurse at the hospital for people with learning disabilities

10/21 said they did not know about the specialist nurse

1/21 did not respond

**11. Is there anything else you would like to tell us? Please tell us here:**

4/21 said there was nothing else they wanted to tell us

8/21 people made comments

9/21 did not respond



## **Appendix**

Comments from the questionnaire (unedited, however the names of medical professionals mentioned in comments have been redacted)

**Question 2. What is your experience of care:**

**From your doctor?**

Darfield surgery is good.

Huddersfield road are good

Huddersfield road is good. They are patient, they listen and they are kind.

Wombwell surgery is good. They are kind, they listen and ask me questions.

Dove Valley Practice are nice.

Peniston Practice are good.

Dove Valley are good. Had my checkup. I'm all good.

Burleigh Medical Center are nice and friendly. They made me better.

Hoyland group practice are good.

**From nurses and doctors at the hospital?**

Keresforth Orthotic department is good.

I never go there

My dentist is called [REDACTED] and he is kind.

I go for special shoes. They are good to me.

**From social services?**

I have had no involvement

They're ok. I don't always get the help I need.

I don't know.

I don't use them.

I haven't seen them

I don't have them

### **From care workers?**

■■■■ is good

All good. ■■■■ helps with signing, reading, banking, shopping, We get money together.

Good - helps me with phone, make appointments, reads letters and finance.

ok (me)

ok- kind

good

### **Question 3. Tell us about a good experience you had when you needed care from anyone.**

I like it when I'm taken bowling,

I like support typing in the office.

Football matches

Face me 6 places

No

I have had a lot of support over and above. I get out and about. I am involved in things. I go to Kings Center as well.

I got an appointment at my Doctors. I could talk and was listened to. All people were nice to me.

I became deaf after having meningitis. I went to Doncaster deaf school. My signer helps me join in with activities i.e. drama and cooking.

My carer takes me to the cinema

My doctor is kind and makes me better when I am poorly.

My care worker takes me dancing on Thursday (care worker takes her to Dodworth social club). It's a good night for people.

My care worker looks after me and takes me out. She takes me to cook and eat and Mapplewell.

All good. when I go to the Doctors they sort my problems out.

I had a checkup and I'm ok.

My care worker takes me to the dentist

Burleigh Medical Center are really kind to me. The dentist at new street are good and they comfort me. I am scared.

The doctor is kind to me

I am a support worker. most of the services treat my employer really well.

**Question 4. Tell us if you have any bad experiences:**

The hospital isn't very good.

No. All good.

I have a safe area card if I get scared.

No. But if an alarm goes off I cannot hear it I need flashing alarms where I go.

I don't like to go to the hospital. The nurse wasn't nice to me. My care worker told her. I don't want to go there.

All ok

the doctor was nasty to me once and made me cry. He said he was sorry but he was stressed.

Some people don't have much patience. I put it down to lack of experience.

**Question 5. Have you ever made a complaint about the way you were cared for?**

My carer did cos the nurse wasn't nice. (The carer said "the nurse had no patience and the person she was caring for did not respond quickly enough to her. She was a bit short and impatient with her. I dealt with it at the time").

Yes, about the bad attitude of the nurse.

No. I have choices and am looked after.

No. I might complain if it is too noisy.

No. My carer is with me all the time.

No. I'm glad they are all concerned about me.

Yes. The nurse was mean to me and I told her not to be mean. I told Hazel (support worker).

Yes. Only with [REDACTED] support worker. He doesn't work there anymore.

**Question 6. When you needed to go to the doctors or the hospital, did the person you see give you information about what was wrong and how they were going to make you better?**

yes - my carer comes with me and sorts out my medication.

yes - don't like having blood taken but they are kind to me.

yes - I have a hearing carer who explains treatment to me.

no - carer asked for information.

yes - the Doctor is ok.

no - they tell my support worker.

yes - the Doctor is really good.

**Question 7. Have you ever used:**

**Mental Health services?**

Yes - was admitted and sectioned. A long time ago.

Yes - They were very helpful

**Maternity Services?**

Yes - I have one son who is 19. I am 54

**Question 8. Have you ever made a complaint?**

No but my parent would do that for me.

Yes - my Carer did. I haven't been since the Doctor was mean to me.

Only to [REDACTED] about the support worker. They sorted it out and he doesn't work there anymore.

**If you have made a complaint, did anything change in the way you were treated?**

Yes - women wasn't mean to me again.

Man doesn't work there anymore.

I haven't been there since.

**Question 9. Have you regretted not making a complaint?**

No Comments made.

**Question 10. Why didn't you complain?**

No additional comments.

**Question 11. Do you know how to make a complaint?**

Yes- I would tell mum and dad.

Yes - I would call 999.

No - I would talk to my hearing carer about it. I wouldn't be able to communicate if I was on my own.

No- I tell the person they are wrong when I'm there.

No - I'd tell my carer

Yes - I just tell them

yes - just told their boss.

**Question 12. Do you know about:**

**The Patient Passport?**

Yes - I take it to Doctors etc.

**Health Check?**

yes, my carer takes me.

yes, [REDACTED] takes me

yes - I have one

**Specialist Nurse?**

No further comments

**Question 13. Is there anything else you would like to tell us?**

I have had my appointment cancelled at the hospital 4 times.

There are not enough disabled bays at the hospital

Every month I have a meeting with providers to talk about any issues and changes.  
I can also tell me key worker.

I don't know what social services do?

My carers are good but they cannot sign. I need level 2 or 3 signing. I can lip read a bit but don't always get the right information. (The carer said "that if she was ill and on her own, she would not be able to get any help as she cannot communicate wherever she is. This is a big problem as there are not enough qualified signers.")