

September 2020 Newsletter

Local volunteers make a difference to the community!

We would once again like to take this opportunity to say a huge THANK YOU to all of the volunteers for what they have been doing and continue to do, during this time. We know that this has made a big difference to the lives of some members of the community.

If anyone has any spare time and would be happy to help as a volunteer to collect a prescription, or shopping from a click and collect slot, for members of our community who need a little assistance, please call us on 01720423037 or email: contact@healthwatchislesofscilly.co.uk

Healthwatch continue to make regular phone calls

It has been a privilege to be able to make regular phone calls to some of our community to have a chat and ensure they are getting the support they need at this time.

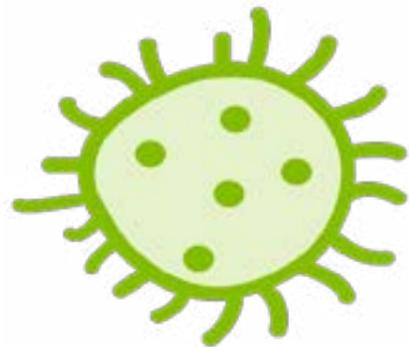


Coronavirus Outbreak Update

Quick reminder

Current NHS guidance is to keep up with regular handwashing and cough etiquette and if you do develop any of the symptoms – including a high temperature, cough or difficulty breathing - do not go to your GP, pharmacist or hospital, but instead self-isolate (stay at home) to reduce the possible spread of infection.

If you feel you cannot cope with your symptoms at home, your condition gets worse, or you do not get better after 10 days, please call NHS 111 or visit <https://111.nhs.uk/covid-19>.



Accessing a test for COVID-19 on the Isles of Scilly

If you have symptoms and require a test, phone the Testing Hotline on 01626 204950 (Monday to Sunday, 8am - 5pm).



Please visit the Council of the Isles of Scilly website <https://scilly.gov.uk/news/covid-19-coronavirus-daily-update> for access to accurate and up-to-date information on the following:-

Coronavirus: What you need to Know:

- Accessing a test on the Isles of Scilly
 - Information for residents
 - Information for visitors
 - **Up-to-date information from:**
 - UK Government
 - Public Health England
 - NHS
- plus lots more information specific to COVID-19 and the Isles of Scilly.

The COVID Cafe

Welcome to the Covid Café!



What happens at the café?

These are telephone cafés that offer time and space to talk about some of the pressures, worries and stressors you may be experiencing at work, at home, in life in general as a result of COVID-19, or... anything else. There will be two hosts to listen and support and where appropriate sign post for further on going help. Given the circumstances, these cafés will be run remotely via telephone calls. The setting is meant to be informal and friendly and agenda free. You are welcome to drop in via telephone call at any time during the café hour and chat.

Who are we?

The cafés are run by Adult social services and primary care mental health, hosted by two people, Adult Social Care Scott Fuller and Senior Mental Health Nurse Jenny Candy.

What happens if I need more help?

This is a difficult time for people dealing with both physical and mental disorders and you may feel like you need more support. We can give you information about general resources others have found helpful. There are also lots of professional services that we can refer you onto or give you information about, at this stressful time and if you feel that you are struggling and need more support we can direct you to these services. These services include the various services, charities and support networks based on the Isles of Scilly.

When are they?

We are hoping to run the cafés weekly for at least 2-3 months while the crisis is ongoing. We will run the cafes on Thursdays, in the afternoon from 2pm-3pm.



Sounds great! How do I contact Covid Cafe?

We will be running the café's via telephone, the numbers are:
01720 424472
07483114669



Service Update

Citizens Advice

Citizens Advice Cornwall is still open for help and information for people on the Isles of Scilly, despite the coronavirus lockdown.

Chief Executive, Gill Pipkin.

said: -Although we've had to cancel our face-to-face sessions on St Marys, we're offering our services via phone, text and webchat.

Citizens Advice's team of trained advisers can give help on a wide range of subjects, including what benefits you might qualify for, how to claim, how to deal with debts and managing money issues. The charity also deals with issues such as housing, rents, employment discrimination and consumer problems.

All advice is free, confidential and independent and is open to everyone on the Isles of Scilly regardless of income or nationality.

Members of the public can get

advice by:

Texting ADVICE to 78866, or for debt issues, text DEBT to 78866 and we'll call you back within 48 hours (excluding weekends and bank holidays).

Calling us on 03444-111444 Mondays to Fridays 10am to 4pm (this line can get busy at peak hours).

Online: A wide range of up-to-date information can be found on our website at www.citizensadvice.org.uk

Debt phonenumber

Citizens Advice Cornwall has launched a new debt phonenumber service. You can call the debt team on 01752-850488 on alternate Fridays and every Monday (calls charged at your normal rate). You can speak directly to a Debt Adviser or, if lines are busy, leave a message and an adviser will call back within three working days. Alternatively, text DEBT to 78866 at any time and receive a call back.

Council of the Isles of Scilly Hardship Fund

The Hardship fund has been set up for local people in need of financial support as a result of coronavirus. Please get in touch if you need this support yourself, or would like to make a donation.

Our services may be able to offer support

HAS YOUR SITUATION CHANGED DUE TO COVID-19?

Are you worried that you won't have the means to buy food for you and your family?

Are you struggling to pay bills?

Please contact us for a confidential chat.

MATT DAVIS 01720 424454 / 07810 881381
RACHEL GUY 01720 424441 / 07385 262698
JEN WOODCOCK 01720 424483 / 07917 198334



Funding for this initiative is being provided by the Duke of Cornwall Benevolent fund, Edward McDonald Trust and the Richard Addison Charitable Trust, two local charities based on the Isles of Scilly, and also by Cornwall Community Foundation.

If you would like to make a financial contribution to support this effort, you can do so by donating to the Edward McDonald Trust. Please contact Joseph Payne, Clerk to the Edward McDonald Trust, at joseph.payne@scilly.gov.uk for further information.

Mental Health

Mental Health Nurse

Existing appointments with the mental health nurse will now be conducted via telephone at the booked time. If you need primary care mental health support, please call St Mary's Health Centre on 01720 422628.

Guidance on supporting children and young people with mental health is available on the government website -

<https://www.gov.uk/government/publications/covid-19-guidance-on-supporting-children-and-young-peoples-mental-health-and-wellbeing/guidance-for-parents-and-carers-on-supporting-children-and-young-peoples-mental-health-and-wellbeing-during-the-coronavirus-covid-19-outbreak>

NHS 24/7 Helpline



To talk to someone about your mental wellbeing you can call the 24/7 NHS mental health telephone support, advice and triage help line - 0800 038 5300. Support is available to anyone, regardless of age, all day every day. If you or someone you know feels they need to access urgent mental health support, they will listen to you and assess how best to help.

Scrutiny Committee Meeting

Mr P.Charnock, Chair of our Board of Directors, attended this meeting and gave an update on the activity of Healthwatch since the start of the Coronavirus pandemic. It was great to have so much positive feedback from many Councillors.

Cancer care

We are really interested in hearing about peoples personal experiences of cancer care during the pandemic.

Surveys

Since the start of the coronavirus pandemic, health and social care services have had to change the way that they give support to the public. We feel that it is important to know how these changes are working for

people so that we can share the feedback with the service providers and work with them towards improvement.

We have carried out three surveys:

Your experiences of health and care during COVID-19

23 people responded to the survey. It was good to see that most people found it easy to find and understand the information about how to keep themselves and others safe during the pandemic and that they managed to keep up to date with changes to information. Half of the respondents had all the information that they needed, but there were areas that people found it hard to get clear information or advice.

This included information about COVID – 19 testing, help for those that do not use the internet and managing existing health conditions. People have found that the local GP updates on Facebook and the council and Healthwatch websites have been most useful in finding out information. We are pleased to see that the council has sent out a letter to each household to provide information about what is happening on the islands at this time.

Where people had changes made to their health care during COVID-19 over three quarters of these people found that they were happy with the communication that they received about these changes.

The findings are being shared with Healthwatch England and other services involved, as appropriate. The public voice will help them listen, understand and develop future crisis planning.



How COVID-19 has impacted on your mental health and wellbeing

This was a short survey to find out how Covid-19 pandemic is impacting people's mental health and wellbeing. The respondents identified a varying degree of impact on their mental health and well being ranging from none, to significant. 90% of respondents said they had managed to access some type of support, which is excellent. There was very positive feedback about the St Mary's mental health nurse and the support that she is giving during this time. These results have been shared with the services providing support.

Medical travel during COVID-19

We asked people to rate their medical travel experiences during Covid-19. These results show that for 'your journey experience' and 'arrangements for appointments/admissions' the ratings were excellent, good and satisfactory. Arranging a travel warrant was not overall a positive experience for most people, as 4 out of 6 respondents rated it satisfactory or poor. We received a number of stories about people's travel experiences and we have now passed these on to both Patient Transport and Skybus, so that they are aware of the issues that people are having and can work towards improving the services.



NHS Kernow has launched a COVID-19 children and young people health and care survey.

They want to learn from children and young people, and their parents and carers, about their experiences of the online and telephone appointments during the pandemic. This can be accessed on our website: <https://www.healthwatchisle-sofscilly.co.uk/news/2020-08-12/nhs-kernow-launches-covid-19-children-and-young-people-health-and-care-survey>



Medical Travel and Transport Group (MTTG)

We are pleased that we have been able to start up the MTTG group again after a few months break, due to the coronavirus pandemic. Our next meeting will be on the 22nd September and this will be conducted remotely via the web. This is an important area of our work and allows us the opportunity to feedback to various service providers the information passed on to us from you, members of the community.

Annual report

Our Annual Report has been published and this is available to read on our website -

www.healthwatchislesofscilly.co.uk

or you can pick up a copy from Mumfords Newsagents or the Post Office.



Remember we are here to:

- Help people find out about local health and care services
- Listen to what people think of health and care services
- Help improve the quality of services by letting those running services and the government know what people really want from care
- Encourage people running health and care services to involve people in changes to care

Please remember that we cannot act on hearsay. We listen to what people like about health and care services and what could be improved. We share your views anonymously with those with the power to make change happen.



Please contact us:

Website:
www.healthwatchislesofscilly.co.uk

Telephone: 01720 423037

Email: contact@healthwatchislesofscilly.co.uk

Write to:
Healthwatch Isles of Scilly
Unit 1, Gleaner House,
Buzza Street,
St Marys
Isles of Scilly
TR21 0HW



Tell us what you think about **health and social care services** for Scilly.

Healthwatch Isles of Scilly acts on collective feedback.

We find out what is important to you, and tell the people who plan and provide services.

Questions?

We can tell you where to get help to resolve a problem and find sources of information and advice.

Everything we do starts with what you tell us.

We go the extra mile to make your comments count.

Keep in touch:
Sign up for newsletters and bulletins.

Leave your comments and observations at any time: in person, by email, or via the 'talk to us' form on our website www.healthwatchislesofscilly.co.uk



Healthwatch-Isles-of-Scilly

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