

# Annual Report

2020 to 2021



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read

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In this easy read document, difficult words are in **bold**. We explain what these words mean in the sentence after they have been used.



Some words are [blue and underlined](#). These are links which will go to another website which has more information.

# Message from our Chair



The **Chair** of Healthwatch Cornwall is Jon McLeavy.

A **Chair** is the person who leads a group or meeting.



Jon says, this year we:

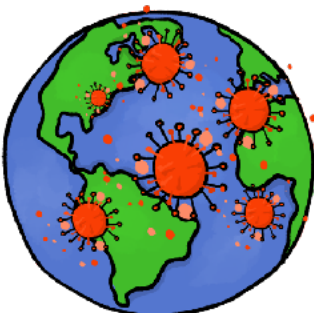
- all had to work in different ways



- have helped people to have a say about services during the **COVID-19 pandemic**.



**COVID-19** is also called coronavirus. It is an illness that can affect your lungs and breathing.



**Pandemic** means the illness is spreading round the world.



- wrote reports about:
  - emergency dentists



- keeping people safe in Cornwall and the Isles of Scilly



- welcomed our new Chief Executive Mario Dunn



- said goodbye to our outgoing Chief Executive Amanda Stratford.

# About us



Healthwatch Cornwall helps people to speak up about health and care services.



We help people to find the information they need.

## Our aims



- We support people to have their say.



- We provide high quality services.



- We help to improve health and care services.



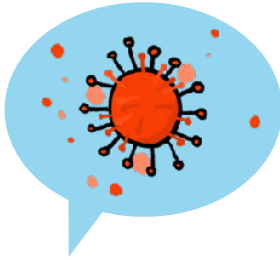
## This year

This year we:

- heard from nearly 3,000 people



- had over 12,000 visitors to our website



- listened to over 2,000 people about the COVID-19 pandemic



- wrote 6 reports



- had 15 **volunteers**

**Volunteers** are people who do work without getting paid for it.



- had 13 members of staff.

# Listening to people



This year we had:

- 158 people asking about dentists



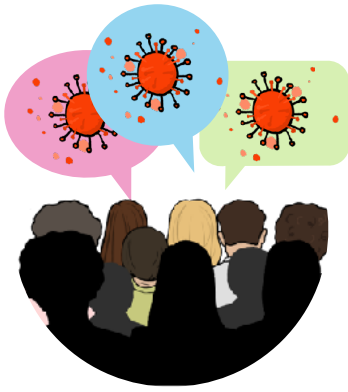
- 44 people asking about local doctors



- 20 people asking about mental health services



- 19 people asking about services for COVID-19.



## Coping with COVID-19

Over 1,700 people told us about how they were coping with COVID-19.



Many people felt alone and needed more information.



But about a quarter of people said there were good things about services during COVID-19.



Carers had a lot of challenges during this time.



It was difficult when day centres and other services closed.



# Then and now



Sometimes it takes a while to make the changes we want.



In this section we show some changes that have happened because of work we did a few years ago.

## Mental health



### Then

In June 2019, we had a conference where we looked at mental health issues.



We wrote a report about mental health issues and suggested things that needed to change.

## Now

Health services have now:



- set up an emergency phone line that you can call about mental health problems, any time, any day



- written a series of guides about keeping good mental health



- set up an **app** to help people with mental health therapy.

An **app** is a computer programme for your phone, tablet or computer.

## Dentists

### Then

In October 2020, we asked people what they thought about local dentists during COVID-19.





## Now

We are working with local health services to look for ways to help improve dentist services.

## Leaving hospital



## Then

In 2019, we wrote a report about the problems people were having when they came out of hospital.



## Now

Local hospitals will be changing many of the ways they help people to get ready to leave hospital.

These changes include:

- involving carers and families
- training for staff
- checking that people are okay after they have left hospital.



# Dealing with COVID-19



During COVID-19, many people had to stay indoors away from other people. Many businesses were closed. This was called a lockdown.



## A survey

A **survey** is a set of questions for people to answer.



We wanted to know how the lockdown was affecting people.

We had a survey which was completed by over 1,700 people.



We used the survey to write a report about how people were coping during the lockdown.



We gave the report to Cornwall Council and health services. They read the report and made changes to the way they supported people.

# Kernow Maternity Voices Partnership



**Kernow Maternity Voices Partnership** is a group of women who were pregnant during the lockdown.



They set up a way that they could support each other online.



We were able to offer people information and support.

## Helping services deal with COVID-19



Health and care services had to quickly change how they worked when COVID-19 first started.

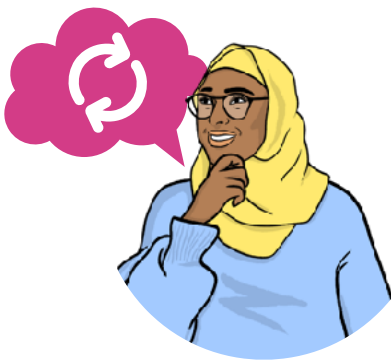


We helped them to listen to what people wanted. We helped them to make sure services were doing things that people wanted.

# Making positive changes



We wanted to know if some of the ways that services were working during COVID-19 were better for local people.



We asked local people what they thought about these changes.



People said that:

- some of the new ways of working were better and should be kept



- some of the new ways of working were worse



- COVID-19 has helped us to think about how services should be improved in the future.

# Supporting groups



Healthwatch Cornwall supports several groups to meet and talk about issues. We help them to tell health and care services what they think.

## Partnership Boards

**Partnership Boards** are groups of professionals, services users and carers working together.

During COVID-19, we set up a Learning Disability, Autism and Carers Service Users Group.



People said it was an easy group to take part in.



This group tells Partnership Boards what they think about different issues.

## Keeping people safe



We were asked to look at adult **safeguarding** services in Cornwall and the Isles of Scilly.

**Safeguarding** is keeping people safe from harm and abuse.



We spoke to 28 people who had used the services, so we could understand what happens with safeguarding.

We suggested 16 changes to the way the services work.

## Maternity Voices partnership



This is a group of women who have used services that help people have a baby.



They wrote a report about services for people having babies at local hospitals.



They suggested 17 changes to the way that services work.



# Volunteers



We have 15 volunteers who help us with our work.



The volunteers:

- help us with giving people information and supporting them to get the right service



- help our staff with information to write reports



- speak to people to help support us with our work.

# Our new Chief Executive



Our new Chief Executive Mario Dunn is the most senior member of staff.



He says:

It has been hard for everyone to work during COVID-19.



All our staff and volunteers have worked well.

Despite COVID-19 we have been working to improve:

- services for people at the end of their life
- services for people with mental health conditions
- NHS Dentists.

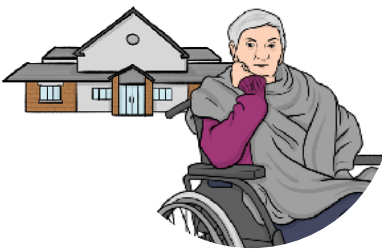


# Next year

## Top priorities for 2021 to 2022



**Priorities** are the most important things that we want to do first.



We will be looking at:

- services for people at the end of their life



- services for people with mental health conditions



- NHS Dentists



- what people need when they are getting ready to have children



- services for older people



- the Partnership Boards



- supporting people to say what they think about how health and care services work together.

## Our next steps



We will:

- carry on listening to local people



- check that services are really making the changes we want for:

- people who leave hospital



- dentists



- find ways to listen to people who don't always get the chance to speak up.

# For more information

If you need more information please contact us by:



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