

## Press Release

For immediate release: 7<sup>th</sup> January 2016

### Opportunity to speak about Shropshire Social Care services

Healthwatch Shropshire would like to hear about local people's experiences of using Shropshire Council's Social Care services. The Council provides a wide range of services and many changes have taken place in recent years. Healthwatch Shropshire is interested, for example, in people's experiences of getting in touch with the Council through the First Point of Contact (FPOC), involvement members of the public have had with People 2 People - which provides social care advice and information, and what they think about the care that they, or a family member, receive in their own homes (domiciliary care).

Social care has been chosen as Healthwatch Shropshire's Hot Topic for January to help raise awareness of this aspect of the charity's work.

Jane Randall-Smith, Chief Officer, said: "Whilst Healthwatch Shropshire does receive some feedback on people's experiences of Social services, most of the large volume of comments we receive are about other health and care services. The name, **Healthwatch**, makes it less obvious that social care is within our remit. We hope that by having a Hot Topic on Social services it will make people more aware of our role in helping to ensure that the people of Shropshire receive high quality care.

"We are particularly keen to discover how people experience care in their own homes," she continued. "Healthwatch has the power to undertake Enter & View visits in care homes and NHS facilities, but we cannot carry out such visits in people's homes."

People can let Healthwatch Shropshire know what they think about local services by phone 01743 237884, by post 'freepost HEALTHWATCH SHROPSHIRE', by email [enquiries@healthwatchshropshire.co.uk](mailto:enquiries@healthwatchshropshire.co.uk) or online at [www.healthwatchshropshire.co.uk](http://www.healthwatchshropshire.co.uk).

Any feedback that is received from the public is used (anonymously and confidentially) by Healthwatch Shropshire in its engagement with Shropshire Council, and any providers of services, to influence change.

Healthwatch Shropshire is the local independent champion for health and social care.

**Ends**

### Notes for Editors:

Healthwatch Shropshire is one of a network of 148 Local Healthwatch in England. It is supported by a national organisation, Healthwatch England.

It has a team working in community engagement, plus a volunteer programme, a visit programme to health and social care premises and an associate membership scheme to involve the public in its work. It also has a signposting service to help people access health and social care services and support.

**Contact**

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