

## Press release

For immediate release:

### What are your experiences of home care services in Shropshire?

Healthwatch Shropshire wants to find out how well home care services are working across the county and whether people feel that the care they or their loved one receives is appropriate and effective.

The number of people, especially older individuals, being helped and supported to live independently at home is increasing. This is especially true in Shropshire where latest population projections suggest that just over a third of county residents will be aged 65 or over by 2033.

Jane Randall-Smith, Chief Officer of Healthwatch , said: “We want to know whether people feel that their care needs are being met and if people feel involved in their own care plans.

“Are people visited by the same care worker on a regular basis and do they have any choice in who comes to care for them? If they have any concerns about the quality of care they are receiving, do they feel able to share this with the care agency?”

The state of social care in Britain frequently makes headline news. The Care Quality Commission has recently published a review of home care services in England:

<http://www.cqc.org.uk/content/review-home-care-services-0#our-recommendations>

Healthwatch Shropshire’s priority is to find out how well home care is working locally in order to establish what needs improving and how examples of good practice can be shared.

People can let Healthwatch Shropshire know what they think about local services by phone 01743 237884, by email [enquiries@healthwatchshropshire.co.uk](mailto:enquiries@healthwatchshropshire.co.uk) or online [www.healthwatchshropshire.co.uk](http://www.healthwatchshropshire.co.uk). The more comments received the more influence Healthwatch Shropshire has to improve services for local people.

Healthwatch Shropshire is the independent health and social care champion for people in Shropshire. It gathers the views and experiences of patients, carers, and the general public about services, including hospitals, GPs, mental health services, community health services, pharmacists, opticians, residential care and home care services. It then makes reports and recommendations about how these services could or ought to be improved based on the information received from members of the public. This is shared with providers and commissioners of services who have a statutory duty to listen to Healthwatch and act on the information it shares with them.

**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, an advocacy service 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**

Jane Randall-Smith, Chief Officer Tel: 01743 237884

Healthwatch Shropshire, 4 The Creative Quarter, Shrewsbury Business Park, Shrewsbury, Shropshire, SY2 6LG

Tel: 01743 237884 Email [enquiries@healthwatchshropshire.co.uk](mailto:enquiries@healthwatchshropshire.co.uk)

Website [www.healthwatchshropshire.co.uk](http://www.healthwatchshropshire.co.uk)