

## Welcome from our Chief Officer

Welcome to our January 2020 Newsletter. It has been a very busy month at Healthwatch BwD with several engagement projects on the go. Your answers from last month's survey about Health & Social Care in Blackburn with Darwen has helped inform the work we intend to do in 2020/21. We will be sharing this new workplan in our March Newsletter. Thank you for your help!

Kind Regards,

Abdul Mulla



## Congratulations to Saad!

After a lot of hard work, our wonderful volunteer Saad has secured the job of Trust Junior Doctor at Lancashire & South Cumbria NHS Foundation Trust. We wish him all the best in his new job and appreciate all the work Saad has done for Healthwatch BwD. We know Saad will make such a difference to all of the patients, and their families/carers, that he comes across in his new role.



## Dementia Friendly Discharge Report

The “Dementia Friendly Discharge from Hospital” report and recommendations have now been shared with East Lancashire Hospitals Trust and BWD Adult Social Care who have responded to our findings and are acting on what the public have told us to improve the service for patients. Click [here](#) to see report.

## Care at Home Forum #4

On 24th March we are holding our fourth and final 'Care at Home' Forum for 2019/20. This forum will look at everything that has been discussed in the previous forums and give people the opportunity to share their experiences and ask questions. To confirm your place or find out more, please contact us 01254 292686 or [info@healthwatchbwdco.uk](mailto:info@healthwatchbwdco.uk)



## Care at Home Forum #3

Our 3rd Care at Home Forum on 16th January 2020 was a huge success. Over 30 people attended to find out more information and ask questions about Personal Health Budgets & Direct Payments. Thank you to everyone who shared their experiences and to our guest speakers who helped address questions and concerns. Keep an eye out for the notes on our [website](#).



## Discharge to Residential Care Report

'Discharge experiences of vulnerable adults to a residential care setting' report is a further piece of work carried out to speak to Care Home Managers and Families to gather their views and experiences. This report and our recommendations have also been shared with ELHT and published on our [website](#).



## Congratulations to Chloe!

Our Project Support & Volunteering Officer is leaving Healthwatch BwD at the end of this month for a new job opportunity with the NHS. Congratulations Chloe on a fantastic new position and thanks so much for all your hard work!



## Care at Home Forum #2

Our 'Care at Home Open Forum Event' on the 12th November 2019 covered peoples questions, concerns and feedback about Triage and Assessment, and Complaints Handling. Our guests from BwD Adult Social Care and local care providers answered questions from residents and care agencies. This now available to read on our [website](#).



## Darwen Healthcare Website

Darwen Healthcare have revamped their website to increase accessibility for patients, making the website easier to navigate. The website offers information about the practice, how to book appointments and how to get involved in patient participation. You can visit the website using this link – [www.darwenhealthcare.co.uk](http://www.darwenhealthcare.co.uk)

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Room 28  
Bangor Street Community Centre  
Norwich Street  
Blackburn, LAN BB1 6NZ  
United Kingdom



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