

For general release

REPORT TO:	Health and Social Care Scrutiny Sub Committee 27 September 2016
AGENDA ITEM:	7
SUBJECT:	Healthwatch Croydon Update
LEAD OFFICER:	Darren Morgan, Healthwatch Croydon Co-optee
CABINET MEMBER:	NA
PERSON LEADING AT SCRUTINY COMMITTEE MEETING:	Darren Morgan, Healthwatch Croydon Co-optee

ORIGIN OF ITEM:	<i>This item forms part of the Health, Social Care and Housing Scrutiny Sub Committee Work Programme 2016/17</i>
BRIEF FOR THE COMMITTEE:	<i>To receive and examine information provided by Healthwatch Croydon</i>

1. EXECUTIVE SUMMARY

Healthwatch Croydon (HWC), as a co-opted committee member, hereby submits its regular update.

2. HWC UPDATE

In July 2016 HWC reported on the experience of Carers of the Over-65s, finding that discharge arrangements are not always seamless, support at home can be lacking, multiple care plans are not holistic or helpful, assessments for allowances can be lengthy, complicated and impersonal, and there is little local knowledge of the Care Act.

In August 2016 HWC reported on the experience of Adult Social Care services, and found that waiting lists for treatment can be lengthy, some patients are admitted to sites 2 hours (or more) away, carers can find it difficult to obtain information, while service users don't always feel listened to, and would like more alternatives to medication. Both reports are available on the HWC website.

Appendices

None

CONTACT OFFICER:

Darren Morgan, Community Analyst