



Connected Together CIC

Healthwatch North and West Northamptonshire
 Moulton Park Business Centre
 Redhouse Road, Northampton
 Northampton
 NN3 6AQ

Feedback received relating to care homes, domiciliary care, and other social care services across Northamptonshire (Quarter 1 – April to June 2023)

This report summarises the feedback Healthwatch North Northamptonshire and Healthwatch West Northamptonshire have heard from members of the public and local organisations about care homes, domiciliary care, and other services. We collect feedback through phone calls, emails, and comments on our social media pages. We ensure that we are there to listen and take down the details of the feedback and we hope that by sharing the voices of the community, we can help to improve the services provided.

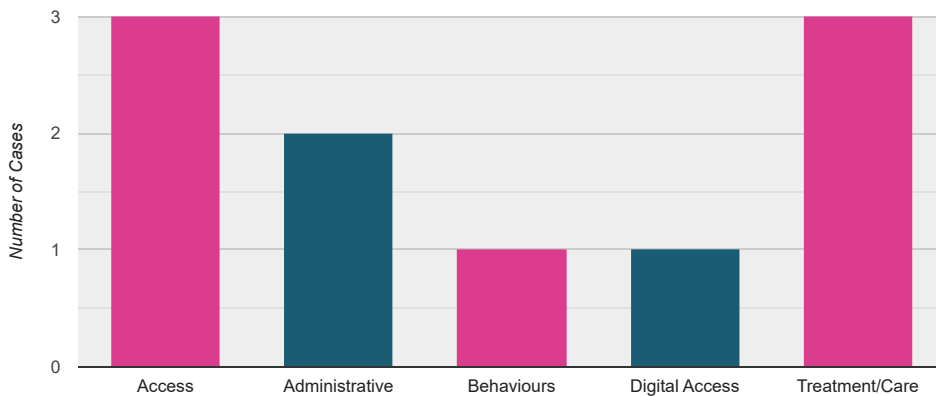
Three informal complaints; two compliments; one general comments and one signposting query were received in this time period.

Those who gave contact details were signposted to Adult Social Care Complaints, Northamptonshire Carers or VoiceAbility for advocacy as appropriate.

Statistics

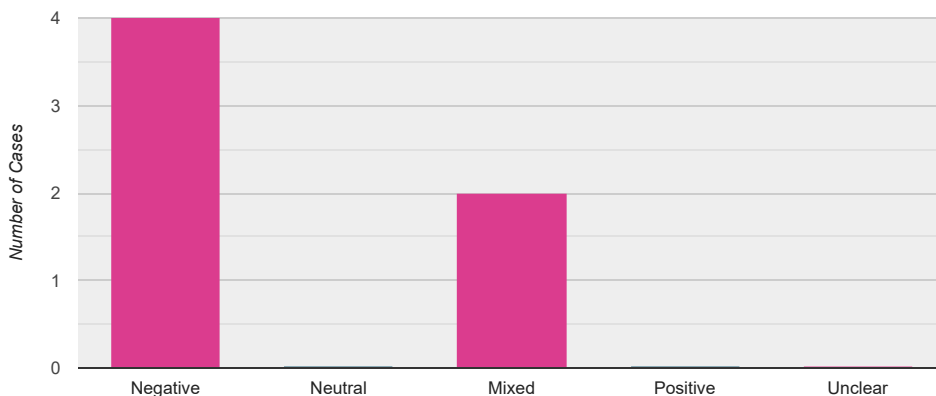
Total cases: 7

Theme Areas



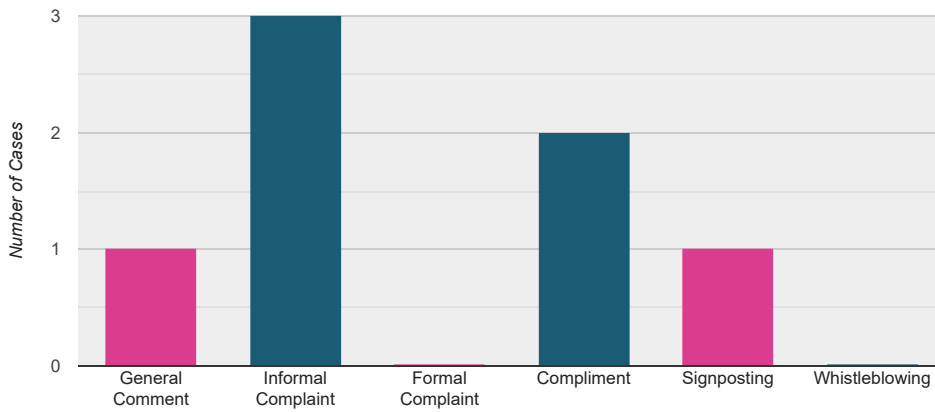
Theme Areas	Cases
Access	3
Administrative	2
Behaviours	1
Digital Access	1
Treatment/Care	3

Sentiments



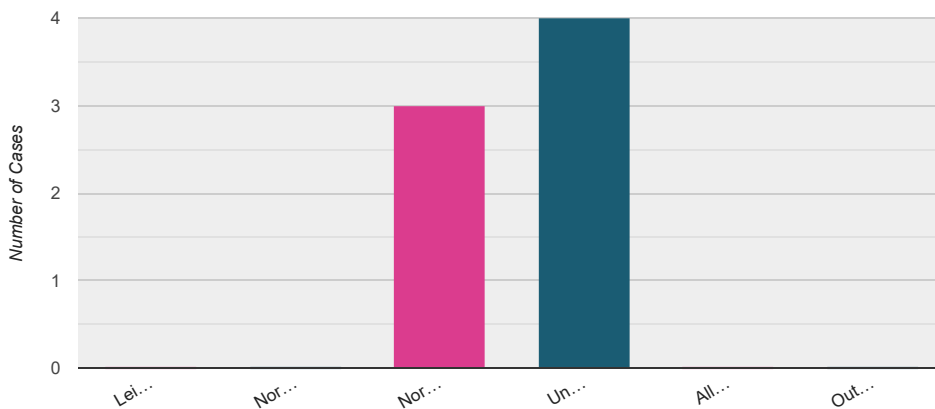
Sentiments	Cases
Negative	4
Neutral	0
Mixed	2
Positive	0
Unclear	0

Case Types



Case Types	Cases
General Comment	1
Informal Complaint	3
Formal Complaint	0
Compliment	2
Signposting	1
Whistleblowing	0

ICBS



ICBS	Cases
Leicester, Leicestershire and Rutland	0
Northamptonshire (North)	0
Northamptonshire (West)	3
Unknown	4
All ICBS	0
Out of Area	0

Cases

Social Care Services

ICB	Case Details
<p>Northamptonshire (West) x 3</p> <ul style="list-style-type: none"> 1 x General Comment 2 x Compliment 	<p>General Comment</p> <p>1. Case 851 (14-06-2023) Providers: Information obtained at Northampton Carnival regarding experience with Children's Social Services. Social workers want so much to help children but are massively underfunded and this puts children at risk.</p> <p>Compliment</p> <p>1. Case 855 (20-04-2023) Providers: Abington Medical Centre, NCC Adult Social Care Feedback from Moulton Community Centre Outreach Event (April 2023). Social Care: the individual has an adult child with autism and mentioned they feel lucky to have experienced good service and some support until their child reached the age of 16. As an adult, there are very few services available and even less support. They were supported well by Northampton County Council to get a job with the local authority six years ago.</p> <p>2. Case 858 (20-04-2023) Providers: NCC Adult Social Care Anonymous feedback from Moulton Community Centre outreach event (April 2023). Individual found the effort from Adult Social Care to provide reablement support following hospital discharge to be very helpful, getting people back on their feet.</p>
<p>Unknown x 4</p> <ul style="list-style-type: none"> 3 x Informal Complaint 	<p>Informal Complaint</p>

- 1 x Signposting

1. Case 871 (17-04-2023)

Providers:

Website submission: A relative asked for liquid antibiotics and the nurses in care home refused and because of this they are in hospital in a lot of pain with cellulitis. The individual feels they made serious error and would like to stop it happening to any one else.

2. Case 876 (20-04-2023)

Providers:

Website Submission: individual's adult child was in a nursing home and not provided with the correct medication and they said the nurse refused to provide it. The adult child is in hospital due to this. The individual said their family told staff who put their commode on, they felt dizzy and was going to fall but they just went and left. The individual thinks this is unacceptable and would like advice on how to make sure doesn't happen to any one else.

3. Case 904 (09-06-2023)

Providers: St Matthews Limited

We received feedback to say St Matthews Healthcare is terrible. The resident is in hospital and bed-blocking as they have nowhere to go.

Signposting

1. Case 867 (11-04-2023)

Providers:

E-mail received from parent: their child is in the process of being diagnosed with ADHD and ASD - had QB test but have still not heard back from that. They recently had to contact their GP as their child was expressing suicidal thoughts but the GP was unable to help as they said their hands were tied as to what they can do. The child had a CAMHS appointment in August and the parent felt that is a long wait. They said they are desperate to get them some help.

Signposted: Advised to contact the family's social worker; approach CAMHS direct or an independent psychologist.