

Can you help Healthwatch Suffolk to shape and improve home care services

Healthwatch Suffolk is exploring people's experiences of accessing home care services (domiciliary care). It is an opportunity for you, your friends or family members to influence and improve these services now and for the future.

The watchdog wants to hear from people that are currently using home care services, have used them in the past or those who may need help at home but have been unable to obtain support in the county.

Domiciliary care is care provided in a person's home. Sometimes it is called home care or 'Support to Live at Home'. Home care can include support with things like helping people to get out of bed, washing, dressing, getting to work, cooking meals, eating, seeing friends, caring for families and being part of the community.

Healthwatch Suffolk will use your feedback to help it understand the issues that people face when accessing care at home and what needs to be explored in detail as part of its developing project. As the health and care watchdog for Suffolk, it can use the things that people share to shape, influence and improve care to our county's most vulnerable residents.

Sharing your experiences couldn't be easier

If you are currently using a service, Healthwatch Suffolk is asking people to take part in a short survey. You can access it using the following link:

<https://www.surveymonkey.co.uk/r/homecareinsuffolk>

If you are not currently accessing support or would prefer not to feedback online, please contact the Healthwatch Suffolk team on 08004488234 (Freephone) or by email to

info@healthwatchsuffolk.co.uk. Hard copies of the survey and other formats are available on request.



Do you receive care in your home?
You can help us to improve local services.