

Cheshire East Council

Local Account for Adult Social Care

2017/18

Foreword

Welcome to Cheshire East Council's Adults Social Care Local Account 2017/18

Absolutely paramount is the ability to ensure we protect both our vulnerable adults and children. Through the work of the council and its partners there is now a greater focus and awareness of issues such as domestic abuse, child sexual exploitation and adult abuse. To ensure we continue to tackle these important issues we are increasingly working across agencies and partnerships such as Cheshire Fire and Rescue, Police and Crime Commissioner for Cheshire, NHS and Registered Housing Providers to ensure we take a holistic approach to meeting identified need.

Over recent years there has been a shift in emphasis in Adult Social Care and Health from services defined and driven by professionals, to services that reflect the outcomes and aspirations of people using those services. We welcome this change. Our ambition is to be in the forefront of developing flexible, personalised services that tap into the rich diversity of our communities, and deliver services that enable people to maintain their independence, and where possible remain living in their own home

At a time when there is an imperative to achieve better outcomes with finite resources we intend to focus our efforts on prevention and early intervention to reduce and delay the need for high cost services. Wherever possible, we will support choice by giving people the opportunity to have a direct payment and develop their own bespoke package of support. In doing so we will stimulate the development of an active and vibrant care market both in the independent sector but also across with voluntary, community, faith and sector. This is very much in keeping with the Care Act 2014 and focuses on the wellbeing of the individual.



Councillor Janet Clowes,
Adult Care and Integration Portfolio Holder

Mark Palethorpe
Acting Executive Director of People



Working for a brighter future together

The Corporate Plan 2017- 2020 consists of five outcomes that demonstrate how Cheshire East Council will support residents in Cheshire East.



The Outcomes relevant to Adults Social Care are detailed below:

Outcome 1 – Our local communities are strong and supportive.

Individuals and families are self – reliant, taking personal responsibility for their quality of life.

- Communities are cohesive, with a strong sense of neighbourliness.
- There is genuine civic pride and mutual respect.

Outcome 2 – Cheshire East has a strong and resilient economy.

Care and health work will be sustainably rewarded with recognition, investment, business support and guidance to ensure that good quality care really does pay in Cheshire East.

- The one in five people who work in care and health feel valued, acting as ambassadors encouraging others to choose care careers.
- There is a stable and innovative care economy.
- Care providers are rewarded for delivering person centered outcomes.

Outcome 3 – People have the life skills and education they need in order to thrive.

We see great importance in adults throughout their life having the opportunity to learn and to continue to develop their life skills through access to supported employment opportunities.

- Adults Social Care has a role to play in ensuring people are supported into employment and that employers adopt “making safeguarding personal”.

Outcome 5 – People Live Well for Longer.

Local people have healthy lifestyles and access to good cultural, leisure and recreational facilities. Care services focus on prevention, early interventions and physical Health and mental wellbeing.

- Redesigning services to ensure people live well and for longer and investing an extra £4.8m through, investment in Adult Social Care, commissioning all services currently provided by our in-house provider, Care4CE.
- Public Protection, Health Protection and Safeguarding, there are strong, multi-agency arrangements in place to ensure residents are safeguarded and protected.
- Empowering people to live independent, healthier and more fulfilled lives, residents are supported to live independently with a high quality of life.
- Facilitating the identification, at an early stage, of individuals who can benefit from preventative services and interventions which help improve physical and mental health and wellbeing
- Accessible high quality services, Information & Advice, residents and customers find it easy to access local services and get the information they need. Our residents have choice when accessing our high quality services and achieve excellent outcomes through engagement with our local services.

The vision for Cheshire East Council



Cheshire East Council, working for a brighter future together – shared purpose, well led, valued people... succeeding together

Think Local Act Personal

The goal of Think Local Act Personal (TLAP) is for people to have better lives through more choice and control over the support they use, often referred to as "personalisation". Cheshire East Adults Social Care staff work in a personalised way ensuring that the individual is at the centre of social care support if this is needed.

TLAP Domains:

Information and Advice: *having the information I need when I need it*

Active and Supportive Communities: *keeping friends, family and place*

Flexible Integrated Care and Support: *my support, my own way*

Workforce: *my support staff*

Risk Enablement: *feeling in control and safe*

Personal Budgets and Self Funding: *my money*

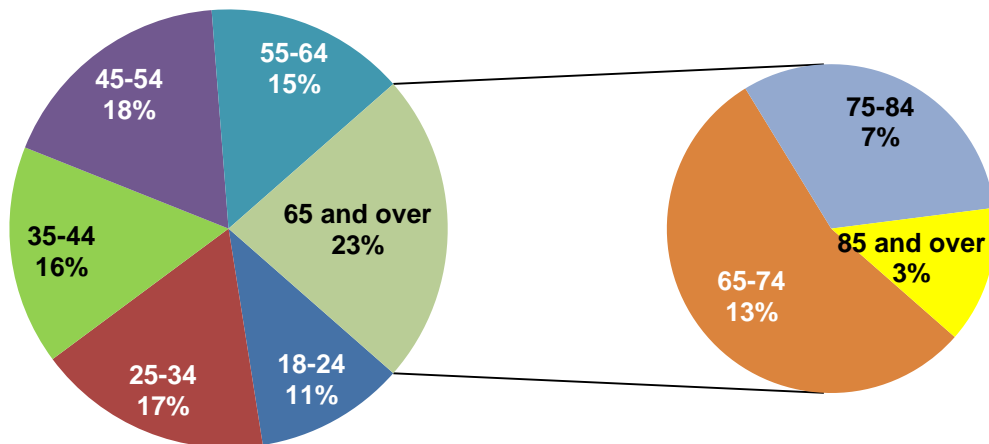
Information and Advice: *having the information I need when I need it*

Cheshire East, the people

The Office for National Statistics estimates that the adult population (aged 18 or over) in Cheshire East is 303,012 (Mid-Year Estimates for 2017). Cheshire East has a relatively older population than nationally, with 28% of the adult population being aged 65 or over. This figure is higher than the 23% for England and is reflected in the Council's targeted outcome to support people to live well and for longer

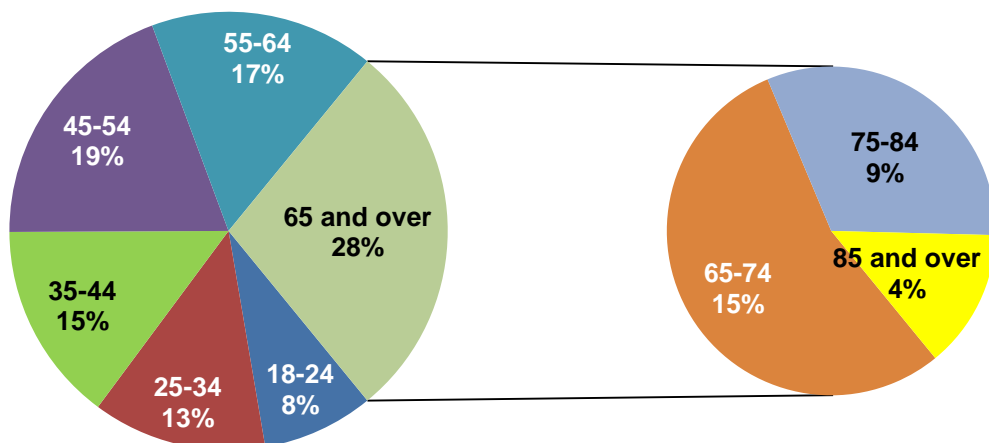
Analysis by age group

Population (aged 18 and over): England by age band



Source: Office for National Statistics licensed under the Open Government Licence. Population Estimates: Mid-2017

Population (aged 18 and over): Cheshire East by age band



Source: Office for National Statistics licensed under the Open Government Licence. Population Estimates : Mid-2017

Terms explained

We have tried to make this document as jargon free and easy to read as possible, we have not shortened any words and will explain any terms that we use. Here are some that you will see:

People

When we use the word **People** in this document, we are talking about people who need care and support who access services.

Residents

When we talk about **Residents**, we are talking about everyone who lives in Cheshire East.

Commissioning

When we talk about **Commissioning** we are talking about how the Council decides to use resources in meeting people's needs for care and support.

Clinical Commissioning Group (CCG)

When we talk about **Clinical Commissioning Group (CCG)** we are talking about the commissioners who work for the National Health Service and who are responsible for clinical commissioning.

Adults Social Care

When we talk about **Adult Social Care** we are talking about care and practice support people may need in ensuring they can remain independent longer.

Safeguarding

When we talk about **Safeguarding** People, we are talking about the Council Policy to ensure people can live safely, free from harm and abuse.

Public Health

When we talk about **Public Health**, we are talking about the Councils responsibility to ensure that the health needs of Cheshire East residents are understood and supported.

Advocacy

Advocacy means getting support from another person to help you express your views and wishes, and to help make sure your voice is heard. Someone who helps you in this way is called your advocate.

Ref - Mind

What is adult social care?

Adult Social Care covers a range of services to help people who have support needs arising from age, learning, physical or sensory disabilities or physical or mental health conditions and those in vulnerable situations.

The diagram below shows examples of some of the outcomes that the Adult Social Care Service seeks to achieve for service users and their carers and some of the services that Cheshire East Council commissions to help achieve these outcomes:



Our social care teams assess a persons support needs and arrange relevant, timely and person centred service provision. The team will make an initial assessment of a persons needs and the priority level for services.

Comments from people supported by Adult Social Care

Being able to get up and sit in my chair other than staying in bed all day. I like feeling clean, at least for short periods, knowing that someone cares about me and my welfare, seeing a friendly face, meeting others socially and being able to do some of my shopping instead of relying on my husband.

I value seeing the same people during the week. I have got to know the girls well and they are good company because I live on my own and don't go out very often. The carers help me find things I've lost in the house and also help me to remember what I am going to do that day.

I have found social services to be very helpful to me and I am sure I am stronger and doing well because of their input. I value the access to advice on my finances and the support of my social worker.

Retaining my independence to live the way I do

Service developments in 2017/18

Early Help Framework

The Early Help Framework aims to target the right services at the right time to those who need them, thereby delaying or preventing people needing statutory care and health services, achieved through offering a single point for assessment and obtaining Council services including; Communities, Public Health, Adult Social Care and Children's Services; and has also been developed in conjunction with the local Clinical Commissioning Groups. This prevents duplication in local commissioning and enables partnership working. The work has been progressed through co-production with the community. We have identified a 'slowing down' in demand for statutory services and a levelling out of spend in social care.

Commissioning Care at home and Carers Hub

The Cheshire East Commissioning Service has recently been reviewed and restructured to ensure that we improve outcomes for local people this has resulted in one integrated team working across Adults and Public Health. The reviewed Service will ensure that contracts will include values such as being: person centered, coproduced, evidence based, joint commissioned (with other LA's and CCGs), develops workforce, builds strong commissioner and provider relationships and are value for money.

Adult Safeguarding

The Adult Safeguarding Improvement Plan was produced following the Peer Review in May 2017 this was added to following the Local Safeguarding Adults Board Development Day, which enabled partners and stakeholders to have input into the future direction of the Service. We took into account National policy and process to achieve a sound grasp on 'what good looks like' together with the processes required to move towards

excellence. Since the Peer Review a new Independent Chair of the Safeguarding Board and Head of Service for Adult Safeguarding has been appointed. All improvement actions are linked to the six principles of Adult Safeguarding, all areas are progressing well.

Adult Social Work Teams

A restructure of the teams has taken place which allows for closer working with health partners and access to support via two First Point of Contact teams in the south and the east of the Borough. Staff in these teams use the principles of conversational assessment and have reviewed processes to pilot a new approach to enable individuals to lead the best life that they can. This has achieved a much happier and fulfilled staff team, improved outcomes for individuals and a reduction in the numbers of individuals requiring long term traditional services. Services have been restructured to acknowledge the increased demands upon adult social care due to an increase in the older people population and budget challenges.

Early Intervention and Prevention

Live Well Cheshire East



The council has developed a new online resource for residents called Live Well Cheshire East. From May 2017, the Live Well pages were available on the website: <https://www.cheshireeast.gov.uk/home.aspx> at livewell.cheshireeast.gov.uk.

There is lots of useful information and advice on a range of subjects such as health matters, community activities, care and support for adults, children's services and the local offer for special educational needs and disability. It also features an easy to use searchable directory of over 3,000 services and activities across the borough.

We have consulted and tested with adults and young people throughout the development of Live Well – however, we recognise that there will be continual improvements to the site and welcome everyone's feedback.



Neighbourhood Partnerships

Occupational Opportunities Service, woodland walkway

People who are supported by our Care4CE Service which helps people to live independently within the community, worked with Fiona Bruce MP to open a new woodland walkway in Sandbach. This initiative is part of the Care4CE Occupational Opportunities Service, which provides support in the form of community-



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based practical projects for adults recovering from mental health problems and drug and alcohol dependency. The work was carried out on behalf of the Sandbach Woodland and Wildlife Group and the footpath was officially opened in October 2017

Participatory Budget - Putting the community at the heart of our decision making

To improve community-based early intervention and prevention activities, improve public health outcomes and reduce the demand on mainstream health and social care services, funding was allocated to 103 different organisations over 12 separate events which saw over 800 local residents vote for local projects. The projects are now being delivered across the Borough and are supported and monitored. The project is a great example of working with local communities and is a finalist in the Association for Public Service Excellence (APSE) Best Community Neighbourhood Initiative category, a national scheme for excellence in the public sector.



Events gave local people the power to choose how to spend funding across the Borough successful projects included: promoting cycling for health and fun, singing for the brain, supporting a 'men in sheds' group, supporting groups for carers and those who suffer from autism and ADHD. People said:

Our group felt we had won the lottery, it will make such a difference to our vulnerable older people, thank you!

The event was great, well organised and structured. Participatory Budget setting is a good way to involve local people in making decisions and play a valuable part in the meaningful allocation of funding.

Connected Communities

As part of the Council's Connected Communities strategy, neighbourhood partnerships are being set up across the borough where communities experience particular challenges and aims to deliver the right services in the right locations in a way that is sustainable long-term. Work with local people identified local priorities to overcome issues. Neighbourhood partnerships are a valuable source of community intelligence and will really make a difference reaching as many people and places as possible giving local communities a strong voice and the opportunity for co-production to develop new services.



The first Connected Communities Centre opened in Crewe in September 2017. The centre is already very popular with the local community and allows more services to be delivered there by the Council, commissioned services or by community, voluntary or faith groups. Events include coffee mornings, computer classes,



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learning a language, blind bowling club, community garden and woodcraft – there's something for everyone. The centre also has a computer tablet connected to our Live Well community information website, helping residents to easily find out what's available in the area.



Active and Supportive Communities

Belong Village, Crewe hosts LGBT reminiscence session

Belong Village in Crewe held a reminiscence event featuring memory boxes created by Cheshire East Council Community Development and the Silver Rainbows older people's lesbian, gay, bisexual, and transgender (LGBT) network. The memory boxes, which included vintage items such as ration books, photographs, clothing and household items, acted as a form of reminiscence therapy that has been shown to be particularly beneficial for people living with dementia, stimulating cognitive ability as well as being therapeutic.

The session aimed to prompt memories from residents and also raise awareness for the older LGBT community by encouraging people to share personal experiences about growing up in a time where LGBT people were excluded from society.



Keep Dancing



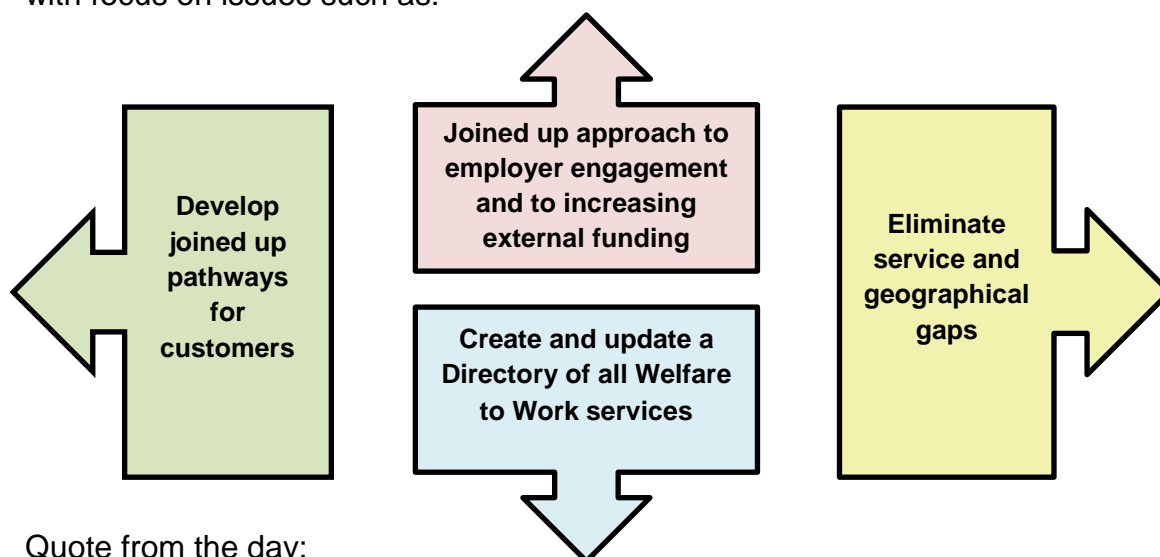
An afternoon tea dance in Crewe especially for people with memory loss and their partners aims to help reduce social isolation through accessing a dementia friendly community activity. The sessions run by Cheshire Dance, supported by funding from Cheshire East Council, helped a couple who have been married for 60 years, as the husband is his wife's main carer, socialising and keeping active was difficult but waltzing on the dance floor like they used to and enjoying precious time together helped them. The magic medicine of music and dance stimulates

memory and helps to keep people active.

Welfare to Work Workshop

Our Supported Employment team hosted the Welfare to Work workshop in June the aim was to set up an ongoing partnership, over 55 people attended from organisations across Cheshire East who have input to supporting disadvantaged people into employment. The

event was a great success and all delegates agreed that the partnership should be formed with focus on issues such as:



Quote from the day:

Our Adult Social Care team has clear interests in supported employment due to its massive re-abling effect, especially for disabled people. At the same time it embraces one of our community's most valuable assets ie the employers across the Borough

Success with supported employment

The Supported Employment team helped a client with autism and learning disabilities into a job at Tesco. They progressed from an order picker to Click and Collect driver then to a customer delivery driver, winning a National 'Customer Delivery Service Superstar' award, voted for by colleagues and customers.



Connected to decision making event

Co-production means working with and including people who have an interest in developing projects or services to give an outcome that reflects what people want. People are involved early on with projects, kept informed and engaged allowing for a wide range of individuals and organisations being part of any outcome or solution, and building better and more

sustainable services for our local community.

Our communities and commissioning teams held an event in October 2017 to involve local people in decision making to work together to improve and deliver local services. We value conversations about how we commission our services for adults, what's currently working, what isn't and how can we improve going forward.



Carer Support



The 2011 Census results state that there were around 40,000 people in Cheshire East providing unpaid care. It's likely this is underestimating the number of young carers. The figure for those providing unpaid care in Cheshire East, therefore, is estimated to be around 41,500



It is estimated that there are around 8,300 carers that need support to help them cope in their caring role. and that this is made up of 2,350 young carers (aged 0-17) and 5,900 adult carers (caring for adults or young people).



Carers provide unpaid care or support to an adult family member or friend, either in their own homes or somewhere else. Supporting carers to have breaks but also to maintain their caring role is very much at the heart of our local Carers Strategy and reflects the joined up approach of the council and the NHS.


Carers' Week 11 – 17 June



Caring can be a rewarding experience but without the right support many carers find themselves facing financial hardship, ill-health, emotional stress, relationship breakdown and isolation. Carers Week 2018, focused on building carer friendly communities – places that understand a carer's daily reality and do what they can to make life a little bit easier for them.



Caring is an issue that affects everyone and changing demographics such as an ageing population, smaller families and different family structures mean that any one of us could become a carer.

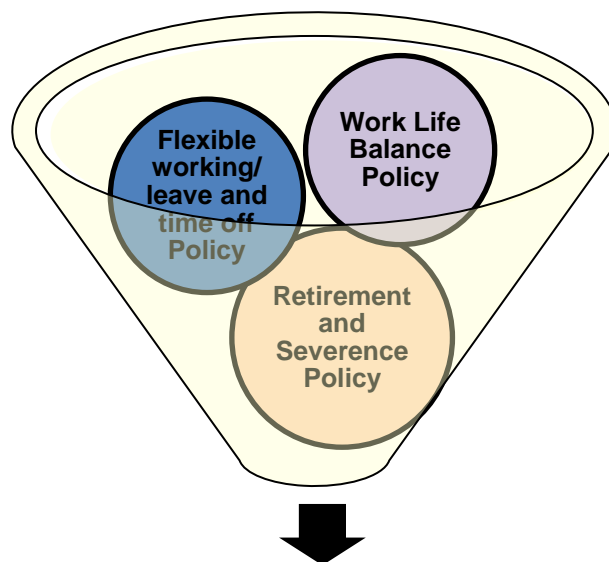


Unpaid carers 6.5 million
increasing to 9million over
next 30 years

One in nine of the UK's workforce is a carer



Cheshire East Council has a range of policies which give flexibility to working carers so they can balance the demands of caring and employment and this year we hosted an event with the theme @supporting Working Carers'



Supported Carer

Local Area Co-ordinators (LACs) support to people in the community

LACs actively support people to access services and support they need within the community. LACs work with a person centred approach, looking at people's strengths, current support networks, their aspirations and choices for their future, exploring options that would best meet people's needs, through Voluntary groups, Community and Faith groups, Cheshire East commissioned services, Health and in some cases individual care packages which can include direct payments. This is achieved in various ways



including face to face meetings, web based information, via the telephone, and through running information events.

One example of this was the setting up of a Friendship Group in Crewe, LACs worked with partners to provide a space where people of all needs and abilities could meet to find friendship, support and join in activities in a comfortable and welcoming environment. LACs attend the group and discuss worries or issues, providing immediate

advice, signposting or support from someone people trust.

National award for council's home adaptations service

Cheshire East Council's home adaptations service won an award for simplifying how people with disabilities access grants for essential home adaptations. The Service received the award for its innovative work in prevention and early intervention and its holistic approach to supporting disabled people to live independently and safely in their own homes.



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Dementia awareness week



During Dementia Awareness week (15-19 May) the Brocklehurst Centre in Macclesfield organised an old fashioned buffet lunch as well as a session of circle dancing and music the live music had people dancing and people were successfully encouraged to be take part.



Cheshire Care Record (CCR)

As a council we recognise that working closely with our many partners is essential to deliver the effective, timely, appropriate, value for money services that our residents require. Making better connections between professionals involved in the care of an individual is a key part of this and the Cheshire Care Record provides a vital tool that

allows clear sharing of information (with the consent of the person) between hospitals, social care, GPs, mental health services and community services reducing the number of times people have to supply information/speak to different departments. For more information visit www.cheshirecarerecord.co.uk



Safe and Supporting/Risk Prevention



Domestic Abuse 'change' event

Cheshire East Council staff, service users and partner agencies joined together to inspire and

challenge one another to improve the ways domestic abuse and sexual violence are responded to. The event was themed

around 'change', organised by the Cheshire East Domestic Abuse and Sexual Violence Partnership (CEDSAP) and marked White Ribbon Day (November 25). Those who attended the event listened to the experiences of people affected by domestic abuse and sexual violence and considered how the services being offered could be developed as a result. Listening to people's experiences and feedback highlighted some of the services which may need further development as well as challenged organisations to think about what it's like for those experiencing our support



Making it possible for more of our clients to say:

They gave me support

Which in my case, is what I needed

My daughter needed support too

They advised me where to go

They were in constant contact which is excellent

Adults Safeguarding



A powerful short film, produced through Cheshire East Safeguarding Adults Board involving several people talking about their experiences of adult abuse, highlighting the concerns faced by 'people at risk', has been praised by national experts. It includes experience of prejudices and patronising attitudes and describes the distress and anxiety this can cause them. Dr Adi Cooper, a leading authority on adult safeguarding

praised the film and included text in her recently published book illustrating how important it is to hear what is being said by people who are not always listened to.

The Spoken Word film is based on a poem produced by adults at risk and has received great acclaim from social and health care agencies around the country it will be used in training programmes to ensure staff have the professional skills required. Adults at risk have also commented on how the film has encouraged them to report their concerns about their adult social care service. The lasting message from the film is clear, powerful and poignant – Speak Up, Speak Out, Stop Adult Abuse! www.stopadultabuse.org.uk



Mental Capacity Act (MCA)

The MCA is one of the most person centred and human rights focused pieces of legislation, in October 2017 Cheshire East, together with partner agencies, celebrated the Acts tenth birthday and what it brings to social care practice, including greater personal control, human rights aspects and the opportunity for a person to make decisions that are not necessarily evidence that they are lacking the capacity to manage their lives independently. We collectively explored the Acts application to be able to apply it successfully if this is done, then the MCA enhances lives, changes lives and can even save lives.

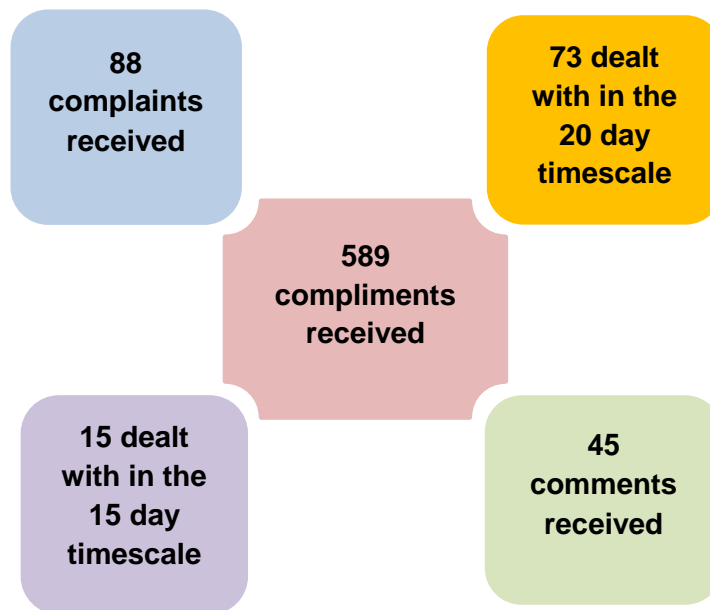


Complaints and Compliments

Thank you for your help in managing Dad's return home, ensuring that the process was carried out in a timescale suiting his situation. It was refreshing to know that you would deal with our phone calls and e-mails in a timely and efficient manner so that we were kept informed of what was going on.

Many thanks for your extremely prompt and professional help and understanding. It is very much appreciated. We are delighted that mum can stay her care home.

Complaints are a welcome source of information. They can inform how services are performing and can highlight recurring issues so that improvements can be made. Learning from complaints can be considered with other performance measures, for example customer satisfaction surveys, as a means of preventing future problems and improving the customer's experience.



The Adult Social Care Service has continued to use a Complaints Action Plan which is based on the areas of learning identified by Adults Social Care managers, this helps to identify the cause of complaints, record the learning from complaints and most importantly to log the action which has been taken, to prevent issues recurring in the future. Some examples of actions:

- Direct payment processes have been reviewed, Financial co-ordinators are available in all team bases for advice and support.
- Service providers are monitored in line with Council policies.
- Complaints and how to resolve and avoid them are discussed in supervision and team meetings.

Useful links:

Joint Strategic Needs Assessment

The JSNA is a piece of research that every local authority has to undertake, which 'tells the story' of local people's needs).

https://cheshireeast.gov.uk/council_and_democracy/council_information/jsna/jsna.aspx

Health and Wellbeing Board

Cheshire East Health and Wellbeing Board will work together to make a positive difference to people's lives through a partnership that understands and responds to the needs of the population now and in the future

https://cheshireeast.gov.uk/council_and_democracy/your_council/health_and_wellbeing_board/health_and_wellbeing_board.aspx

Live Well Cheshire East

Provides people with greater choice and control for services they need. There is useful information and advice on a range of subjects, and an easy to use directory of over 3000 services and activities in local areas people can choose and across Cheshire East.

<https://www.cheshireeast.gov.uk/livewell/livewell.aspx>

Adults Social Care into the Future

Adult Social Care is about maximising independence, connecting local people to their communities and helping people live well and for longer. Achieved by enabling people to live in their own homes for longer using existing community networks, new technologies and reviewing the use of bed based care.

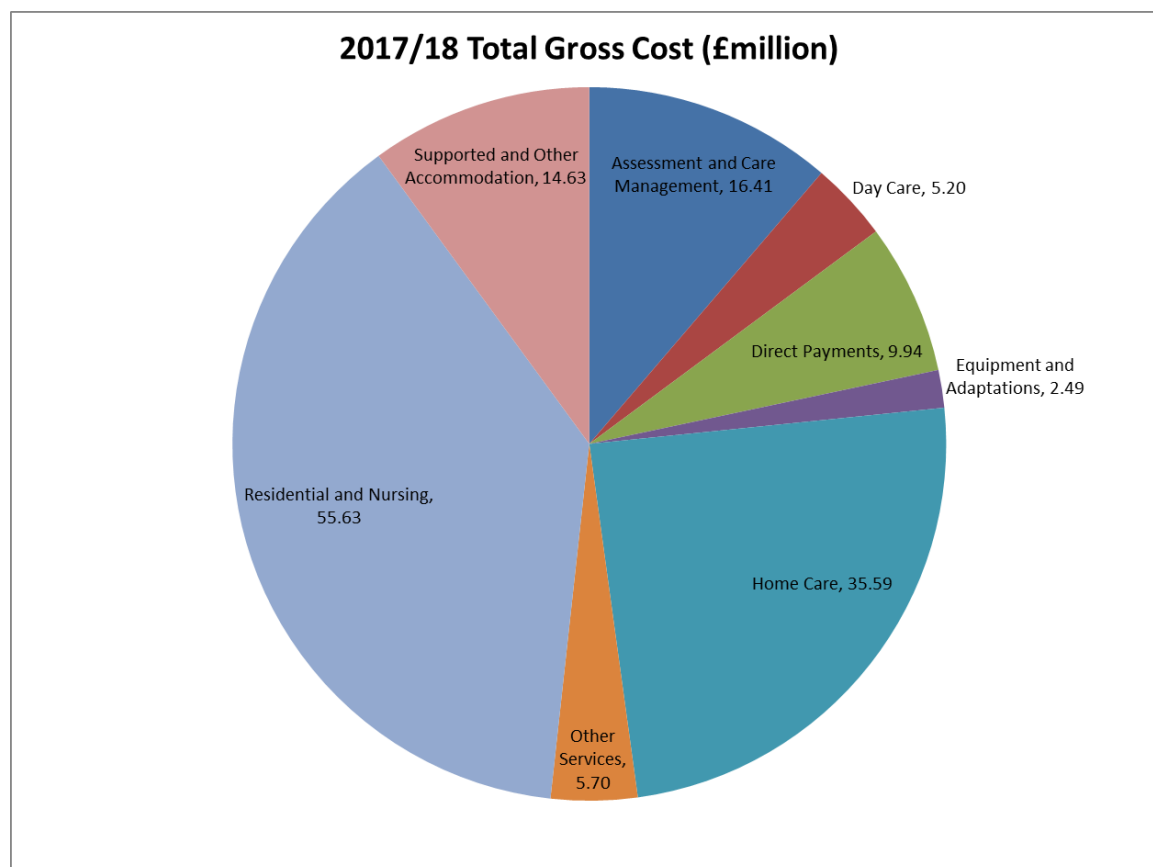
To accomplish this, and be Care Act compliant, we intend to build on the successful work of the First Point of Contact point for residents offering advice and information by suitably trained staff able to answer questions and sign post without the need to always refer on. We will integrate our assessments with the NHS as our workforce become closer aligned working around GP's surgeries, with focus on reducing the risk of admission to hospital. We will focus on outcomes for people and encourage more people to take up a direct payment to fund their own tailored care and support. We will also promote prevention including extra care, telecare and support at home.

Residents will benefit from one-stop health and wellbeing information and advice, and the ability to self serve, including directly brokering care services. Cheshire East Council and its health and social care partners will share information and instigate interventions or preventative care to improve the health of the population.

The challenges ahead	Our joint opportunities (Adults Social Care and Health)
Managing increased demand and expectations	Being creative and innovative together with Health and partners
Addressing health and social care inequalities	Joint working across social care and health systems
Pressures on public sector services due to reduced budget and increased demand	Joint commissioning for outcomes
Reducing bureaucracy	Shared learning and development opportunities
Achieving value for money	Aiming for best outcomes for people who need and are eligible for our support
Ensuring priorities are shared with partners and recruitment and retention of skilled staff	Developing connected leadership

Corporate overview (from Statement of Accounts 2017/18)

Where the money goes:



Area	Total Gross Cost (£ million)
Assessment and Care Management	16.41
Day Care	5.20
Direct Payments	9.94
Equipment and Adaptations	2.49
Home Care	35.59
Other Services	5.70
Residential and Nursing	55.63
Supported and Other Accommodation	14.63
TOTAL	145.58

Contacting Us

Contacting your local adult social care team

During normal office hours you can contact the team in your area by calling: **0300 123 5010**

You can also write to Adult Social Care or visit our offices at:

- **Congleton** – Ground Floor, Westfields, Middlewich Road, Sandbach, CW11 1HZ
- **Crewe** – 2nd Floor Delamere House, Delamere Street, Crewe, CW1 2LL
- **Macclesfield** – Macclesfield Town Hall Market Place, Macclesfield, SK10 1EA
- **Wilmslow** – 1st Floor Dean Row Centre, Ringstead Drive, Wilmslow, SK9 2HA

Emergency Out of Hours Social Care

Phone **0300 123 5022** for emergency social services (for both Adults and Children) outside normal office hours.

The emergency out of hours service operates between 17:00 and 08:30, and 24 hours at the weekends and bank holidays.

Adults Safeguarding <https://www.cheshireeast.gov.uk/livewell/staying-safe/keeping-adults-safe/what-is-adult-abuse.aspx>

For information about adult social care and finding services

You can find information about getting help from adult social care and services available by visiting our website at <http://www.cheshireeast.gov.uk/livewell/care-and-support-for-adults/care-and-support-for-adults.aspx>

Here you will find information and factsheets about getting help. You can also search our directory of care services.

How to make a complaint or compliment

The Complaints Manager can be contacted by telephone on **0300 123 5038** by completing the form on the Cheshire East website:

Link: http://www.cheshireeast.gov.uk/council_and_democracy/customer_services/complaints_and_feedback/complaints_and_feedback.k.aspx

You can also write to us at:

Compliance & Customer Relations Team
Cheshire East Council
Westfields - 1st Floor
c/o Municipal Building
Earle Street
Crewe
CW1 2BJ

To find out about and get involved in shaping our services

Please visit our website for information on current and forthcoming consultations at http://www.cheshireeast.gov.uk/council_and_democracy/council_information/consultations/consultations.aspx

You can also contact **Healthwatch Cheshire East**, an independent organisation that exists to use the experiences and feedback of the public to help improve health and social care services.

Web: <http://healthwatchcheshireeast.co.uk/>

Phone: 03300 882 843

Online form:

<http://healthwatchcheshireeast.co.uk/your-story>