

# Because We All Care report Sept - Dec 2020

## Introduction

This report focusses on the feedback received from the Because We All Care survey from BANES residents over the last quarter of 2020 (September - December).

Over the last quarter of 2020, Healthwatch BANES received relatively low numbers of feedback from the community.

## Key findings

- There was an overwhelming dissatisfaction with services with patients and carers reporting a lack of support, communication, and coordination between services.

“I am a sole carer for my husband with Lewy Body Dementia. I am 70 and my husband is 74. It’s been a terrible time. This has taken a huge toll on my mental health and my husband’s dementia is much worse.”

- Reports of mental health struggles for carers, family and friends was a key feature.

“Trying to get the health and social care that my friends needed was a nightmare. No coordination between GP surgery, local authority and hospital. I eventually had to put on record that both of them were at risk before any action was taken.”

- In December, there was marked increase in positive feedback towards staff but not services. “Staff were helpful. No COVID-19 check at that time but separated if symptoms. Staff were brilliant generally. Many were getting used to working where they weren’t accustomed to which was hard on them.”

## Conclusion

The public and the health service are in uncharted waters with the pandemic. Both are unable to predict the impact that the pandemic is going to have on services, and when things will return to normal. This uncertainty is naturally causing anxiety and stress for both the public and health workers. Therefore communication and a greater understanding / empathy for each other’s situation is essential for success.