

Golden Agers Club

What is Healthwatch?

Healthwatch is here to *demonstrably influence commissioning, service provision or strategic decision making...* and this impact report outlines how we will achieve this following engagement with Golden Agers Club based in the heart of Easton in Bristol.



28 January 2018: Healthwatch worked in partnership with Golden Agers Club Staff to meet their service users during one of their exercise sessions. We spoke to them over a cup of tea about their emotional health and wellbeing.

We use our Wellbeing questionnaire <http://bit.ly/2BYqmxH>

What did we do?

Healthwatch Bristol was pleased to work with Golden Agers Club members magnifying the voice of the participants of Black and Ethnic Minority Group in Easton. The group membership reflects the diverse make of the local community, in which most of its members 'heritage, culture and traditions resonates from the

distant shores of the Caribbean Islands. However there are no barriers to who can attend and participate in the club's activities.

Everyone is welcome to join in the fun, as long you meet the criteria of a Golden Ager. The activities that are available to the members consist of sewing,

"My daughter is disabled and suffers from epilepsy. The GP at Bedminster Family Practice supported her needs and helped her receive more help with NHS social care worker. This was an immense provision as it aided her needs and relieved me as at the age 62 I struggled to care for her effectively."

Service user

"Disability Centre supports me to meet with other disabled people where we can share similar problems and issues."

Service user

"Religion & my beliefs helps support me through my cancer & cancer treatment!."

Service user

Call: 0303 303 0023
Text: 07592 787 533
healthwatchbristol.co.uk

Healthwatch Bristol held focus groups working in company with Bristol Golden Agers Groups staff and service users in conversations about their emotional health and wellbeing.

Follow up

patchwork, gentle exercise, computer skills, monthly flower arranging, dominoes and a two course Caribbean meal which is offered at a set price.

Healthwatch Bristol held the focus groups and spoke to service users in a one-to-one talk which enabled people the freedom to speak confidentially about what they do to support their own, or the person they are looking after, mental health needs. In total 13 people participated in the survey, two of whom were caring and supporting another family member. They spoke about their emotional needs and those of the people they were caring for.

They told us several valuable sections of feedback about amenities, services which supports them and also how provisions could be improved for them. A full report of all the findings will be produced at a later date. Here are our finding from the workshops we held on the day.

What did we hear? Q.1/2 Community groups/peer support/advice social activities. The majority of the 10 participants said that they

attended Golden Agers Club and a minority also attended Evergreen group. All highlighted the fact that clubs and groups were a fantastic support for them, not only providing a social element by meeting other people but also great peer support. One person stated, "Golden Agers provides me with a life line and support!" Another important factor, which the majority said had a positive impact on people's mental health, was their religion and attending church.

Q.3/4 Health professional which help support. 7/10 felt that their GP supported them very well. One specified "My GP and the dementia nurse helps support my husband needs very well and helped my husband and I understand dementia and its effects! It's a very good service and helps support my husband with his dementia." 3/10 stated they were unhappy with the service provided and felt there was lots of room for improvement. One stated that she spoke to her GP over the phone about her mental health and her concerns and when she arrived for her appointment, it was a different GP. This had

discouraged her in discussing her issue further and stated she had continuity of care. The other two participants stated that they felt pushed for time when visiting their GP with no sense of care or time and lack of appointments.

Q5 Asked if there anything else they wanted to see

The majority were happy with the services they received but there was clear indication that a few were unhappy with the care and support provided by their GPs and said that they felt there was lots to be done to enhance their service like the time GPs gave to patients and the need for more available appointments.

Summary.

The Golden Agers report expresses clearly the importance of community groups, people socialising and overcoming isolation through attending local services and how people enjoyed participating in regular gentle exercise and activities. As a consequence, people feel emotionally well and physically and mentally active. We found out how, by attending community and religious groups,

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people aided their emotional needs, with strong evidence supporting this theory.

Impact

Healthwatch strengthened the voice of the black and ethnic minority group and ensured that their views and experiences were heard about. This was because they felt it was significant to aiding their, as well as the people they were supporting, mental health needs.

Recommendations

More should be done by GPs to ensure that they provide the time required to listen and help support some patients as they felt that their service had let them down and had not attended to their needs. More

continuity of GP is required to help patients build trust and rapport. Healthwatch Bristol will continue to empower people from the Bristol community from all ethnicities to ensure we reach everyone across the board.

Healthwatch will.....

All the feedback Healthwatch Bristol gathers is analysed and used to inform the Healthwatch Bristol quarterly reports which are shared with Healthwatch Bristol partners including Bristol Clinical Commissioning Group, the Bristol Health and Wellbeing Board, Bristol City Council, the Care Quality Commission, NHS England and Healthwatch England. The quarterly report is also presented to the Healthwatch Bristol Advisory

Group, to propose further uptake of the issues identified in the report. The report will be available on the Healthwatch Bristol website (www.healthwatchbristol.co.uk) and circulated to our mailing lists via the monthly e-bulletin.

We're asking the same questions of a range of stakeholders as part of our mission to

demonstrate breadth of community reach by developing relationships with stakeholders

HWB will continue to work with Bristol Golden Agers on joint outcomes related to Mental Health.



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