



Supporting and working with community groups and clubs to promote a deeper understanding of local health and care needs and experiences

Spotlight on Selsey

Selsey, is a quiet seaside town that is almost an island, surrounded as it is on three sides by the sea, with Broad Rife the local stream cutting across the remaining side.

The Selsey Care Shop provides a 'one stop shop' for residents and visitors, offering information on local clubs and voluntary groups; activities to combat loneliness; the promotion of a dementia-friendly community and support services to family and friend carers.

Several organisations are linked to the Care Shop:

- Selsey Information Exchange
- Selsey Carers Support
- Dementia Action Alliance
- Community Watch.

Healthwatch West Sussex has had the opportunity to see how the Selsey Care Shop and its supporting groups provide a fantastic example of a community sharing local resources, volunteers and expertise to support its residents. The Selsey Care Shop achieves this by being highly visible. All groups understand what each other can do and offer local people. They come together to work with people to find the best solutions and to provide practical and emotional support to help people stay well in Selsey.

We are keen to shine a light on this as a something that could be adapted and adopted by other communities to support their own needs.

Selsey Community voices help shape the future

Healthwatch West Sussex asked the Care Shop to help us ensure local Selsey community voices are heard by the providers of Health and Social Care services serving West Sussex.

Using some simple questions, Selsey Care Shop collected the views and experiences of 52 people in relation to the NHS, health and social care. **This took place during the Summer 2018 and were collect by using their:**

- telephone service to more isolated people
- weekly social interactions group to gain views from people living with dementia and their carers
- monthly carers meetings
- the healthcare professionals' monthly forum meeting
- residents who popped into Selsey Care Shop.

The stories and views that people shared covered a range of topics. **The insight from each person is collated and anonymised and forms part of the insight and evidence that Healthwatch can feed into:**

- West Sussex Health and Wellbeing Board
- HASC - Health and Adult Social Care Select Committee
- WSCC Joint Strategic Needs Assessment
- Safeguarding Adult Board
- NHS Sustainability Transformation Partnership workstreams (Sussex & East Surrey)

In this way, Selsey voices help to influence the ongoing development of Health and Social Care in our County.

Healthwatch West Sussex also share our reports with the Care Quality Commission (who are responsible for the registration and inspection of services which deliver regulated activities) and to Healthwatch England to form part of the national picture used to influence national developments, such as the NHS70 10 year forward plan.

As well as collecting the experiences of local people, Healthwatch West Sussex also provide free information and advice - just call: **0300 012 0122**.
Email helpdesk@healthwatchwestsussex.co.uk,
Website www.healthwatchwestsussex.co.uk.

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You can also follow our social media channels:
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If you are setting up or would like to share news of a similar project we would be interested to hear from you. Please contact Cheryl Berry, Partnership Co-ordinator, email: cheryl.berry@healthwatchwestsussex.co.uk