



Lived Experience of Homelessness and Related Challenges

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Report written by:

Cheryl Berry
Community Partnership Lead
Healthwatch West Sussex

Jo Ball
Community Inclusion Coordinator
Stonepillow



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Executive summary

Involving people with **lived experience** improves charities by ensuring services better meet the needs of service users. Thus, enhancing service design by including voices of service users and increasing credibility with the public and funders.

Lived experience inclusion leads to more relevant information, better decision-making through diverse perspectives, staff and volunteers are more connected to the issues the charity addresses.

During 2025, Stonepillow Lived Experience Project conducted side by side conversations with service users, using specific survey questions as a guide for these conversations. The service users had sight of the information added to the survey and could amend and retract accordingly, at any time. All personal information has been anonymised and agreed by the individual. This ensured that service users retained control of their story.

Sixteen service users gave their time for the survey work, and two shared their story as case studies. We are truly grateful and thankful for their support.

These personal stories provide powerful testament of Stonepillow's support and demonstrate how the support provided has positively influenced the life path of service users.

Support was provided on a variety of levels – practical, social, physical, emotional, and mental health. **Achieved** through a holistic approach: providing safe housing, which offers stability and a sense of belonging, offering a range of support services such as mental health counselling, providing help with substance misuse. Service users have also benefited from the support network, peers, and social activities to help reintegrate them into the local community.

This builds confidence, motivation, resilience and leads to independence.

Service users shared their views on The Hub

The Hub has helped me get back into emergency accommodation; they pulled out all the stops. Then supported me to get to the hostel. The hub has been fantastic.

The Hub was helpful as I had not been homeless before. The staff were very nice. They gave me a sleeping bag and explained everything. The tent I

received three days later. My first tent was a fiddle, but they got me a proper one. The hostel also sorted out welfare checks.

Sheer panic on approach, as lots of loud clients outside, but staff took pity on me and let me in.

They helped me – I was all right with them, and I want to give back.

Key highlights from conversations

First impression of engaging with Stonepillow: helpful, supportive, and nice staff who explained the process. The service provided practical support.



Supportive staff, I was given a listening ear and felt respected.

The impact of homelessness on physical, emotional, and mental health. Although all service users felt they have the support they need currently, mental health was a main concern, with access to GP's and in particular face to face appointments, the main barrier.



I live with ADHD and post-traumatic stress disorder. Have just accessed counselling. The GP is so difficult to get an appointment. I try so hard, and they give me an appointment but a telephone one.

Depression: lack of response was a real hassle.

Access to NHS services: nine service users had accessed Accident and Emergency in the past two years. The main area of concern was access to an NHS dentist.



Four suicides attempted last year. The first time I met a Stonepillow worker was at A&E I got the help I needed to find accommodation. (they helped with) my mental health (due to) an alcohol problem by (helping me to access the right support). My GP has also helped me.

A significant area of concern for service users was their sleep pattern as this affects their physical, emotional, and mental health.



All over the place. Longest time not working. I don't conform to a regular sleep pattern. Varies over a 24-hour period. I have vitamin C and D deficiency, and the fatigue is severe.

Self-care - the practice of taking actions to protect one's own physical, mental, and emotional health to promote overall wellbeing service users shared how proactive they are in this area.



Hobbies cross stitching - mindfulness also helps.

Last 2 years meditation in the evening led by YouTube and sleep affirmations and I usually fall asleep.

Service users shared what they are actively looking forward to and how proud they were of how far they had come with their recovery: losing weight, doing voluntary work, taking up opportunities as they come along, and proud they are somewhere they can get the right support.



Keeping on the right path and still being here.

To wake up healthy, to work again and re-engage in life and not be a burden. I hate being on benefits it doesn't feel right.

Introduction

In collaboration with Stonepillow Lived Experience Project, whose objective is to gather direct feedback from service users.

The aim of this work was to use personal accounts and individual experiences to inform future decisions about support services, ensuring they are appropriate and timely for the people they support.

This approach prioritises the voices of those who have used the services to make them more effective:

Collaboration:

Stonepillow's Lived Experience Project aims to ensure service users' perspectives are included.

Focus on lived experience:

The aim of the project was to understand the views and experiences of people who use the services, as they are best placed to comment on what works well and what could be improved.

Purpose:

The insight and feedback gathered is intended to inform future planning and ensure that the support provided is appropriate and delivered in a timely manner.

Holistic support:

Stonepillow already provides a holistic pathway of support, and this project aims to build on that by incorporating direct user feedback to enhance effectiveness.

Although this is a small sample size, it does provide an indication from service users of what is working well and other areas where improvement or change might need to be considered.

The Approach

The aim for this work was to give voice to Stonepillow service users people with lived experience of engaging with community services.

Through this work, we hope to better understand the experiences of those who access Stonepillow's services and other relevant services.

A survey was specifically designed for this work with 23 questions focusing on various aspects of lived experience and using a mix of qualitative and quantitative questions. Two personally focused questions were **crucially** included; what are you proud of and what are your hopes for the future?

One-to-one interviews were delivered to capture survey responses, although there was also an opportunity for insight sharing through a discussion group and one person chose to complete the survey alone.

The interviews were conducted in a private space agreed by both parties.

The results were shared with the service user, and they were invited to edit and amend any of the details prior to analysis.

Sixteen service users completed the survey, and two service users shared their life story, which are contained within this report.

Thank you

We would like to thank all 16 service users who have taken the time to complete the surveys and shared their insights and individual experiences to support this important project.

Next Steps

The report will be published and available via the Healthwatch West Sussex and Stonepillow websites as well as shared and promoted through social media channels.

The report demonstrates the power of lived experience for community groups, NHS services, and wider health and care system stakeholders.

This report will be shared and discussed with Stonepillow Trustees and staff to highlight what is working well for service users and to inform future improvements.

The report showcases the value of lived experience to encourage empathy and better understanding among staff and trustees.

Life story of being homeless.

Emily's Story - named changed

I've known some troubling times. My earliest days were spent with both my birth parents. Soon after the school years began my parents split up. My elder brother went to live with Dad, and I with Mum. Mum couldn't cope and turned to various men for comfort, but they were not safe to be around. Between the ages of 8 and 11 years, various men abused me, all associated with my Mum. These were my darkest years.

I eventually told my brother about the abuse, and he convinced me to go to the police. Unfortunately, this didn't result in any help as I was told there was lack of evidence. It was not until one of the men attacked another child that he was convicted and imprisoned.

During my teenage years, I made a suicide pact with my best friend, who tragically died. This sadness still haunts me. Eventually, social services stepped in, and I lived in various care and foster homes, which was really unsettling. Then I landed with a very kind foster family who took me on as their own, who I still call mum and dad.

Throughout my life I have had various physical and mental health challenges, and numerous operations. My foster family have been my support system.

I have spent several years in mental health institutes, then returned to my foster family. This became more challenging as an adult. After a big argument with my foster family, a suicide attempt and a hospital stay, I declared myself homeless. The hospital directed me to the local council for help.

The council introduced me to a Stonepillow worker and was supported temporarily and returned to my foster family. Stonepillow began the task of finding accommodation, I was desperate for my own space. Eventually, my support worker came with me to an assessment at Stonepillow's Women's Project and I was offered a place.

The Women's Project gave me my own space and helped with any problems I was having. I felt respected and understood. My peers were kind and together we did various activities like the cinema, swimming, cooking, and crafts.

I found a daily purpose by volunteering at a local charity shop. Over time I have been given greater responsibilities. Keeping customers happy is my forte. I love being able to help the charity and give back to my community. I started a Bridging Course at the University of Chichester last year but was unable to complete due to medical issues. However, I'm returning this year to complete the course.

I now live in my own home, I have a tenancy, and I have a future. When I think of my hopes and dreams, they always feature animals, I joke that I'd like my own zoo. I've settled now for a rabbit! I'm told I'm tenacious by those who know me well. I've known great adversity but am determined to make the most of my life and put the past behind me.

As a woman I am grateful to Stonepillow's Women's Service for encouraging me to look beyond the day, forwards to the future and to know that further education is not beyond me. I can make a difference wherever I go. Women need a place of safety to begin to reach this conclusion. **Thank you, Stonepillow.**

Survey conversations

The survey questions have been split into 7 themes.

- Theme 1: Engaging with Stonepillow service
- Theme 2: Physical, emotional, and mental health
- Theme 3: Access to NHS Service
- Theme 4: Other services used
- Theme 5: Self care
- Theme 6: Family support and faith
- Theme 7: Progress and future plans.

Theme 1: Engaging with Stonepillow service

All service users are currently being actively supported by Stonepillow accommodation within Bognor Regis or Chichester.

What Stonepillow services have you or are currently using?	Number
Stonepillow Sands Residential Recovery Service	6
Stonepillow Chichester and Bognor Hostels	4
Stonepillow Bognor Regis and Chichester Hubs	4
AFEO - community team assists in finding accommodation for ex-offenders	1
Confide Counselling conducted on Stonepillow premises	1
Restore - Stonepillow Charity Shop Chichester and Bognor Regis	1
Stonepillow supported accommodation	1

Service users shared their first impression of engaging with Stonepillow, such as:

- Helpful
- Supportive
- Nice staff who explained the process
- The service provided practical support

Service users shared their first impression of engaging with Stonepillow

Positive staff, integration, and very friendly.

The people in the house were very welcoming, so no problems.

Good place to rebuild my life.

Very good.

Staff assisted – good assistant.

It is good, my first impression was it is scary.

Likeminded people.

I am grateful.

Supportive staff, I was given a listening ear and felt respected.

Service users shared things that had been good about the service:

- Sorted out welfare checks
- Consistently supportive.

In answer to what could have made the experience more supportive:

- More information
- More meetings with staff
- Found the welfare checks intrusive at the start

Service users shared one thing that was good and one thing that could have been more supportive when they first engaged with Stonepillow.

Improvements needed	Working well
I wasn't given much information.	The hub has been fantastic.
More frequent meetings with staff.	I was all right with them, and I want to give back.
House sharing can be challenging.	Appreciate the whole hostel service meals etc.

Service users shared their views on The Hub

The Hub supplied my tent and were very helpful with food, bedding, and clothes. The Hostel sorted out welfare checks which I found intrusive at the beginning.

The Hub – was too chaotic at first. I was in a bit of a mess. Just relapsed using class A drugs. Had severe tooth/gum pain – used pain relief – dentist helped 6 months later. The toothache tipped me over the edge.

Service users shared their suggestions to improve the service:

- Improve the communal area
- Cleanliness of the shower facilities
- Ways to give back to aid recovery
- A more individual service offering
- A way to continue access to the hub after recovery

Service users shared their suggestions to improve the services

The hub shower (water) can be scorching or cold suddenly.

Somewhere to house clothes and towel.

Disabled access to shower is poor.

Ensure there is enough towels and clothes on site including underwear, hairbrush, and shavers.

Darts, Pool Table, Gym equipment – like punchbag.

More individual service, I found the service key worker sessions irrelevant and did not need schedule meetings.

Staff sometimes were more interested in covering themselves than resolving issues.

Some sort of social connection, have access to the hub after leaving.

I needed more clarity from my support worker.

Service users shared their stories of staff who were extra supportive

Housing supporter for supportive accommodation.

The outreach support worker at the hub. They took time out to speak to me and I felt respected. The hostel had the same staff, so it was consistent.

All have been excellent.

I was struggling with depression and the staff member helped me to get through this and reassured me.

Helping me with paperwork and forms.

My support workers both took time to talk with me when I needed.

They were all very helpful.

My key worker and two other staff at the hostel and a previous hub worker.

My support worker helped me a lot.

Service users shared what their original hope was for the support they received and confirmed if this had been achieved

Wave a magic wand –practical support as at times I am not assertive enough.

Just to be helpful.

Keeping a check on me.

Helped me with police, benefits, taxman.

Help me progress, so that I can go to college.

Time and patience and this was achieved.

Help on all housing and independent living options. I have a move lined up.

Helped me budget money. When low mood have talked me through these challenges.

The hostel informal talks with key worker. She made me feel comfortable and feel I can say anything.

I did not have a clue as had not been homeless before. My goal early on was to get over this asap. I wanted a job to be lined up, but my mental health meant I could not see through.

Get a place to live, that was my goal. I now live in a room in sheltered housing.

Service users shared how their peers have supported them:

- Been there when needing someone to talk to
- Made some friends
- Supported with information, listening ear and having a laugh
- Given encouragement

Service users shared how their peers have supported them

Two mates in the hostel, we have a right laugh. I have lost friends on the outside but have support from my family.

Given advice.

Helped me at the hub, as a new area and they pointed me towards the job centre and other places I needed to go.

Helped me with my depression.

I don't have any. I'm the only sober non-smoking lady in the last 1/3 of my life.

Listened and advised when needed.

Off and on. They encouraged me with my cooking, and voluntary work. I feel appreciated.

One peer was supportive; he has now passed away. We used to go to the beach. I spend time in my room, as 5-minute chats are ok.

Staff member now left shame, she has gone.

They have been there when I needed someone to talk to.

I have made friends.

Theme 2: Physical, emotional, and mental health

All service users felt they are receiving the support they need currently from the services.

Service users shared their health concerns and support needs

Physical health is ok, struggling a bit with mental health but have counselling and this helps.

Better than it was. OK now and would let you know.

A lot better.

Good, going to the gym regularly, attending college and AA meetings groups therapy.

Medications, waiting for a councillor.

Not good but I have a lot of support.

OK. Need counselling asap, as I have a lot to talk about my past.

Physical and mental health: both better than when I arrived at Stonepillow. My support worker has helped me.

Physical health is fine. Mental health, I am stressed about the pending move, personal issues, things not related to Stonepillow.

Physical health: alcohol doesn't help. Mental health: feeling settled has helped to improve my mental health. Being homeless has made me realise I need to handle myself better to help myself. To manage my emotions when I get sober. I want to go back onto my mental health medications.

Comes in cycles, physical health challenges come on one after another. The severity varies, aches, and pains, poor skin. Mental health fog comes on at any time and not sleeping well. Challenge is I can't take care of my nutritional needs, nor make my own food.

Physical health is not good. I have support around health. Mental health I am ok quite balanced.

Physical health is not too bad. I play football and the team stuff keeps me out of trouble, as I meet new people. Mental health is not so good, I suffer from depression and get really low. I take medication and have dental needs.

Theme 3: Access to NHS services

Service users shared when they had last accessed the NHS Accident and Emergency service.



Service users shared their experience of accessing Accident and Emergency (A&E) service

Average
A&E is so busy but helped with mental health support.

Bad
Following a fight, I fractured my ribs and an ambulance attended.
Told to leave and return if hallucinations returned. They have been more helpful in the past.

Good (2)
I had broken my ribs as I slipped over the night before New Year. The ambulance took me to Saint Richards hospital. The staff were good. But I am on a methadone script, whilst in hospital, they wouldn't do this for me.
The police took me to A&E.

Service users shared when they had last used an NHS dental service.



Service users shared their experience of accessing NHS dental service

Average
Teeth strong but have gum disease.

Bad
Private dental - funded - applied for by doctor at rehab - £25k worth. The situation got worse by the time the funding came through 18 months later.

Cannot register - have to pay and then can't get emergency care.

Good
Very good

I have false teeth.
Was OK.

Teeth removed.

Service users shared their sleep pattern and how this affects their physical, emotional, and mental health

Bad

Better now I am sober.

It is fine. (2)

It is really bad but has sorted itself out recently. I do struggle to get to sleep.

Not sleeping well. There are groups outside making noise.

Sleep Apnoea, so I drift off during the day.

Sleep regular 9-10pm, up at 5.30 to 6am. Sleep varies but is ok.

Terrible, I play PlayStation until an ungodly hour.

Tricky to set a sleep pattern unless I'm drinking. Now three weeks no drink, I'm okay. At times three days no sleep.

Varies 8pm to 10 pm -wake at 6 or 7 am or until 2am then sleep until 6 or 7 am. No medications to sleep sometimes alcohol.

Varies: good and bad 8 hours = good not so when 4 hours.

Yes, very poor.

Three service users shared that they are worried about their sleep pattern and have spoken to someone about this

Really struggling, I have been referred by the doctors to a sleep clinic.

Very concerned and have spoken to Change, Grow, Live nurse and support in Worthing.

Theme 4: Other services used

The main services accessed are (AA) Alcoholics Anonymous, (CA) Cocaine Anonymous, (NA) Narcotics Anonymous, and (CGL) Change, Grow, Live

AA	5	CA	1	CGL	5	NA	1
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Service users shared their experience of accessing these services

CGL are okay and have been with them a few times. The 121 is fine. The groups don't work for me. Past rehab clinic: alcohol therapy and 12 steps programme.

AA is a game changer.

Past 8 years have been clean. Waiting for detox alcohol (fear of seizures).

Somethings are good but some are repetitive.

AA as part of rehab in my past. NA, CA offer different support. I don't like the 12 steps programme.

Theme 5: Self-care

Service users shared the things they do to look after themselves.

*Self-care is the practice of taking actions to protect one's own physical, mental, and emotional health to promote overall well-being and manage stress. It involves intentionally engaging in activities that make you feel good. While it can be simple things like getting enough sleep or enjoying a hobby, it can also be more intentional actions like setting boundaries or seeking professional help when needed.

Service users shared the things they do to look after themselves

Eat well –three stone heavier since moving in.

Walk along sea front 4 days a week.

Eating better, listen to music, TV, like my own company, like to see my family.

Play football and PlayStation.

Hobbies cross stitching and mindfulness helps. Last 2 years meditation in the evening led by YouTube and sleep affirmations. At bedtime I usually fall asleep.

Self-care, sunbathe, diet, medication, exercise, yoga, Tai chi, music. My aim depends on my recovery.

Service users shared if they felt left out of things generally and when.

Yes	3	No	9	Sometimes	2
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Service users shared when they feel left out of things generally and when

Family occasions

All the time

More general. I need to pick up the phone and get my life on track.

Theme 6: Family support and faith

Service users shared if they are actively connected to their families.



The special people in service user's lives include family: grand-parents, parents, siblings, children, and friends.

Service users shared if they are actively connected to their families

They are my loved ones and are there to support me.
Just really close to all.
I do not see enough of the grandchildren.

My mum and stepfather are supportive. I am close to my sister. My best mate is more like a brother, and we have known each other for many years.

Service users shared how important faith was to them.



Service users shared how important faith was to them

I am a spiritual person; faith is important to me and so is live and let live.
It is recently.
Not so much I wish it were.

Very important, yes, I believe in God.
Yes, I am spiritual but not religious. I have faith in a 'higher power'.
Not at this time - I had faith before, and it will get better.

Theme 7: Most proud of and Future plans

Service users shared what they have achieved and are most proud of

5 years weight loss been running – from 21 stone down to 17 stone 7.

Doing the voluntary work. I like being with people in similar positions to myself and encouraging them.

How far I've come in recovery.

My sobriety.

I've come a long way in such a short time. I never knew this (geographical) area. I have taken up the opportunities, I've been offered.

My recovery (2)

I am proud of me and glad I'm somewhere to get help.

Service users shared their hopes for the future

Continued recovery to be able to start working again.

Family, job, and car.

Live the time I have left clean, sober, and happy.

My own place, to move into my own flat. Full time job within the catering industry. Continue volunteer work (I find it fulfilling) Travel, eventually and continue my education.

Perpetual motion –science engineering –how to make free energy.

Place to call home. Work at Hub, volunteer, and holidays to relax.

Sobriety: complete the 12-step programme with AA. Build a better relationship with my family.

Music. Get a permanent place to live, car, job, and get mental health support.

To be at work and have my own place.

To be happy in life and not cause my family any more pain.

To be sober

Working, car, somewhere to live, access to family, and have a garden.

Life story of being homeless

Arthur's Story – named changed



Arthur comes from a mixed-race family of White, Guernsey, and Jamaican. Arthur has 3 children – joint responsibility but does not live with their mothers but has always been part of their lives.

Early years

Arthur grew up in Brixton, with both parents, but not in the same house. *He played out in their estate, a rough area without realising how rough it was at the time.* He went to primary school until about 10 years old, and then to a centre; for what I'd call a centre for badly behaved kids. The local secondary school wouldn't accept him. Eventually, he attended an ordinary secondary school for 6 months, *but was fighting a lot, and got kicked out.*

He was then sent to a different centre for badly behaved kids, *for about 18 months before attending another secondary school that would take him.*

One teacher, really looked out for me. She had a meeting with my mum and said it would be better if I stayed at the centre because I could get more 121 support – 4 kids to a support teacher. I was eventually assessed as dyslexic – can read fluently, but spelling is the problem. I mis-spell up to 60% of words when I try to write anything.

My school years were not a negative time for me; I had a brilliant up bringing. If having a hard day, I'd go to friends, they too had hard times, worse than myself. Arthur left the centre at 16.

Life today

The difference in me today is, I am no longer such an angry person. I can see there are many ways to deal with a problem or situation I'm facing. I've stopped taking everything so personally, it is often not personal. I mirror people, if someone's helping me, I must help myself. I must have accountability.

I completed 11 courses whilst in HM Prison Rochester. This was a reprogramming of the brain, and dealing with trauma etc., and obtained my Construction Support Worker card – CSCS.

I also completed a relationship course, how to love each other. This was for 6 weeks, twice a week from 9–5pm. It brought harmony on both sides to our relationship. Now, in general, I conduct myself with dignity, not too much, not too little.

I'm grateful for my freedom, the great people I've met along my journey, have shown me there is compassion out there.

Engaging with Stonepillow

My earliest interaction with a Stonepillow staff member was a woman from the AFEO (Accommodation for Ex Offenders) team it was so positive because she kept her word, and she didn't over promise.

Chichester District Council have been truly helpful getting my Band up to B, recently. Hostel staff supported me to gain my Band B; it wouldn't have happened without their support. Previously I'd had emails from housing that 'fobbed me off.' The staff fighting for me put a real spring into my step.

Arthur shared a recent story:

About 2 weeks ago a very dear friend of mine had a birthday and a group of about 20 of us met at a restaurant in the West End of London. We had a meal, enjoyed food, laughter, and chatting with each other. It was only after that the penny dropped that only about 12 years ago, these people would not ever have been in the same room, we were sworn enemies since childhood, with no respect whatsoever for each other.

The reason we hated each other was because we were divided into areas: Brixton and Peckham, rival areas. This continues today. But as a group of people we have matured, and it now goes over our heads, it's nothing to get worked up about.

The area someone comes from is no longer an automatic 'hate.' I see that hate is poison and the power of unresolved trauma feeds this.

Hopes, dreams, and goals

To be housed and within 12 months starting a self-employed business. I have 5 ideas and will focus on one to them. My first idea would include the need to hire staff. Previous attempts at business I had the wrong mindset and didn't take it seriously enough. Today's positive ideas include – Fast Food. My favourite place to eat chicken in London is Morley's Chicken, as it is competitively priced. Chichester is too expensive. I'd like to do something like Morely's for students here and could be popular in this university City.

The gradual realisation that it's time for me to grow up. I was doing courses in prison just to get my parole, but I was learning and taking stuff from them without even realising it at the time. Currently, I'm interested in courses, and I'm enquiring about practical education at the local college. I am also considering peer support and mentoring roles.

Where I am today

At the time of submitting this report I am now in a flat of my own. I have a tenancy and was supported throughout the process by Stonepillow.

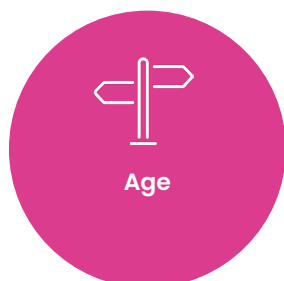
Today, I don't wish to be judged on my past but to be seen as the person I have become.

Respondents Characteristics



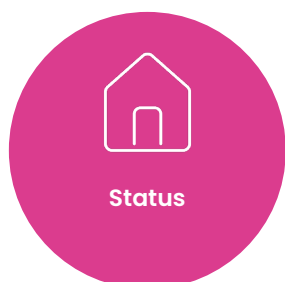
Gender

Female (3)
Male (10)
Prefer not to answer (3)



Age

Age between 18 and
65 years.
Average age is 46
years



Status

Homeless/Street (3)
Supported Temporary
Accommodation (3)
Assisted Living (1)
Hostel for vulnerable
homeless (2)
Blank (7)



Ethnic
Background

White British (9)
British/Greek (1)
Black other (1)
Polish (1)
Blank (4)

Stonepillow

Stonepillow provide housing and support 365 days a year across the Chichester and Arun area, offering a complete recovery journey focusing on improving health and wellbeing, and sustaining independent living.

Contact details

Call: 01243 537934

Website: www.stonepillow.org.uk

Email: admin@stonepillow.org.uk

Healthwatch West Sussex

Healthwatch is your health and social care champion.

How this insight will be used?

We will share this report with the local NHS, Local Government, and other providers to help them understand where things are working well and services are adapting to meet peoples' needs, and to help them identify any gaps.

We see this as a continuation of discussions taking place and will continue to use this fresh insight and the solutions presented to challenge for a better future.

We also help people to find reliable and trustworthy information and advice.

Contact details

Website: healthwatchwestsussex.co.uk

Call: **0300 012 0122**

Email: helpdesk@healthwatchwestsussex.co.uk

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Healthwatch West Sussex works with **Help & Care** to provide its statutory activities.