



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

Spotlight on Mycarematters

Mycarematters is a not-for-profit social enterprise with a mission to improve the experience of care in any care setting for people with communication challenges. This enables the whole person, and not just their medical condition, to be taken into account by all those caring for and interacting with them.



Mycarematters was originally created by Zoe Harris in the light of her late husband's experience with dementia. The online communication tool has evolved from a paper-based version produced to help share the information she knew Geoff would have talked about, had he been able. Variations of that original care chart have been adopted by over 1,200 care homes throughout the UK.

“You can't deliver person-centred care without knowing something about the person.”

Mycarematters enable people to create an online profile of the non-medical needs and preferences they wish health and social care professionals to know about them. Hospitals that sign up to Mycarematters are provided with blank paper profiles to be completed with people or their families who do not wish, or are unable, to go online.

When this type of information is available it helps all staff get to know the people they are caring for, what matters to them, to be better able to meet their needs, reduce trauma and anxiety often experienced by patients in hospital, and in so doing to build trust.

Such an approach has recently been endorsed by NHS Improvement in their Dementia Assessment and Improvement Framework intended to help hospitals achieve 'outstanding' care standards for those living with dementia during their stay in hospital. It also fulfils the criteria stipulated in the National Dementia Action Alliance Hospital Charter.

The enterprise is now developing a toolkit called **My Future Care**, to encourage people to consider, record and share decisions around their future care, demystifying what can be a confusing and complex process.

Mycarematters is a free service for individuals; care homes can subscribe for a nominal charge.

The insight we hear from individuals and organisations like Mycarematters is collated and anonymised and forms part of the evidence that Healthwatch gather to identify common themes around what works and what could be improved for local people. **This insight is used to influence service development and 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
- Sussex Health and Care Partnership workstreams (the NHS Integrated Care System for Sussex).

Healthwatch West Sussex also share 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.



To learn more about the work of Mycarematters:

Email info@mycarematters.org

Telephone: 01403 210485.

Webpage: <https://www.mycarematters.org/>

Not only do we collect the experiences of local people, but we can also provide free information and guidance just call: **0300 012 0122**.

Email helpdesk@healthwatchwestsussex.co.uk,

Website www.healthwatchwestsussex.co.uk.

healthwatch
West Sussex

You can also follow our social media channels:

Facebook [@healthwatchwestsussex](https://www.facebook.com/healthwatchwestsussex)

Twitter [@healthwatchws](https://twitter.com/healthwatchws)

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, Community Partnership Co-ordinator, email: cheryl.berry@healthwatchwestsussex.co.uk