

Hello Healthwatch members

We're happy to bring you our October 2019 newsletter.

Read on to see what's happening locally and how you can get involved with the work that Healthwatch St Helens is doing.

The poster features the Healthwatch St Helens logo at the top right. The main heading is "Who can help me?" in white text on a dark blue background. Below this, it states: "Healthwatch St Helens is holding a series of listening events under the heading of: 'Who can help me?'". The first event focuses on: "What services can I get from my Pharmacy?". The event details are: Thursday 24th October 2019, 2pm - 4pm, The Beacon Building, College Street, St Helens, WA10 1TF. The poster lists two bullet points: "✓ Ask questions" and "✓ Tell us your views and experiences of using a pharmacy". It also mentions that light refreshments will be provided. Contact information for booking is provided: Debbie, on 0300 111 0007 or email: deast@healthwatchsthelens.co.uk. Social media links for Twitter (@HWStHelens) and #WhoCanHelpMe are at the bottom.

Have you booked your place yet?

Come along and find out how you might be able to avoid long waiting times for an appointment with your GP by asking your pharmacist for advice first.

Join us for tea/coffee and cake and tell us what you think about using your local pharmacy.

Make sure you book your place so we know how many cakes we'll need!

Don't forget that you can call us on 0300 111 0007 to tell us anything about health & social care in St Helens, compliments or concerns, in confidence - we need your views and experiences!

Follow us on Twitter @HWStHelens or log on to our website, www.healthwatchsthelens.co.uk, for more information.

St Helens Carers Centre

Book Now ... following on from their very successful Carers Week events, giving a break to hundreds of Carers, they have some more fun filled events coming up ... get your tickets now from the Centre.

Halloween Quiz Night with Hot Pot

Tuesday 29th and Wednesday 30th October at 6pm - 9pm at the Carer ClubHouse

Let them petrify you in their transformed Clubhouse. They will also serve hot pot whilst they test your knowledge at their quiz. They serve soft drinks but feel free to take your own wine!

It's free but you will need a ticket!

Call into reception or call 01744 675615



Carers Christmas 4 Course Lunch/Dinner

Tuesday 17th December 2019 - Clubhouse at 12 noon - 3pm or 6.30pm - 9.30pm

They provide a full 4 course Christmas slap up meal and entertainment in their magical Christmas Grotto!

There is a small cost of £5 per tick for this event, which will go towards the cost of food only.

They will also be providing drinks and entertainment free and make a contribution towards your meal.

Tickets available only at the Centre reception on a limited basis.



Veteran Aware Hospital

St Helens & Knowsley Teaching Hospitals NHS Trust are proud to say they are a Veteran Aware Hospital.



Please remember to let a member of staff know if you, or your spouse/partner, have ever served in the UK armed forces so that they can best support your care needs.

Being flagged as a veteran in your NHS medical notes will help ensure you are able to access specific veterans' health services, such as those for mental health, hearing loss, limb amputation and wheelchairs.

For more information on NHS healthcare for veterans, visit the NHS Choices website at www.nhs.uk and search for 'veteran'.

Pride in Practice



The LGBT Foundation's National Patient Survey has just gone live. If you would like to help them to gather data and evidence they need to drive quality improvement across Primary Care go to www.surveymonkey.co.uk/r/VYJXS7 - your help could make a difference to getting robust results. The survey closes on 19th November.

Staying Hydrated is important for our Health and Wellbeing

Did you know ... About 60% of our body is made up of water and that we should drink 2 litres of water a day to keep us healthy.

Good hydration can assist in preventing or treating ailments such as: cognitive impairment, management of diabetes, dizziness and confusion leading to falls, pressure ulcers/skin conditions, urinary infections and incontinence, kidney stones, low blood pressure, heart disease, poor oral health, constipation.

How much do I need to drink?

Adults should drink at least 2 litres (8 large cups) daily. If you are over 65 you are at greater risk of dehydration.

Are you drinking enough water?

Using a simple check list of how many drinks you have a day and how many times you go to the toilet will tell you or your carers if you need to take more drinks. You can increase your fluid uptake by eating foods high in water content such as soups, smoothies, stews, fruit, ice lollies and jelly.

Dehydration

Thirst is the body's natural response to dehydration. This is far less effective in older people who may have a reduced appetite or poor nutrition and also people who have had a stroke or have dementia.

Our kidneys regulate the amount of fluid in the body, as we get older their function deteriorates. Changes in hormone levels can mean that water balance takes longer to be restored even after a drink has been consumed. Many people need to be reminded to drink more fluids to maintain healthy hydration levels.

Signs and Symptoms of Dehydration in older people:

Thirst, headache, dry mouth and lips, tiredness, feeling dizzy or lightheaded, passing small amounts of dark coloured concentrated urine, dry sunken eyes, fragile skin, confusion.

However, these can often be due to other conditions in older people such as normal age related changes, dementia and the side effects of medication.

Dehydration is one of the main causes of Urinary Tract Infection (UTI). Ways to prevent getting a UTI:

- Stay hydrated, try to drink 8 glasses of fluid daily
- Try to empty your bladder fully every time you pass urine
- Go to the bathroom as soon as you feel the need to urinate
- Wear loose fitting cotton underwear, avoid nylon and change pads frequently
- Avoid coffee, tea and alcohol
- If possible shower rather than bathe
- Use a separate flannel/cloth to wash your genitals morning and night
- Women wipe from front to back after going to the toilet and urinate after sex
- Try to avoid lots of sugary foods, eat lots of fruit, vegetables and high fibre
- Avoid constipation as this can cause pressure or blockages and your bladder may not empty fully.

Don't forget to collect your Winter Warmer Pack!

The Winter Warm packs are available for our elderly and most vulnerable residents to ensure they keep safe and warm throughout the colder months.

Winter Warmer Pack Distribution Days in Libraries, November 2019.

Monday	Tuesday	Wednesday	Thursday	Friday
11 th November Chester Lane (10.00 am)	12 th November Parr (11.00 am)		14 th November Rainford (10.30 am)	15 th November Billinge (2.00 pm)
18 th November Newton-le-Willows (2.30 pm)	19 th November Peter Street (2.30 pm)		21 st November Garswood (2.00 pm)	22 nd November Eccleston (10.30 am)
25 th November Haydock (10.30 am)		27 th November Thatto Heath (10.30 am)	28 th November Moss Bank (2.15 pm)	29 th November Rainhill (10.30 am)

St Helens Cold Weather Advice Line - Freephone 08000 355 878

Working in partnership to keep vulnerable people warm, well and safe in winter.



Calling all members who wish to be an Enter & View Volunteer

Healthwatch St Helens is looking for people with an interest in making services better. Would you like to join our Enter & View team and visit care homes within the borough? Your role will be to look around the premises, chat to residents and staff and offer a layperson's view of how the service appears to be running.

We'll give you training and full support.

For more information and to get hold of an application form you can telephone us on: 0300 111 0007 or email:

jroberts@healthwatchsthelens.co.uk



Out and about in your communities

Don't forget that our team members, Janet and Gail would like to come out to any groups you're involved with, to find out what people think of the health and social care services they use.

Telephone us on 0300 111 0007 or email us at:

info@healthwatchsthelens.co.uk to talk to us about it.

If you still receive our newsletters by post but would like to receive information in future by email please get in touch at: 0300 111 0007 or go to:

<https://www.haltonsthelensvca.org.uk/healthwatch-st-helens-newsletter-sign>