

## **Adults and Health issues – feedback received from Scrutiny Survey 2020**

“Against a backdrop of decreasing budgets and increasing poverty and deprivation, informal unpaid carers, people who care for a family member are at breaking point. In particular so called sandwich carers and those who care with people with particularly complex needs. As budgets for services plummet, they are being asked to do more and more care. As benefits evaporate, they are forced into working unsociable hours. Carers report greater levels of ill health - mental and physical.”

“What health and social care services are available, where, when and how to access them? A one-stop shop with a website is badly needed. One person phoned a statutory body person asking for a service. Her call was passed onto four extensions who could not give her the information she wanted. The fourth extension passed her back to the first!”

“The relationship between the LA and Health needs an urgent review particularly with the expected changes that are due to occur reference the CCG , development of the Borough Partnership Board etc.”

“Need an online directory of all health & social care services covering Haringey and surrounding boroughs as people do not know what services are available, where they are located, when they are open nor how to access them. There is needed a one-stop-shop that answers phone and visitor queries as well as keeping the directory up to date. Currently there are too many websites covering this (NHS, CCG, Council, Bridge Renewal Trust members, charities, religious groups, commercial).”

“Shortage of provision for elderly needing residential care.”

“Access to mental health services, particularly crisis services. Also the reason why access to services appear to be restricted to Haringey residents who are registered with a GP in the borough instead of being open to all residents in the borough (as is the case in neighbouring London boroughs - leaving people unable to access mental health support in an emergency, even if suicidal.”

“Mental health care crisis borne of loneliness - as a borough, we are one of most unneighbourly as you seem swamped by all the extremophile behaviours in the borough.”