

Health and Care – Where to go for what?

May 2025



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About us

Healthwatch Sunderland is your local health and social care champion.

We make sure NHS leaders and social care decision makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.



Our vision

A world where we can all get the health and care we need.



Our mission

To make sure people’s experiences help make health and care better.



Our values

- **Listening** to people and making sure their voices are heard.
- **Including** everyone in the conversation – especially those who don’t always have their voice heard.
- **Analysing** different people’s experiences to learn how to improve care.
- **Acting** on feedback and driving change.
- **Partnering** with care providers, Government, and the voluntary sector – serving as the public’s independent advocate.

Executive Summary

From December 2024 to March 2025, in collaboration with Sunderland City Council, we developed and launched a survey to gather insights into people's awareness of available adult social care services and how they seek the relevant information, advice, and guidance so that they can make informed choices and access the right support. This area of work is a priority for Healthwatch Sunderland for the 2024-2025 period.

This report summarises the responses of the 154 individuals who completed the survey during this time. The main findings of the survey are as follows:

Information and advice and guidance for day-to-day living

- One-third of survey respondents indicated that they need support, information and advice on how to maintain their independence in daily living.

Finding information on activities, social groups, leisure, learning opportunities, health and care

- Most people, when seeking information on activities, groups, leisure and learning, typically turn to local voluntary and community sector groups.
- When seeking information on their health, most respondents would consult their GP or nurse.
- When seeking information for care, there was almost an equal number of people who would contact the council/social services, search the internet or were unsure where to go.

Accessing health and care records and sharing that information

- 60% of people stated they did not know how to access their health care records.

Getting accurate and up-to-date, understandable health information and advice

- 52% of respondents stated they did not know where to find health related information or advice to maintain their well-being.
- Most people would seek up-to-date and accurate information about their health through their GP or nurse.
- Just over half of respondents (52%) found the information provided was presented in a way they could understand, either all or some of the time.

Planning for the future and managing health and social care needs

- 40% of people did not know or were unsure how best to plan for the future.

Difficulties in finding information, advice and guidance

- The main difficulties respondents faced when accessing information included accessing or navigating digital formats, understanding complex wording used or not knowing where to go.

Introduction

What we aimed to discover

Feedback we gathered from our community engagement revealed that individuals often face challenges in accessing necessary support for themselves and their families in a timely manner. These challenges primarily stem from difficulties in obtaining and navigating the required information.

Sunderland City Council Adult Services recognise the importance of providing residents and customers with information, advice and guidance to enable them to access the care and support they may need in a timely and effective way. Evidence suggests that access to accurate and timely support enables individuals to make informed decisions, significantly improving their quality of life and overall well-being. Healthwatch in partnership with Sunderland City Council Adult Services have launched a programme of work to research how people access and navigate care and support services as part of our work for 2024/2025.

The purpose of this project was to research and determine whether Sunderland City Council ambition in providing accurate, timely and effective information, advice and guidance were being achieved and how they could further improve.

The ambitions of Sunderland City Council Adult Services are to provide:

- Accurate and timely information.
- Advice and support for people to lead healthy, independent lives.
- Advice and support to enable residents to have choice and control.
- Help and support for people to understand the care and support system.
- An understanding of the services they may need to pay for.
- How to access well-being and crisis support.
- Supporting people to live independently and safely.

In collecting this feedback, Sunderland City Council aim to further improve its services provided and offer better support to the local community through its Adult Social Care offer.

Methodology

In collaboration with Sunderland City Council, which provided us with a survey (see Appendix 1), we collected feedback from the public regarding their understanding of where to find information about adult social care services.

From December 2024 to March 2025, we promoted the survey, making it available to the general public in both paper-based and online formats via Survey Monkey.

The Healthwatch Engagement Team visited multiple community groups and targeted various localities within the city to ensure a fair and diverse response (see Appendix 2 for the groups visited).

During these sessions, the team guided attendees through the survey or, if necessary, supported them on a one-on-one basis to complete the survey.

Additionally, we distributed the survey through an e-newsletter and ran a social media campaign across our platforms. It was featured on our website, promoted during community events, and shared through networks within the local voluntary and community sector.

The Sunderland City Council communications team also assisted in promoting the survey.

To assist with people’s understanding of those services currently offered by Adult Social Care and how to access them, we also developed a handout listing this key information, (see Appendix 3). The handout was then distributed to those individuals who completed the survey.

In total, we received 154 completed surveys.

Findings

We received a total of 154 responses to the survey



Findings

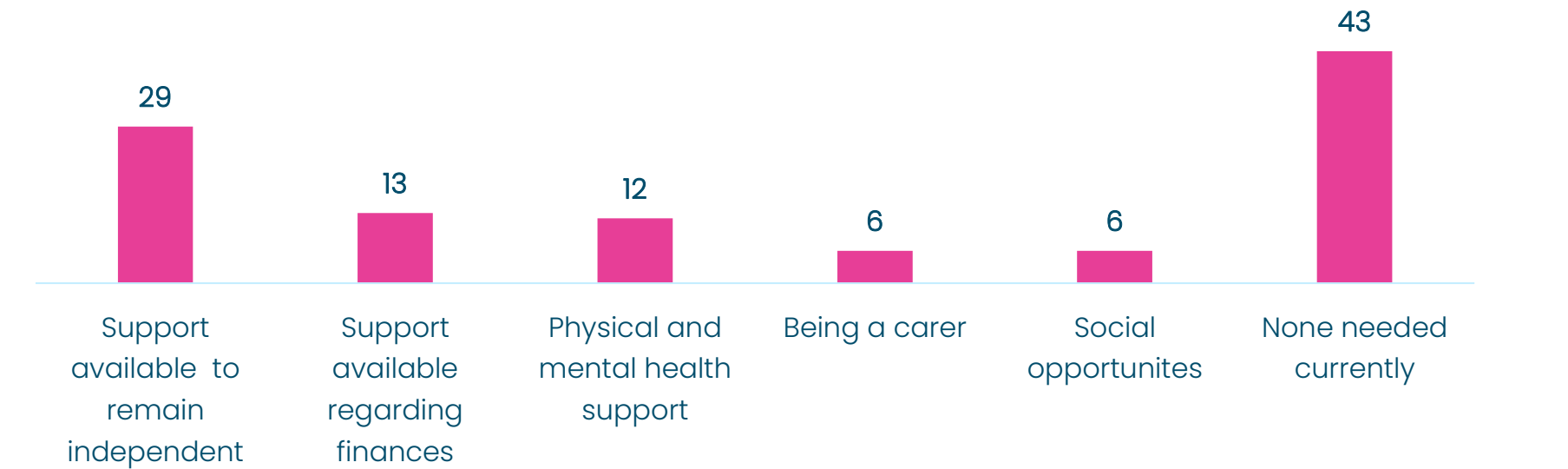
In total, we received 154 responses to the survey. (Please note that not everyone answered all questions in the survey).

Part 1: Finding information and/or advice needed to help manage day-to-day living

The survey asked people the type of information and/or advice they would need to help them manage their day-to-day lives, whether to maintain their independence or to seek support. Respondents could provide more than one answer.

The table below indicates that most people who required help mentioned needing information or advice on how to stay independent, or on help available to support them around the house. Following this, the next most common needs were financial support and health-related information.

A further 43 individuals stated that they don't require any help at the present time.



"I need to know where to phone for help with items like, grab rails, bathing facilities."

"I need help getting dressed and in and out of the bath. I can't walk very far."

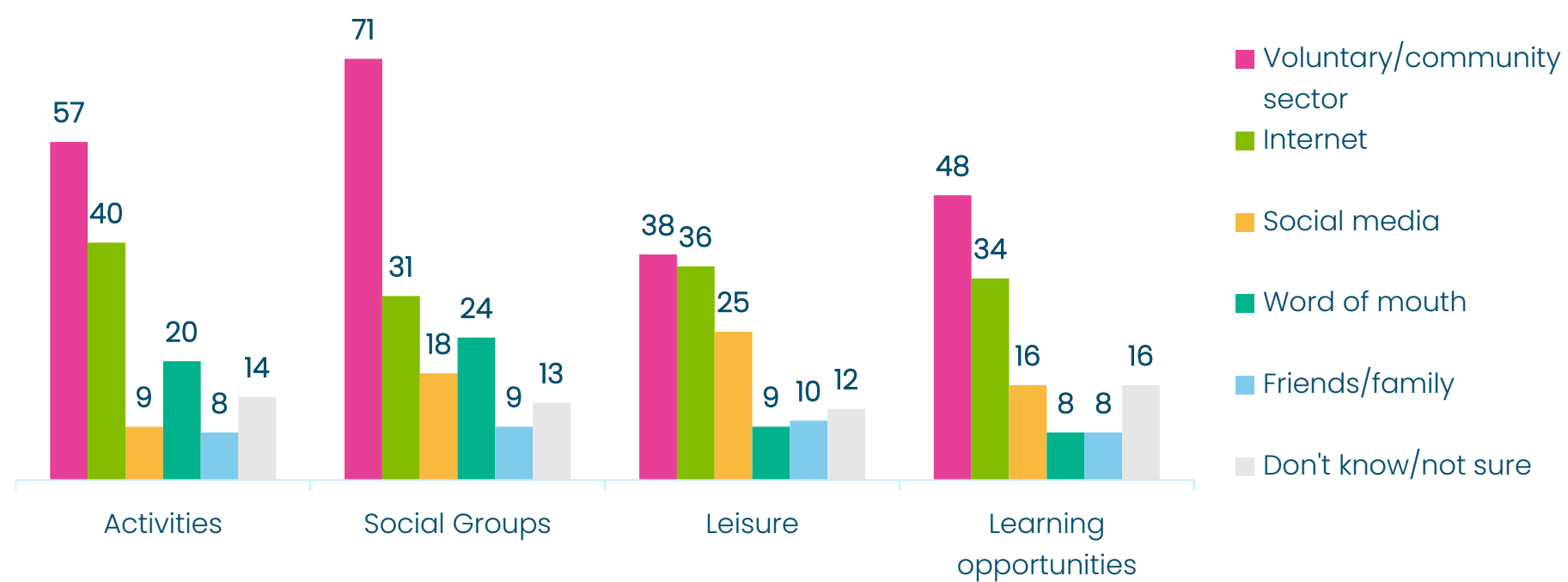
"I don't need any help or support at this time."



The demographic analysis of the 29 respondents who indicated a need for support to remain independent revealed that the majority were women aged 75 and older, many of whom had long-term health conditions. Most of these respondents resided in the west area of the city. Conversely, among the 43 individuals who currently do not require support, the results indicated that most were also female, but typically aged between 65 to 74 and had long-term health conditions. The geographical areas where these respondents primarily lived included Millfield, Southwick, St Anne's and St Peter's wards.

Part 2: Finding information on activities, social groups, leisure and learning opportunities

The second part of the survey looked at where people would go if they required information on a range of areas. The results below show that most people who responded to the survey, when looking for leisure, learning, activities or social opportunities, would look for the information via the local voluntary and community sector, on the internet, via social media, ask family friends or word of mouth.



“I go online and follow through on appropriate agencies, searching for local groups and telephone numbers.”

“Word of mouth, social groups, social media.”

“The social prescriber told me about the lunch club. I also pick up leaflets when I’m out and about.”

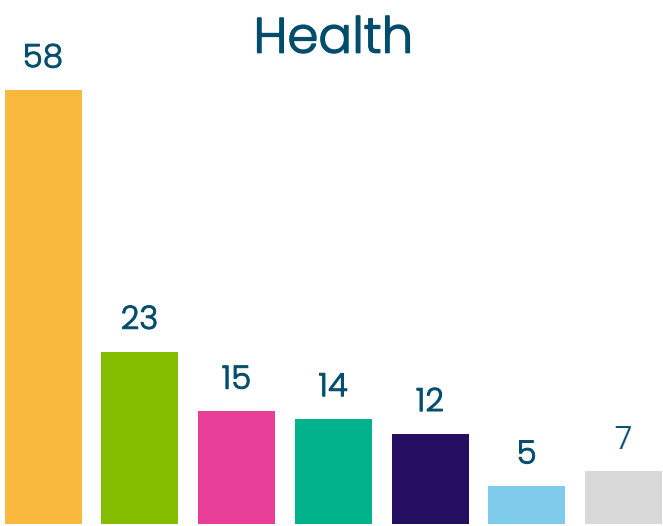
“Leaflet came through the door a while ago about Austin House – I’ve been coming here for 10 years, 3 days a week.”

“Pallion Action Group or the Pavilion.”

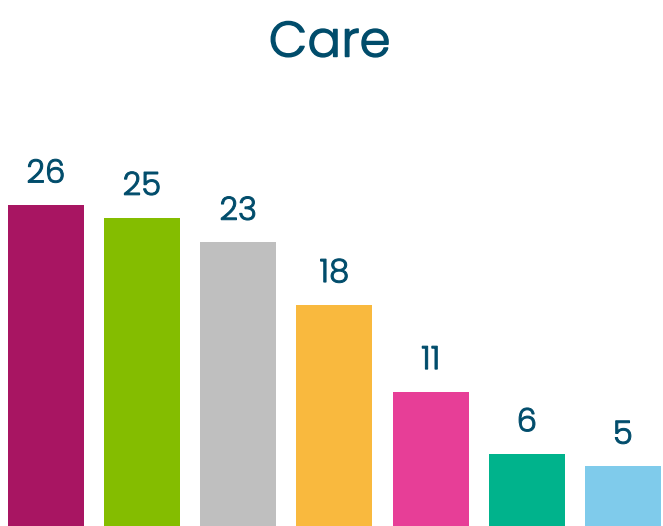
Part 2: Finding information on health and care

In contrast, when individuals sought information about health, the survey results showed that most respondents preferred to consult a primary care professional (such as a GP or Nurse), followed by searching the internet or reaching out to local voluntary and community organisations.

Regarding information related to care, most survey respondents indicated they would contact the council or social services first, followed by the internet. Additionally, the survey revealed that 23 individuals were unsure or did not know where to find care information. This indicates that care is an area where people are the most uncertain about where to seek information, especially in comparison to the clarity they have regarding health and leisure or learning activities.



- GP/nurse
- Internet
- Voluntary/community sector
- NHS
- Hospital
- Family/friends
- Don't know/not sure



- Council/social services
- Internet
- Don't know/not sure
- GP/nurse
- Voluntary/community sector
- NHS
- Family/friends

“Ring the Doctor’s surgery or 111 if surgery closed.”

“NHS direct but again a central website but it doesn’t have the local knowledge”.

“Doctors, hospitals and walk in centres.”

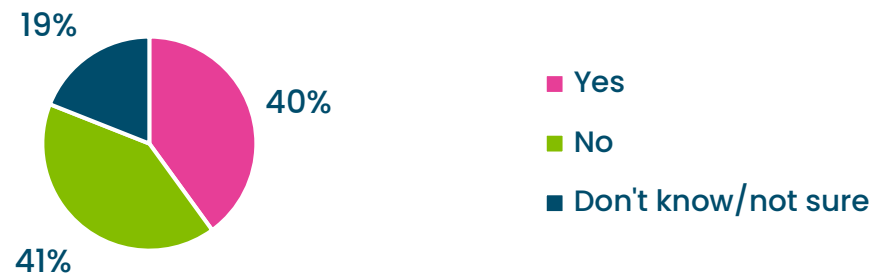
“Care Services – again I presume council or via social prescribers or via GP surgery.”

“Heard about Telecare through family, unsure of the rest.

“I wouldn’t know how – I would probably google.”

Part 3: Accessing health and care records

Survey participants were asked whether they were aware of how to access their health and care records. The findings indicate that nearly an equal number of respondents answered "yes" and "no," highlighting a significant divide in awareness among the respondents.

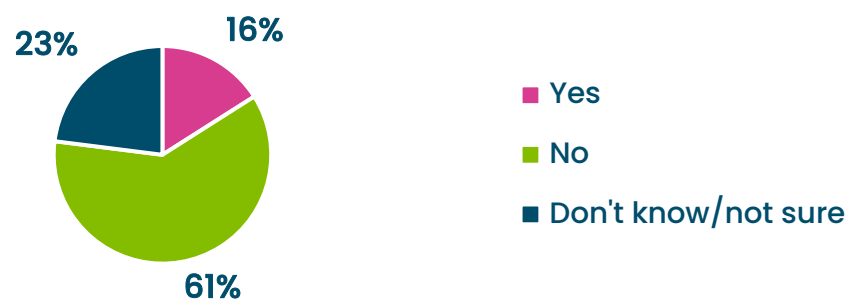


Participants who responded "yes" to being aware of how to access their health and care records were asked to elaborate on the methods they would use. Most indicated that they would either inquire directly at their GP practice or use the NHS app to access their records.

When analysing the demographic information of individuals who were least likely to know where to find information, several key points emerged. The age groups who were least likely to not know or were unsure came from the 18-24 age group, with 75% indicating uncertainty. Additionally, 61% of those aged 75 and over also expressed not knowing where to find information. Furthermore, when considering where respondents live geographically, the results show that the area across the city with the highest rate of uncertainty was from those respondents living in the Hendon area of the city, where 76% reported that they did not know where to find information.

“Reception at GP, probably, maybe ask GP.”
“NHS App on mobile phone.”

Next, survey respondents were asked if they knew how to decide which personal information in their health and care records can be shared with other people. The results below show that most people (61%) replied no.



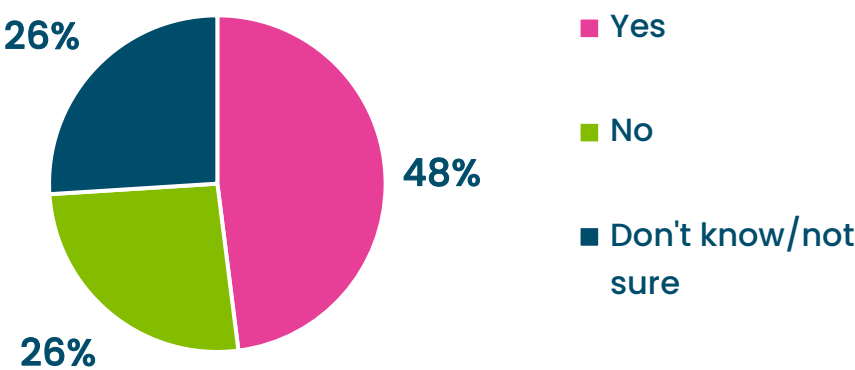
The demographic analysis of individuals who answered "no" or "don't know/not sure" to this question revealed several notable findings. Specifically, 100% of respondents in the 55-64 age group were least likely to know. In comparison, to those from all other age groups, where the response rate ranged between 70% and 80%.

Additionally, 94% of all Asian/Asian British respondents answered "no" or "don't know/not sure," compared to 83% of white respondents giving the same answer.

“By not opting out of sharing NHS records with healthcare professionals. By telling GP staff, plus I have a DNR in place.”
“I didn't know I could do this. Maybe go to doctor and ask.”
“My daughter has power of attorney.”

Part 4: Finding information and advice about your health to keep yourself as well as possible (e.g. physically, mentally, and emotionally)

When survey respondents were asked if they knew how to obtain information and advice regarding their health and ways to maintain their well-being, there was an almost even split in responses. 52% indicated that they were unsure or did not know where to find the information and advice they needed, while 48% responded positively, indicating awareness of the resources available to them.



When analysing the demographic information of individuals who were least likely to know where to find information, several key points emerged. In terms of age groups, the highest percentage of respondents who did not know or were unsure where to find information came from the 18-24 age group (75%) and those aged 75 and over (61%).

Additionally, the highest percentage rate of uncertainty was found among respondents living in the Hendon area of the city, where 76% indicated they did not know where to find information. This was the highest percentage rate compared to respondents from other areas of the city.

For those individuals who replied 'yes', they were asked to explain how they access information and support for their health and well-being. Most people indicated that they do so by seeking help from a primary care professional, such as a GP or nurse, turning to the local voluntary and community sector, or using the internet as a resource.

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"I go to Washington Mind and come to Mickey's Place."

"From the GP and staff at surgery or pharmacist and Healthwatch."

"I use internet sites like NHS website but also find help and support on Facebook through groups i.e. thyroid support etc. People with lived experiences can help me understand health issues and advocate for me when speaking with a health professional."

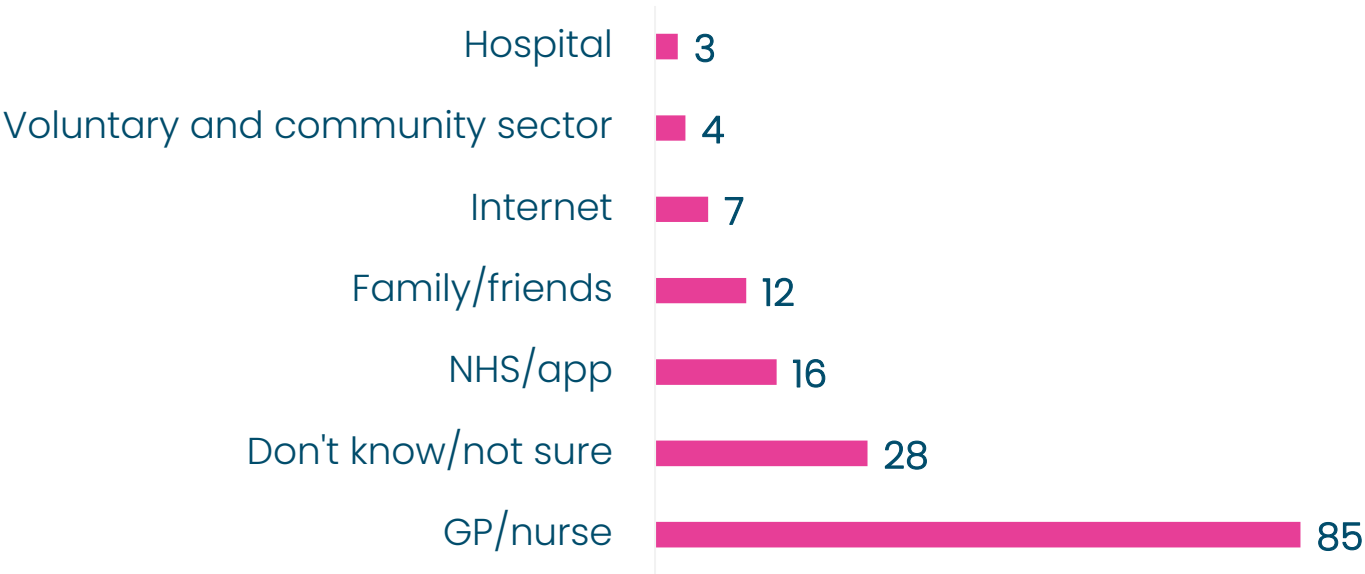
"Sunderland Bangladesh International Centre coffee group and mindfulness and other activities."

"I would look at internet sites or ask for advice from my surgery's practice nurse."

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Part 5: Finding health information and advice that is accurate and up-to-date

When asked how they would obtain up-to-date and accurate information and advice about their health, most respondents gave multiple answers and the table below indicates that most survey respondents (85) stated they would seek assistance from a primary care service, such as a GP or nurse. Additionally, 28 individuals expressed uncertainty about where to go for this information.



“Unsure but maybe a GP.”

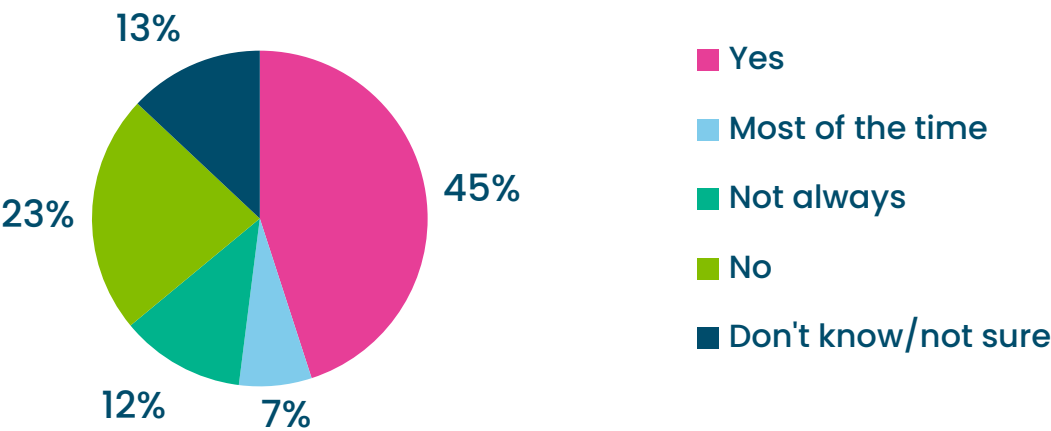
“The NHS app is mostly up to date, plus I can ask Space4 and Sharp.”

“GP surgery or other medical professionals.”

“NHS online search. Healthwatch and its related links to services.”

Part 5: Information provided in an understandable way

The results below indicate that most people found the information provided to them to be understandable, either all the time (45%) or most of the time (7%). In contrast, 23% of respondents reported that they were not able to understand the information given to them.

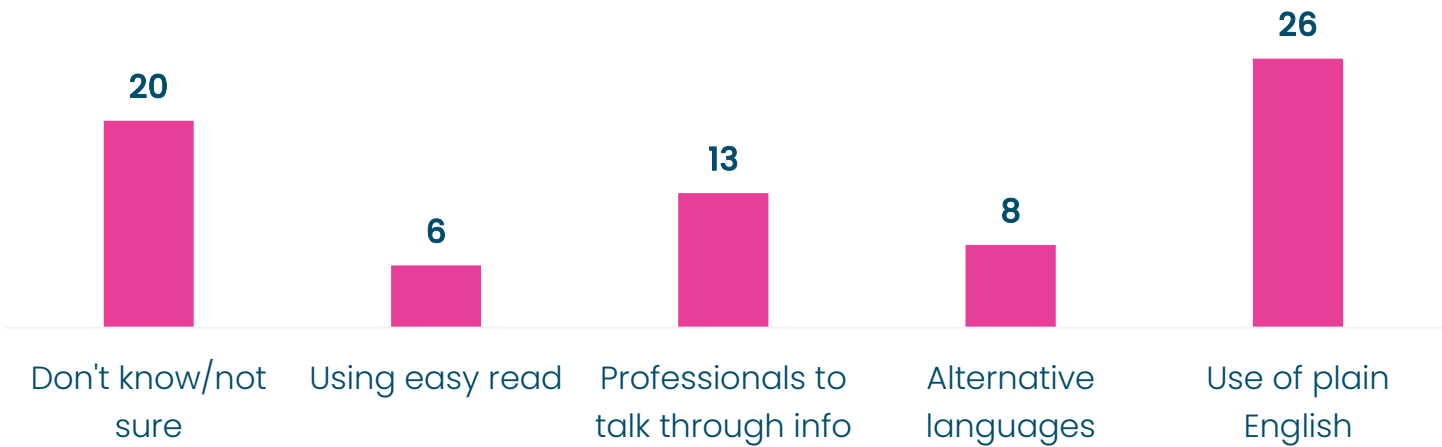


"Yes, if it is face to face so I can ask questions."

"Most of the time. I have a daughter who can help me with medical terms I may not recognise."

"No, because they use medical words."

Survey respondents were asked how the information provided could be improved to enhance their understanding. Several suggestions were received, which are categorised in the graph below. The results show that 26 people indicated they would benefit from receiving information in plain English and 13 people said they would benefit from having professionals explain the information to them.



"Use of large print and simple words."

"Somebody to take the time to explain in a way that she can understand, e.g. easy read, small doses of information etc."

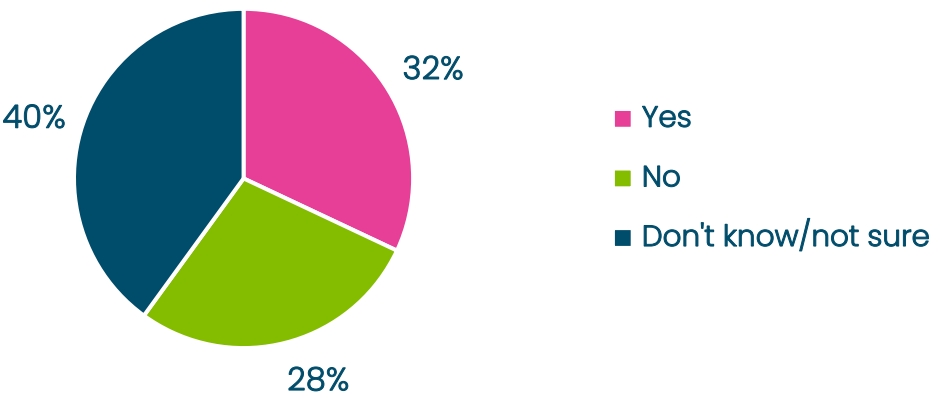
"The NHS in particular have a tendency to use jargon and acronyms; we need information in plain English."

Part 6: Information and advice that helps planning for the future

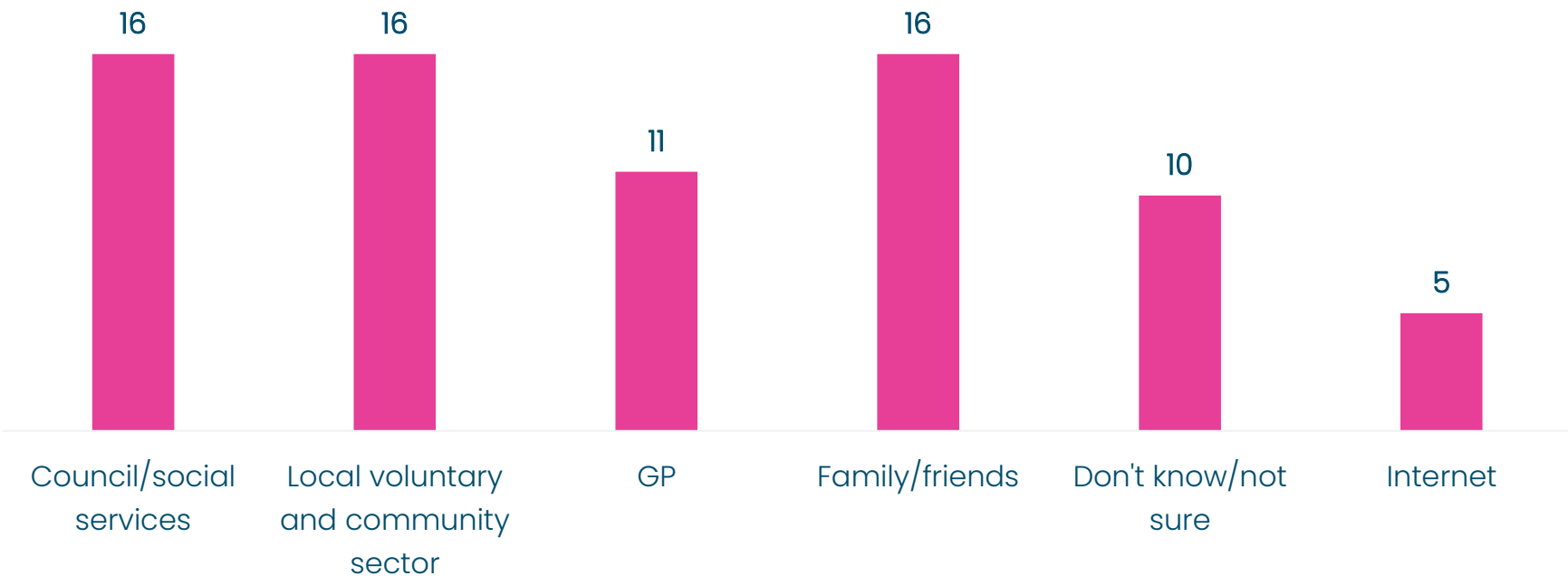
Survey respondents were asked if they could obtain information and advice that helps them plan for their future. The results revealed a total of 68% of people either did not know or were unsure.

The demographic analysis of these 68% reveals several notable findings. Geographically, the areas of the city with the highest percentage of negative responses came from survey respondents living in either St Annes (87%) or Southwick (86%).

Additionally, 76% of all Asian/Asian British respondents answered “no” or “don’t know/not sure” to this question, in comparison to 67% of all those of white ethnicity who gave the same response.



Respondents who answered 'yes' to the question were asked to explain their answers and indicate where they obtain this information and advice. The results show that an equal number of people reported they would seek help from either the council or social services, the local voluntary and community sector, or from family and friends.



“I would probably phone the council’s main line and make an enquiry and hopefully be pointed in the right direction.”

“Ask family, ask Ruth, (Social Prescriber) or Citizen's Advice.”

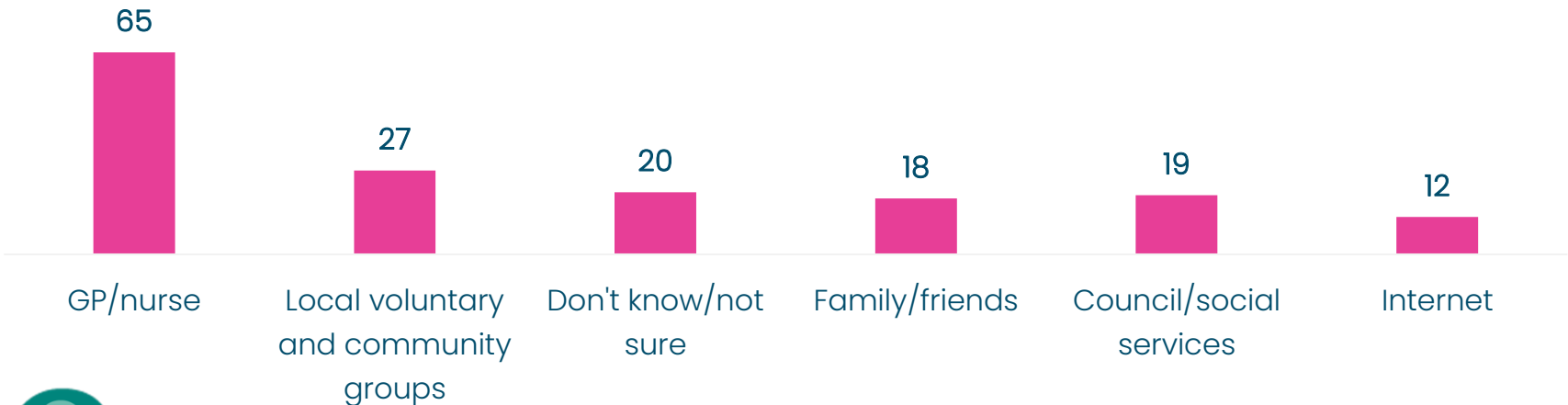
“I don't know who to speak to other than the doctors.”

“My first stop would be the Carers Centre.”

“I would speak with friends and family.”

Part 7: Seeking information and advice to manage health and social care needs

In this section, respondents were asked to identify where they currently seek information and advice regarding the management of their health and social care needs. The results indicate that most participants (65) prefer to consult their GP or nurse for assistance. Additionally, 27 individuals reported seeking support from local voluntary and community organisations. Furthermore, there was a comparable number of respondents who expressed uncertainty or did not know or informed they would reach out to the council or social services for help.

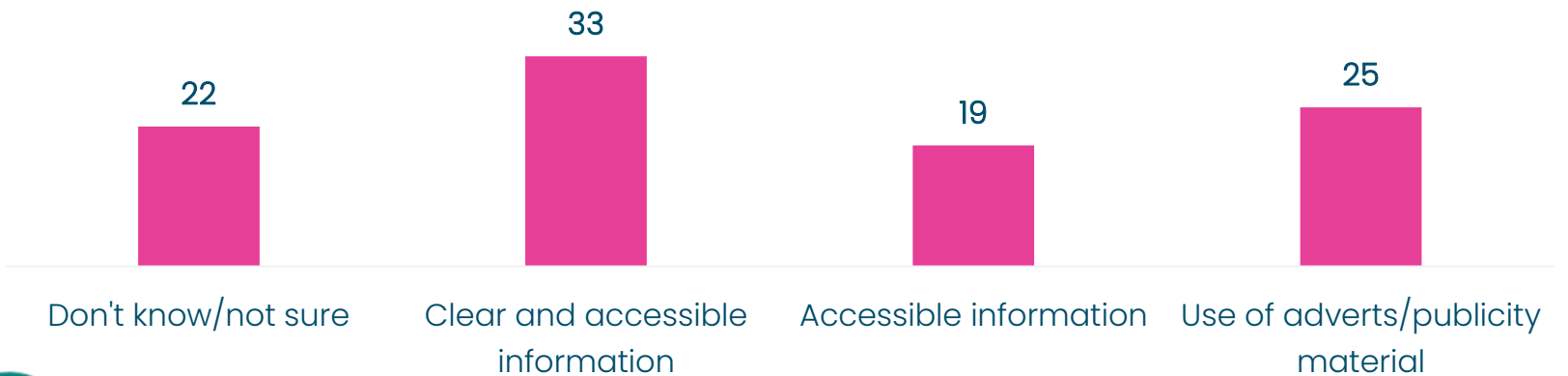


“Depending on what you are looking for I'd go to doctors and see what they advise but if it's really bad then you can phone the Crisis Team.”

“I'd ask a friend or Grace House.”

Respondents were then asked how access to this information and advice could be improved. The results show that 33 felt that the information and advice should be clearer and more accessible.

Additionally, 25 people expressed a desire to see advertisements, such as posters and leaflets in a range of different community settings and groups.



“Information routes need to be clearer and advertised.”

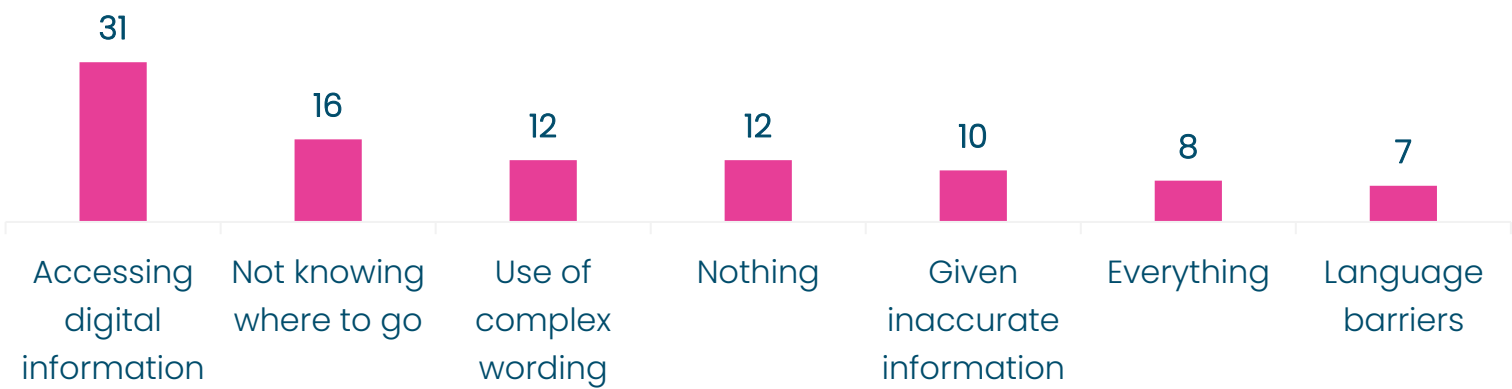
“More awareness/advertising of where to go to find information or a central hub for contact (e.g. online or via the phone).”

“More health and social care outreach into the community.”

“Find groups in the community and put posters up. Get in guest speakers to inform people.”

Part 8: Difficulties when trying to find information, advice, or guidance in relation to health and social care

Survey respondents were asked to explain what they found difficult when trying to find information, advice or guidance in relation to their health and social care.



The results show that 31 survey respondents found it difficult to access information online or through digital platforms due to their knowledge, skills, or access to technology. Some indicated that if they needed to access information, advice or guidance in this way, they would ask a friend or family member for assistance. Others, expressed challenges with not knowing where to find information or struggling with the complex terminology used.

“Knowing where to go. Being directed to go on-line when phoning someone and not being able to talk to a human being.”

“I don't use internet and there could be more posters and leaflets around in the community.”

“I use Google but I would not know what to search for. I'm young and still struggle with technology. I don't know how older people manage.”

“I'm not an online user. I've never seen any advertisements, so how do you know where to go?”

“Prefer one-one conversation, understand todays tech is fast and instant but I'm from an aged generation.”

16 respondents expressed uncertainty about where to find information, advice, and guidance, while eight respondents reported that they found everything challenging.

“I don't know where to go or who to talk to? ”

“Knowing where to find information.”

“All of it.”

Conclusions

This research aimed to understand peoples existing understanding of services and how best to support local people to access the appropriate support at the right place and time. The overall aim is to enable them to make informed choices with regards to their health and overall well-being. With this insight, Sunderland City Council Adult Social Care and other services can continually improve their practices.

Based on the feedback received, the findings highlight the information, advice and guidance people find easy to access and where they face challenges. A summary of these findings is outlined below:

What is working well?

- **Awareness of available health support resources.** Many respondents find their GP surgery to be the most reliable source of health and care information.
- **Local voluntary and community sector organisations provide valuable assistance.** Community groups serve as essential channels for people to discover information, support and resources.

What needs improving?

- **Use of a more diverse marketing strategy.** In addition to online sources, alternative options should be available for those who informed us are unable or unwilling to access information through digital platforms. Many individuals have expressed a desire for printed materials, such as leaflets, posters, and advertisements, to be available in their communities. Additionally, those who access information online informed they often do not know what to search for, making it difficult to find the right resources first time. Increased advertising in local communities would help to raise awareness and effectively share information.
- **Better utilisation of local resources.** People cited the use of social prescribers and community organisations, as a valuable way to communicate available support. Engaging the voluntary and community sector to disseminate information is crucial, as many individuals rely on these services. People also expressed a keen interest in having speakers visit community groups, this can be an effective way to share information, as word of mouth is powerful.
- **Simplified navigation systems.** It is essential to provide a system that allows people to easily access and navigate the information, advice or guidance they need. Clear pathways should be promoted more effectively to ensure people can find what they are looking for on their first attempt and to avoid as people informed us feeling lost or going round in circles.
- **Information presented in plain English for clarity.** Using clear and accessible language is vital when conveying health and care related information. People commented that the information provided across health and care is often difficult to understand due to the use of complex language, acronyms and jargon.

Next steps

The feedback from this report will be shared with Sunderland City Council Adult Social Care Services.

Following this we will be requesting a response detailing how the feedback received and findings will be used to bring about improvements to their offer over a clear timeframe.

The response received will be then communicated to those individuals who completed the survey, the wider community and key partners, ensuring all are aware of actions to be taken to continually improve services.

Over a period of six months Healthwatch Sunderland will follow up with key staff within Sunderland City Council to see how the actions in the response are progressing, as well as to offer any additional support we may be able to give. Throughout this process we will continually update public on developments.



Appendix 1 – Survey

Social care services – where to go for what?

Healthwatch Sunderland is your local health and social care champion. Working city-wide, we ensure NHS, social care leaders, and other decision-makers hear your voice and use your feedback to improve services.

We are currently working with the Sunderland City Council who want to hear your opinions/experiences on social care services and where to go for what across Sunderland.

Sunderland City Council Adult Social Care Services understand the importance of providing their residents and customers with information, advice, and guidance so that they can make informed choices and how to access the right support, at the right time and the right place.

Sunderland City Council's aim is to provide:

- Accurate and up-to-date information.
- Advice support for people to lead healthy, independent lives.
- Choice and control.
- Help and support for people to understand the care and support system.
- Understanding of services they may need to pay for.
- Accessing wellbeing and crisis support.
- Supporting people to live independently and safely.



With this in mind, Sunderland City Council and Healthwatch Sunderland want to engage with Sunderland residents and understand what is important to people in terms of information, advice, and guidance. Sunderland City Council will work to improve their offer, so people are able to say:

"I am able to access good quality information, advice, and guidance in a way that suits me and enables me to make an informed choice about my life".

The closing date for surveys is Friday, 14th March 2025.

If you require support completing this survey, please get in touch on:
(0191) 514 7145 or email healthwatchesunderland@pcp.uk.net

Healthwatch Sunderland takes your privacy seriously. The information you provide on this form will be stored electronically. Your comments will be shared with health and care providers, Sunderland City Council, and Healthwatch England to help them provide services. Please note the information you provide will be kept confidential, except that anonymised quotes may be used.



Part 1:

What type of information and/or advice do you need to help you manage your day-to-day living (eg independently or with support)? Please explain below.

Part 2:

Tell us how you would find information on the following:

Activities (Please explain below):

Social groups (Please explain below):



Leisure (Please explain below):

Learning opportunities in your community (Please explain below):

Health services: (Please explain below):

Care services (Please explain below):

Did you know the Links for Life website gives people information on activities, groups, and services that make a lasting difference to people on their health and well-being. Get more information here – www.linksforlifesunderland.co.uk



Part 3:

Do you know how to access your health and care records?

Yes☐

No☐

Not sure/don't know☐

Prefer not to say☐

If 'yes', please explain below.

Do you know how to decide which personal information in your health and care records can be shared with other people (eg your family, care staff, school or college etc)?

Yes☐

No☐

Not sure/don't know☐

Prefer not to say☐

If 'yes', please explain below

Part 4:

Do you know how to get information and advice about your health to keep yourself as well as possible (eg physically, mentally, and emotionally)?

Yes☐

No☐

Not sure/don't know☐

Prefer not to say☐



If 'yes', please explain below

Part 5:

How would you get information and advice about your health that is accurate and up to date? (Please explain below)

Is this information provided in a way that you can understand? (Please explain below)

How can this be improved? (Please explain below)



Part 6

Can you get information and advice that helps you think about and plan for your future? For example, who to contact if you need care and support?

Yes☐

No☐

Not sure/don't know☐

Prefer not to say☐

Please explain below

Part 7:

Currently, where would you go for information and advice in relation to managing your health and social care needs? (Please explain below)

How can this be improved? (Please explain below)



Part 8:

What do you find difficult when trying to find information, advice, or guidance in relation to your health and social care? For example, access to smartphones, computers, language, content of information, time, knowing where to go, incorrect or out-of-date information, etc. (Please explain below).

Demographics

What is your full post code?

What is your gender?

ManWomanNon-binaryOtherPrefer not to say

How old are you?

Under 1818-2425-3435-4445-54

55-6465-7475+Prefer not to say

What is your ethnicity?

White (includes British, Northern Irish, Gypsy, Irish Traveller, Roma or any other white background)

Mixed or Multiple ethnic groups (includes White and Black Caribbean, White and Black African, White, and Asian, or any other Mixed or Multiple background)

Asian or Asian British (includes Indian, Pakistani, Bangladeshi, Chinese or any other Asian background)

Black, Black British Caribbean, African, or other Black background

Prefer not to say

Other (please state)

What is your first language?

English

Other

Prefer not to say

If other (please state)

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Do you have a long-term health condition?

Yes☐

No☐

Prefer not to say☐

If 'yes', please specify below

Are you a carer?

Yes☐

No☐

Prefer not to say☐

Appendix 2 – Groups visited

Below is a list of all the groups/orgnaisations we visited in the community to carry out sessions to support people with the completion of the survey.

HOPS – Based in Houghton-le-Spring, offering therapies, classes & activities to unpaid carers, those with long-term health conditions & anyone in need.

Space4 – Based in Houghton-le-Spring, this community project offers a safe space, one-to-one support & community activities.

Sunderland Parent Carers – Based in Springwell, with a city-wide reach, this voluntary group is led by parents, carers & grandparents of children & young people with special education needs.

Grace House – Based in Southwick, offers specialist services to support families with complex disabilities from across Sunderland.

Pensioners of South Hylton (POSH) – Based in South Hylton, offers activities & support for local pensioners.

Veterans In Crisis – A city-wide project, offering support for ex-service men, women, and their families.

Recovery Connections – Based in the city centre, offering motivation & support to those affected by substance misuse.

Sunderland Bangladesh and International Communities Centre – Based in Hendon, a community hub providing a safe meeting place for the BAME community.

Austin House – Based in Southwick, a family centre offering support, activities, lunch clubs & social groups for the community.

Sunderland Carers Centre – Based in Southwick offers information, advice & guidance to carers from across Sunderland.

Bangladesh men's group – Based in Hendon, a support group for BAME men.

Mickey's Place – Based in Sulgrave, Washington, this community building offers a food bank, community café & support hub.

Ageing Well Ambassadors – This citywide project raises awareness and age-friendly messages to the community, with the aim of the messages being shared more widely.

Sunderland People First – Based in the city centre with a city-wide reach, this local community organisation aims to improve the lives of people with learning disabilities & autism.

Together We Can North East – Based in Pallion with a city-wide reach, this cancer support group offers a range of peer support and wellbeing activities.

Voluntary & Community Sector network meeting – Coalfields

Voluntary & Community Sector network meeting – North

Voluntary & Community Sector network meeting – East

Appendix 3 – Information leaflet

Social Care – useful information

- **Adult Social Care**

If you think you need help with daily living including Home Support, Day Services, Extra Care and Residential Services, you may be able to get support from one of our Adult Social Work teams. Do this by completing a self-assessment Self Assessment Form or by making a referral for an assessment.

Complete an Adult Social Care Self Assessment Form here: www.adultsportal.sunderland.gov.uk and click on 'Self Assessment'

If you are unable to complete the assessment, you can make a referral online:

Referral for an assessment – Sunderland City Council

Or call: 0191 5205552

If you need support in your role as a carer you can request this by contacting the Sunderland Carers Centre.

Call: 0191 5493768 Email: contactus@sunderlandcarers.co.uk

Website: www.sunderlandcarers.co.uk

The Links for Life platform www.linksforlifesunderland.co.uk provides information about services and activities for adults, and their carers.

- **Advocacy Support**

If you need support during your involvement with Adult Social Care and you do not have any family or friends who can help you with this, you may be able to get support from a formal Advocate, contact Voiceability:

Call: 0300 303 1660 Email: helpline@voiceability.org

Website: www.voiceability.org and search 'Sunderland'

- **Assistive technology**

Assistive technology is being used throughout Sunderland to manage aspects of people's care, health and wellbeing. It's becoming an increasing part of everyday life because it is so accessible and easy to use. Products like Google, Alexa and Siri, smart lightbulbs and heating, as well as home sensors and GPS trackers, have many benefits that can be used in additional ways to their original purpose. This technology can support people to live well and independently and can also support people who have a caring role.

Contact Sunderland City Council for further information on how equipment could promote your independence safety and well-being.

Call: 0191 5205552

Website: www.sunderland.gov.uk and search 'Assistive technology'

- **Telecare**

Telecare Service is a 24 hour a day, every day of the year service helping people to remain independent and living safely at home, which gives peace of mind to the person and their family.

They provide a wide range of Telecare equipment that is linked to Sunderland City Council's highly trained call handlers who will assist you if you are in difficulty and deploy a mobile response worker to your home if required.

They offer touch of a button access to support and assistance if you have a fall or need the emergency services.

If you would like more information about the Telecare Service, give the Sunderland City Council a call:

Call: 0191 520 5000

Appendix 3 – Information leaflet

- **Specialist Equipment**

You can find out what equipment would make your life easier by using a website called 'AskSARA'.

Sunderland Care and Support, Community Equipment Service supplies and fits equipment and minor adaptations to help children and adults with disabilities to live safely and independently at home.

Equipment is free of charge and provided on a long-term loan basis following an assessment from a nurse, occupational therapist, or physiotherapist. If you want advice about buying your own equipment, the service can put you in touch with an Occupational Therapist who can help.

For more information contact Sunderland Care and Support:

Call: 0191 5205000

Email: info@sunderlandcareandsupport.co.uk

Website: www.sunderlandcareandsupport.co.uk and search 'Community equipment'

To discuss equipment, you would like to buy yourself call: 0191 561 4333

If you already have been provided with equipment from the Community Equipment Service and this equipment has broken, or you need to return your equipment call: 0191 520 5552

- **The Community Therapy Service**

The Community Therapy Service helps people live a more enjoyable and independent life.

There are a number of teams who work with adults, including those with Dementia, and children who have disabilities and help them to find ways of living independently by learning new skills, adapting their home environment, or finding specialist equipment to keep people safe, well and fulfilled.

The team can support people living in their own homes or in care homes and can provide rehabilitation including occupational therapy, physiotherapy, falls management and support to people who need rehousing as a result of their disability or long-term health condition.

An assessment from the Community Therapy Service may facilitate access to specialist equipment, assistive technology and adaptations to your home.

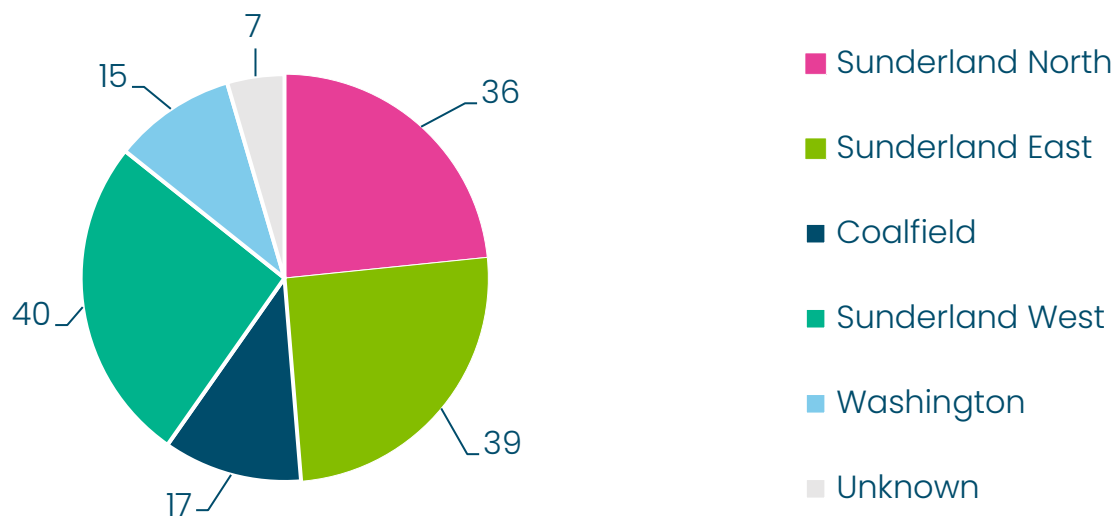
Call: 0191 5205552

To make a referral online: [Referral for an assessment – Sunderland City Council](#)

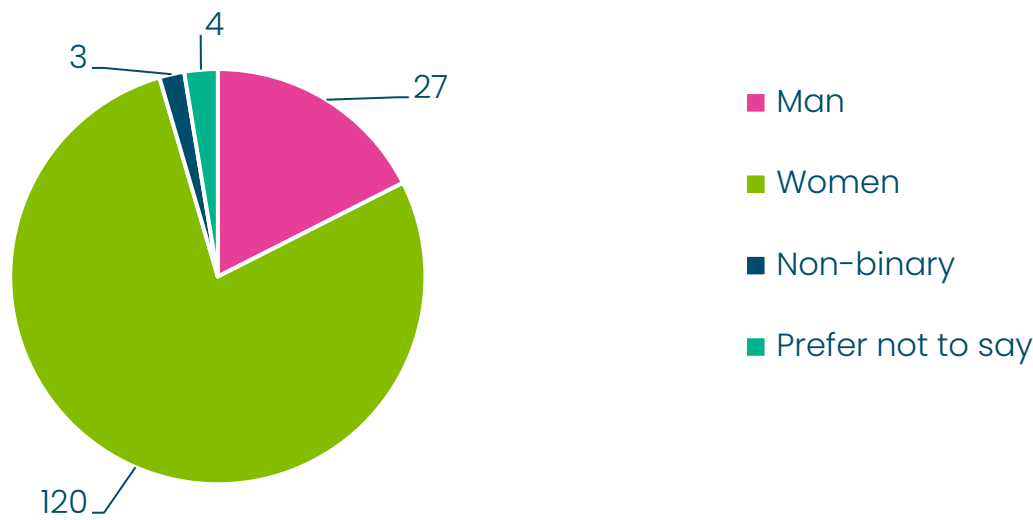
Appendix 1 – Demographics

Survey respondents were invited to complete a section on their demographics, not all respondents completed these questions. The results are shown below:

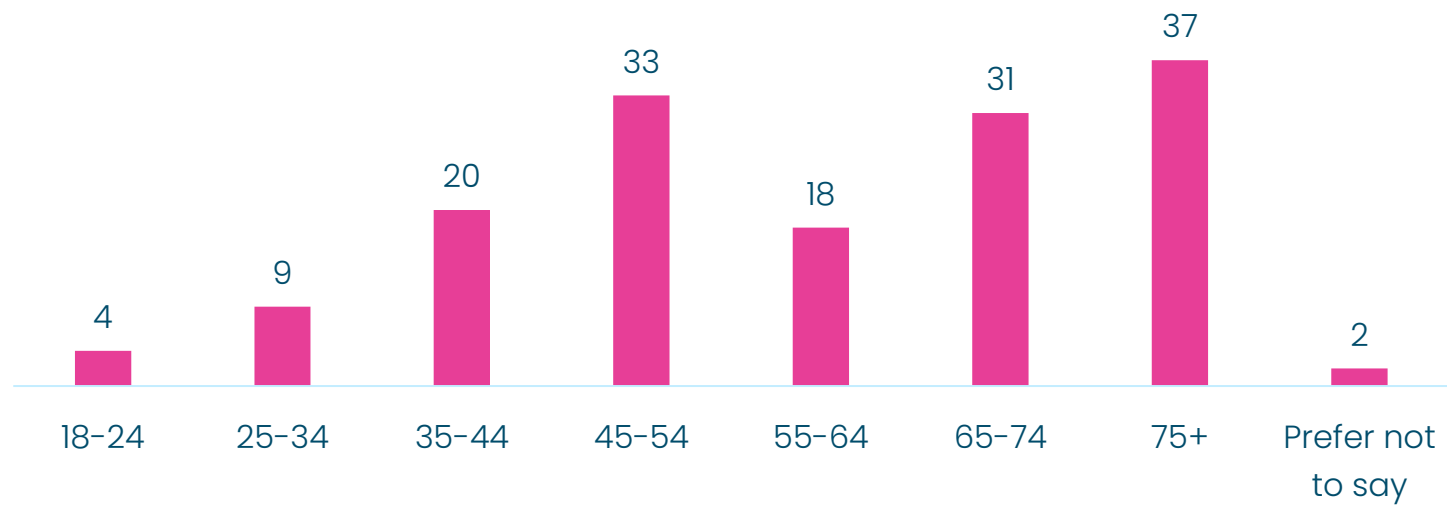
Geographical area



Gender



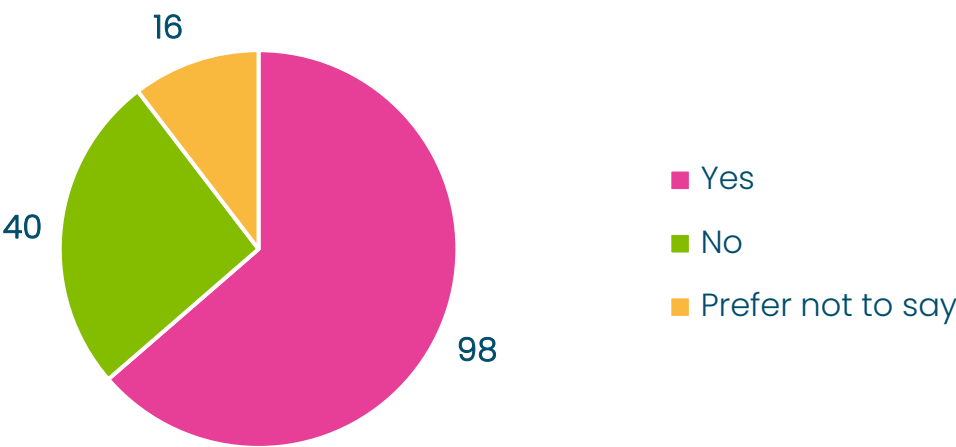
Age



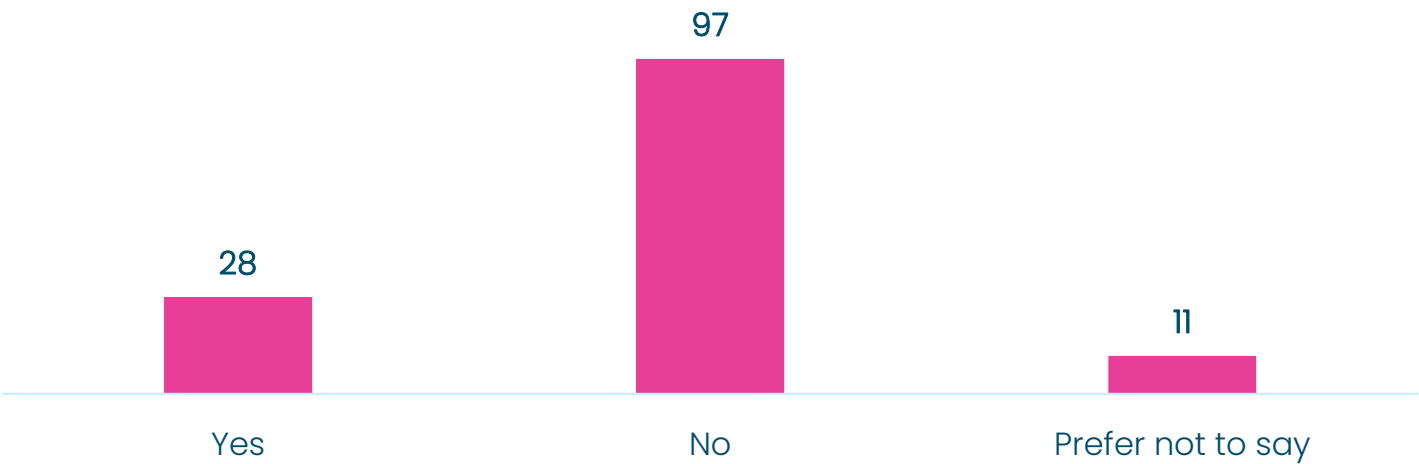
Appendix 3 – Demographics

Survey respondents were invited to complete a section on their demographics, not all respondents completed these questions. The results are shown below:

Long term health condition



Caring responsibilities



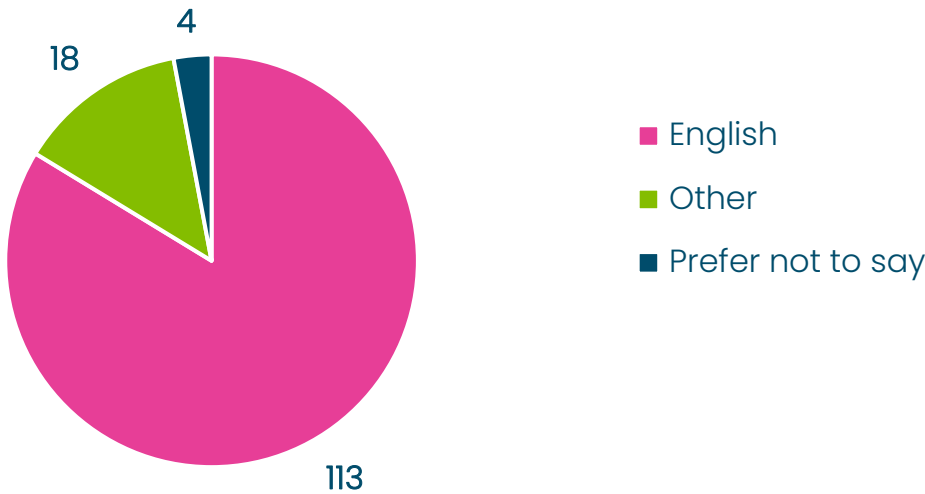
Appendix 3 – Demographics

Survey respondents were invited to complete a section on their demographics, not all respondents completed these questions. The results are shown below:

Ethnicity

	Count
White (includes British, Northern Irish, Gypsy, Irish Traveller, Roma or any other white background)	133
Mixed or Multiple ethnic groups (includes White and Black Caribbean, White and Black African, White and Asian, or any other Mixed or Multiple background)	1
Asian or Asian British (Includes Indian, Pakistan, Bangladeshi, Chinese or any other Asian background)	17
Black, Black British Caribbean, African or other Black background	1
Prefer not to say	2

First language



healthwatch Sunderland

Healthwatch Sunderland

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