

The background of the image is a dark purple color with a repeating pattern of speech bubbles. Most of the speech bubbles are outlined in a bright magenta color. One speech bubble, located in the lower right quadrant, is outlined in white and contains the text.

**Inverclyde
HSCP &
Care Opinion**

Careopinion.org.uk



Care Opinion is a place where people can share their experiences of health or care services

At Care Opinion we make it **safe and simple** to share stories of care online and for people to see other stories too. The public, services and regulators can see how stories are leading to change.

We think that by sharing honest experiences of care, we learn to see the world differently. Working together, we can all help make care better. As a social enterprise, this is very important to us.

<https://vimeo.com/215724873>

The Care Opinion Mission

To provide an online platform so that:

- **people can share** honest feedback easily and without fear
- **stories are directed** to wherever they can help make a difference, and
- **everyone can see** how and where services are listening and changing in response
- **Inverclyde HSCP** want residents and users of services to have every opportunity to give feedback and actively promote use of Care Opinion

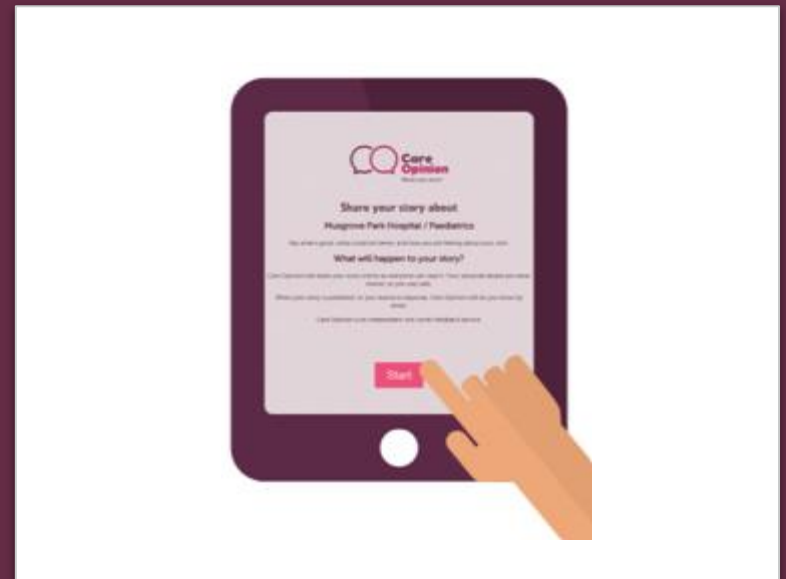
Benefits

- For **service users, carers** and families
 - Safe, simple, transparent feedback loop
 - Issues resolved, service changes
- For **staff** teams
 - Learning, Quality Improvement, morale, culture
- For the wider **organisation**
 - Transparency, reputation, complaints

Ways to share a story with Care Opinion

- Online careopinion.org.uk or careopinion.ie
- Freephone 0800 122 3135 (UK only)
 - Freepost leaflets
 - Via a Kiosk link
 - From an invitation link
- With support from Volunteers

All stories are subject to moderation and are uploaded to the website

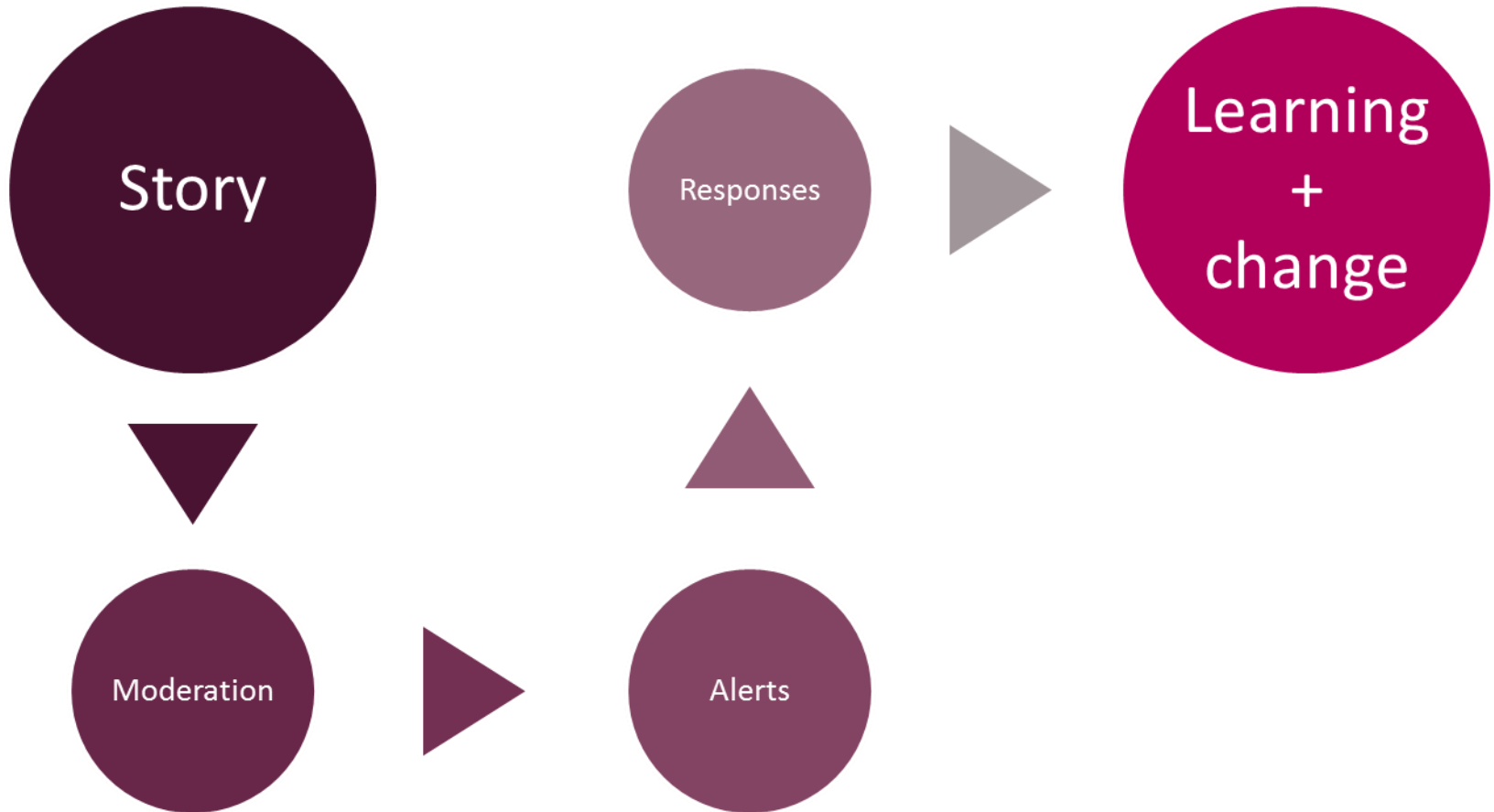


Keeping Staff and Authors Safe



- All stories and responses are read by an expert team of moderators before they are made public
- Staff are not named as part of any negative comments and details are removed to prevent jigsaw identification
- Care Opinion have Safeguarding and Vulnerable Persons policies as part of their robust moderation policy and processes
- Care Opinion team are always there to support services

Stories – it's about the conversation



Select Language

Size:



Contrast:



BSL/ISL

Welcome Fraser
Your stories Log out



Share your experiences of UK health and care services, *good* or *bad*.
We pass your stories to the right people to make a difference.

Home

Tell your story

About us

Search for stories about...



eg Leeds General Infirmary, heart surgery, dementia, S3 8EN



I made sure my mum could keep in touch



Now the staff know how they helped our family



Your stories help me to keep improving

Featured stories

View latest stories

"I *felt extremely safe in their arms* from the surgical team to even in the ones who first took my blood tests."

About: Croydon University Hospital / General surgery

NEW STORY



"The staff were very *supportive and encouraging* and made the classes fun to

NEW STORY



Care Opinion in 2 minutes

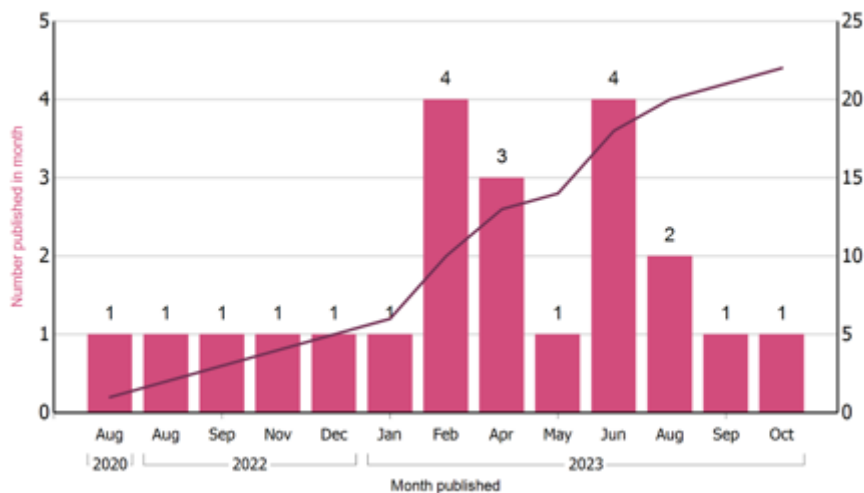


"I think my story is rather *different* about phones! But I think it made a difference not just for my mother but for other visitors and patients on that ward."

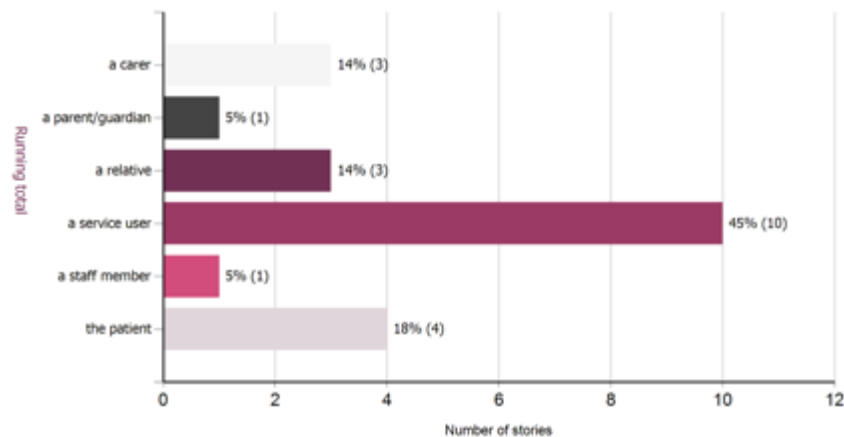


What has been shared so far?

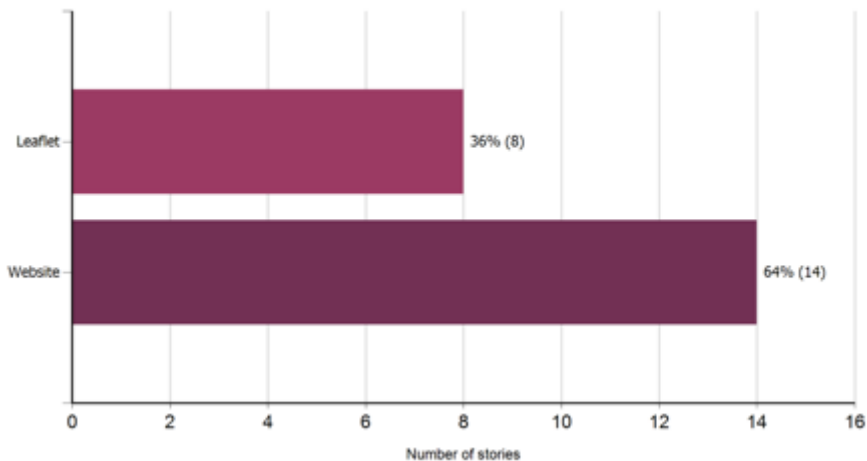
When these stories were told



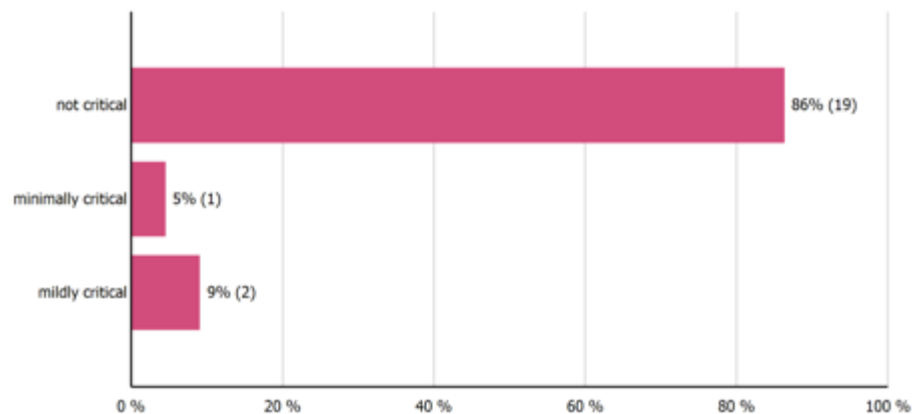
How the authors of these stories identify themselves



How these stories were submitted

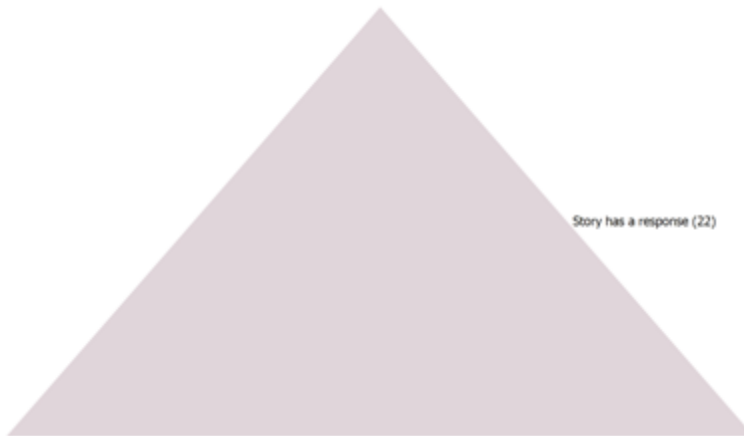


How moderators have rated the criticality of these stories

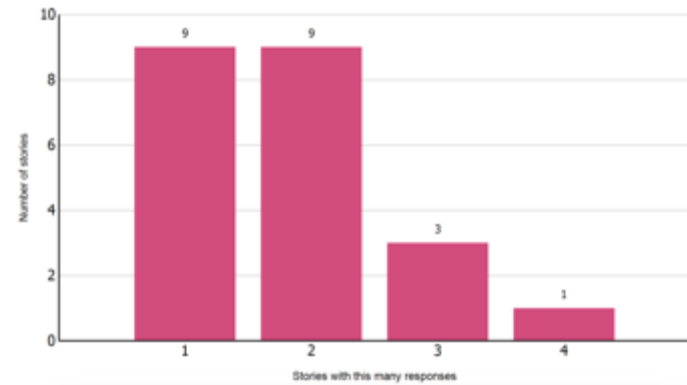


Responding by Inverclyde staff

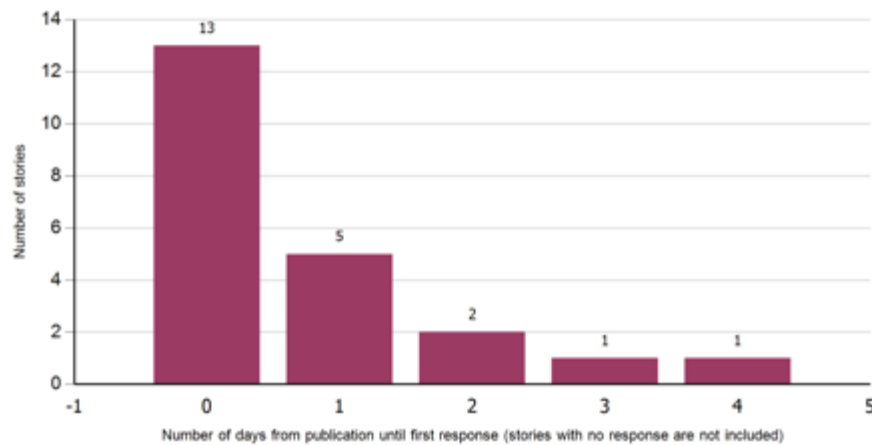
How these stories have been heard or responded to



The number of responses these stories have received



The number of days from publication until the first response to these stories



Story & Response

" Palliative care in the community "



STORY HAS A RESPONSE



This story has had a response

About: Adult Health Services / District Nursing

Posted by Eileencx23 (as a carer), 6 months ago



My mum required palliative care in December 2022 her wish was to stay at home. She died peacefully at home in March surrounded by her family.

During this 4 month period she was confined to bed & recieved excellent compassionate person centred care by both the Palliative Care Team (Sandra, Vanessa, Liz, Heather & others) and Greenock District Nurses (Yvonne, Annemarie, Sandra, Deborah & others). Her wish to be at home was not only respected but facilitated by services.

The continuity of care delivered by caring compassionate staff was a huge comfort to us as a family as it was evident how well all staff came to know our mum & how she valued their input. Their care also extended to us as carers & this certainly bolstered me as the main carer staying with my mum during this difficult time. Their professionalism, humour & respectful care of my mum was hugely comforting & I cannot thank everyone enough.

To be with a loved one at the end of life is truly a privilege - to know (& witness) excellent compassionate care delivered by services was an honour & humbling as we absolutely know our mums last few months, weeks & days that she was surrounded by love, care & compassion.

As a family with our mum as she died at home we are indebted to both the palliative care team, Greenock District Nurses & McMillan Nurses for all that they did for her (& us) to allow our mum to die with dignity.

Now no longer in pain & at peace in eternal rest our grief takes us on a different journey - but we can look back with joy, with gratitude, with pride, on her life that was well lived purely because of the excellent care she recieved in her final months...we are truly & forever grateful to Inverclyde HSCP staff & cannot thank everyone enough.

Small things truly make a huge difference & this enormously painful & significant period has been made a beautiful poignant memory in our minds & hearts.....

Thank You x

Story summary

What was good?

- caring
- compassionate
- compassionate care
- continuity
- dignity
- dignity in death
- district nursing team
- humour
- needs anticipated
- person-centred
- proactive carer support
- professionalism
- respectful

How did you feel?

- forever grateful
- very thankful
- well cared for

Activity

10 staff members have read this story

Who has Care Opinion told about this story?

Show your support

Have you experienced something like Eileencx23 did, here or

Response from Laura Moore, Chief Nurse, Inverclyde Health & Social Care Partnership 5 months ago

Response is public



Dear Eileencx23

Firstly please accept my sincere condolences at this time for you and your family, on the death of your Mum. I cannot imagine how hard this must be for you all.

As the Chief Nurse for Inverclyde HSCP I am so grateful to you for taking the time to share such an open and heartfelt experience of our services. Our staff all work hard to provide high quality care to everyone they care for and it is a pleasure to hear that this compassionate, person centred care for your Mum, yourself and your family made such a difference to you all at the end of her life. As you say, you are now on a journey of grief and it is lovely to know that she achieved her wish to die at home, with you all around her. I am so glad these memories are offering you some comfort in your grief.

I will share your experience with all of the individuals you mentioned and the wider team. I know they will be as touched as I have been and will be very grateful for your feedback. It means such a lot to all of us, to hear such appreciation.

Thank you so much for sharing this with us.

Laura Moore

Chief Nurse

Inverclyde HSCP

1 person thinks this response is helpful

Was this response helpful? Yes | No



**Thank
you**