

# What people said about care at the end of your life



**People wanted to know about care at the end of your life.**

**We had an event to tell them about this.**



**We wrote this Easy Read report to tell you what happened at the event.**



This report uses easy words and pictures.

made with  
**photosymbols**<sup>®</sup>

We use photosymbols to help make the information easier to understand.

**healthwatch**  
Cambridgeshire

**healthwatch**  
Peterborough

This report was written by **Healthwatch Cambridgeshire** and **Healthwatch Peterborough**.

# What is in this report



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# Who Healthwatch are



We are **Healthwatch Cambridgeshire** and **Healthwatch Peterborough**.



We speak up for people who use health and **social care** services.



Health care is help to look after your health. This is things like seeing your doctor or going to hospital.



**Social care** is support to help you live independently at home or in a care home.



We want health and social care services to work the best they can for everyone.



**Healthwatch** held a special event in March 2019 for the **Cambridgeshire Partnership Boards**. This was to help people find out about care at the end of life.



**Cambridgeshire Partnership Boards** make sure that adult social care services give people the help they need.

## At the event:



- Doctor Phil Hartropp spoke about your choices at the end of life. He is a doctor who used to look after people at the end of their life.



- There were four groups to talk about different subjects.



- 14 health and care organisations had information stalls.

# What people told us



Some people do not like talking about dying.



Some people think it is too soon to make plans for before and after they die.



Some people think making wills and looking at legal information is difficult.

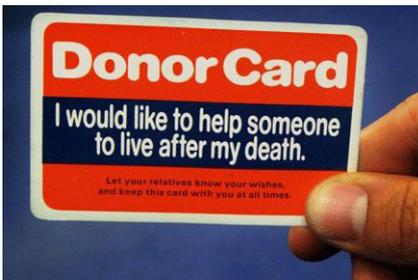
A will is a legal document. It says what you want to happen to your things after you die.



People worry about how much money everything costs when you are dying.



Some people had written a will.



Some people had told their families they want to be an **organ donor**.

This is when parts of your body are used to help other people after you have died.



Some people had already paid for their funeral. A funeral is a special event to celebrate your life after you have died.



Not many people had set up **Power of Attorney**. This is a legal paper to give permission for people to speak for you.



People said it was hard to talk about death. We asked what would make it easier.

They said:



- Knowing what you need to talk about.



- Having information in easy read about what to do.



- Knowing how much money it would cost.

## Dr Phil Hartropp told us:



- Most people want to die at home. But most people actually die in hospital.



- People need to know what you want to happen when you are dying. This includes your doctors and your family.

## Leeds Day Solicitors told us about:



- **Advance decisions.** This is a legal document. It says how you want to be looked after when you are dying.



- **Lasting Power of Attorney.** This is a legal document. It says who can make decisions for you when you can not do it yourself.

This could be for your health or your money.

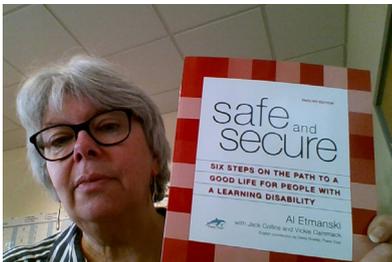


## The Mental Capacity Act

The local NHS told us about the Mental Capacity Act. The **Mental Capacity Act** is about making decisions. It is the law.



The act makes sure people have help to make decisions about their care.



## Thera Trust

Thera Trust told us about their book called '**Safe and Secure**'. It helps you and your family make sure you will be cared for in the future.



## What we did next

Healthwatch told the local NHS what people had told us.



They will use this to help make care better for people at the end of life.

# How to get in touch



## Call:

0330 355 1285



## Text:

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## Email:

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[www.healthwatchpeterborough.co.uk](http://www.healthwatchpeterborough.co.uk)



**Thank you to everyone  
who came to our event.**

**We help people to say what they think about their  
health and care services.**

**You can talk to us if you want to tell us about your  
care.**

**We can help change services to make sure they work  
better for you.**

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