



Stories in summary

About this report

This report shows summary information about a selection of stories published on Care Opinion.

It was created on **06 February 2024**.

Which postings are included?

This report shows stories in the **South Ayrshire Health and Social Care Partnership** subscription, which includes all stories about South Ayrshire Health & Social Care Partnership.

The report is also filtered to show only all stories about South Ayrshire Health & Social Care Partnership submitted on or after 01/07/2023

Frequently asked questions

How is story criticality rated?

Story criticality is rated by our moderations at the time each story is moderated. It is a measure of how critical the most critical part of a story is, according to a criterion-based system. Criticality is rated in order to support our filtered email alerting system for staff, and is not intended for publication.

What do the story counts mean?

To the right of an organisation/service you will see a count. This tells you the number of stories listed in the report about that organisation or service (including any services run by that organisation/service).

What does "most popular" mean?

The most popular stories are those which have been read most often per day, since publication. This measure does produce a small bias towards more recent stories, but at least it is simple to understand.

Why might unexpected services appear in my report?

The services listed in the report depend on the stories that are included, and that depends on how you have filtered the report. So, for example, if you have filtered only according to where authors live, you may find they have used services some distance away.

Sharing and reuse

Contributors to Care Opinion want their stories to get to those who can use them to make a difference, so we encourage you to share this information with others.

Postings submitted via Care Opinion itself can be shared subject to a **Creative Commons** licence. You can copy, distribute and display postings, and use them in your own work, so long as you credit the source.

Material submitted via NHS Choices is licenced under **Crown Copyright**.

About Care Opinion

Care Opinion is a not-for-profit social enterprise which enables people to share the story of their care, and perhaps help care services make changes.

For more information, contact us via: <https://www.careopinion.org.uk>

This report summarises **24** stories

To date, the stories in this report have been viewed on Care Opinion **1,108** times in all

These are the three most popular stories, out of all the stories included in this report

You can click the story title to see the story online

Post trauma care - 134 views

Posted by **craterdj75** as a service user 2 months ago

I fell from ladders whilst cleaning my gutters. I was in the Queen Elizabeth critical care unit and then the major trauma ward for 24days. I have a broken sternum, collar bone, 4 injured vertebrae, broken ribs and head injury. I have been discharged home with a brace to help my injuries heal and a new catheter.

My main issues when home is pain and learning how to use my catheter. I also have been feeling dizzy as my blood pressure has been...

I cannot praise the care I received highly enough - 124 views

Posted by **camelopardalisrd99** as a service user Last month

I recently had a hip replacement in Ayr hospital. The support and care were both excellent from pre to post op.

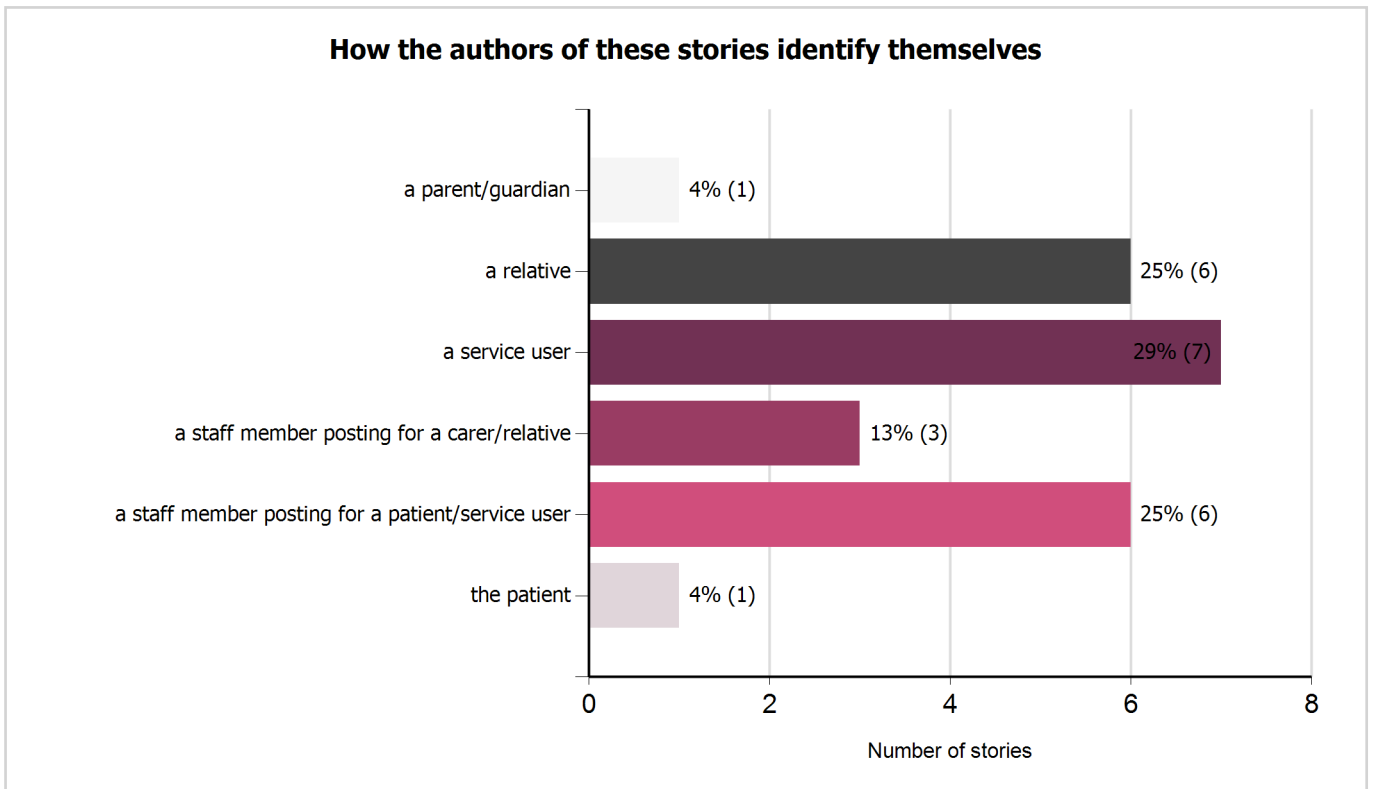
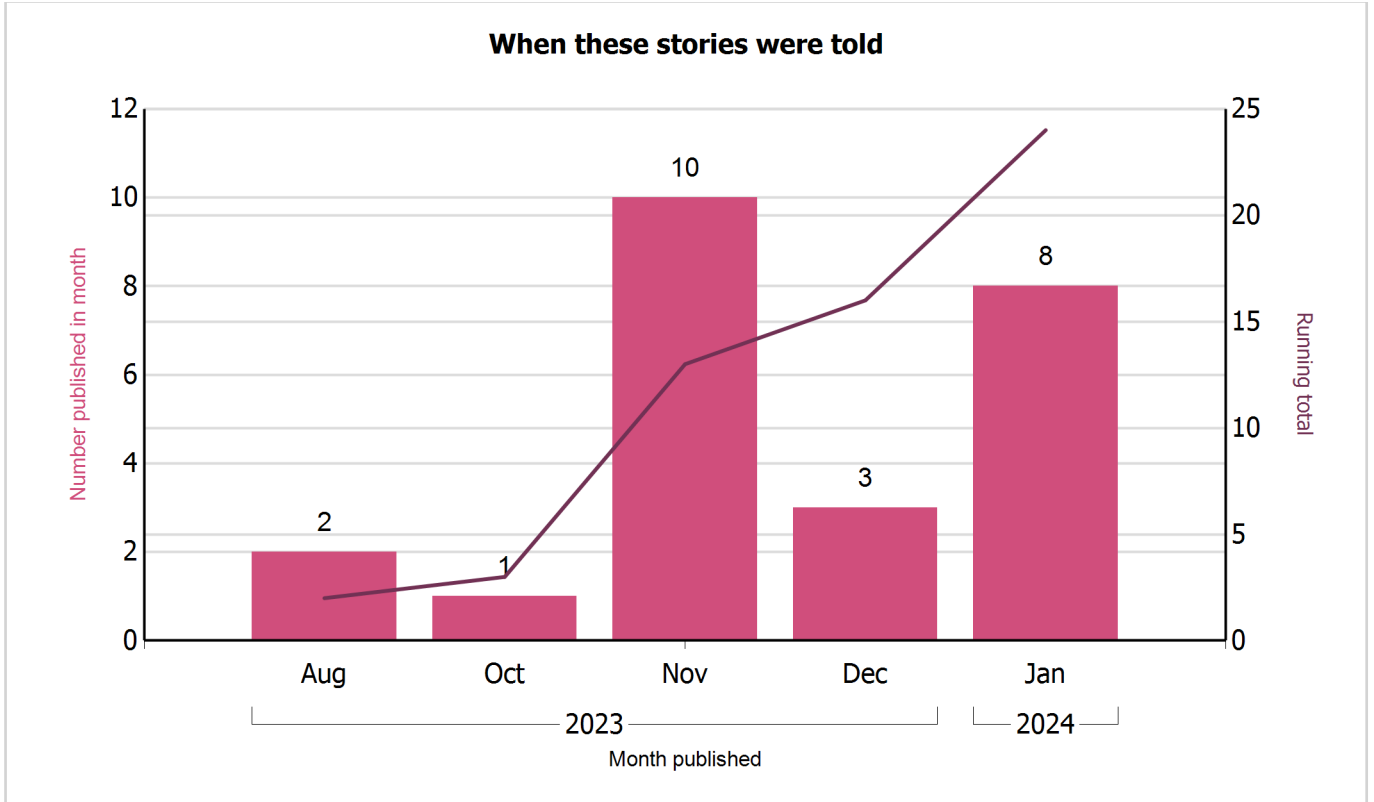
I was admitted to unit 16 and received excellent care from all staff. Everything was explained post op. I had a few days care in 16 before being discharged home.

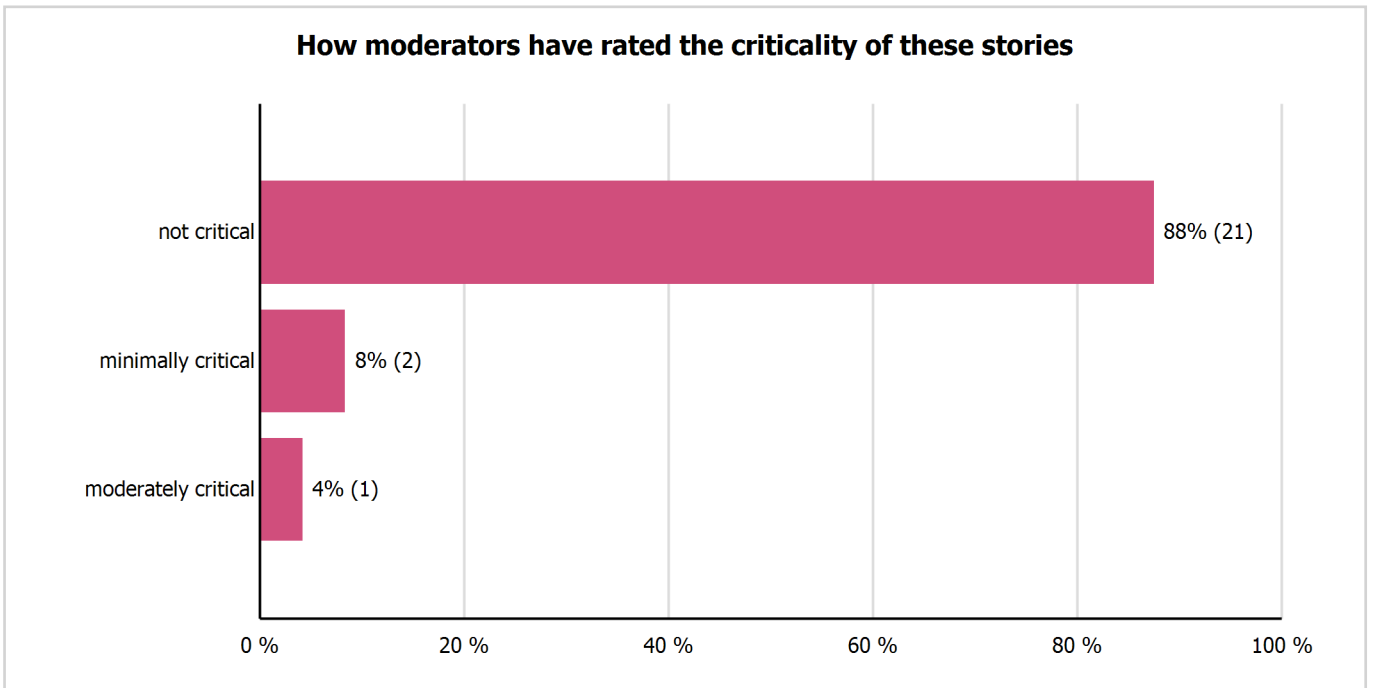
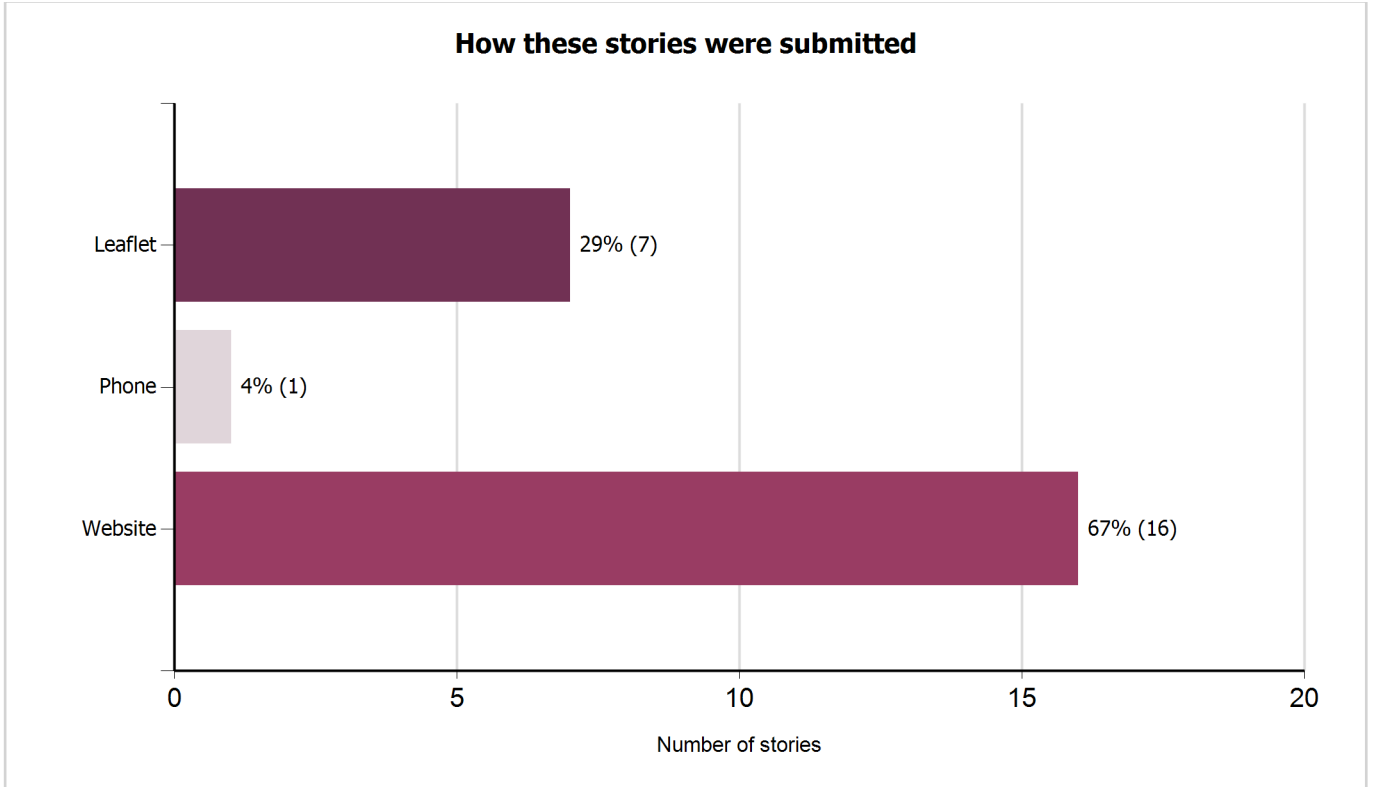
The care I experienced from all to include OT physios, my nurses and domestic staff were fantastic. Nothing was too much trouble and everything I needed was anticipated...

I feel very fortunate - 110 views

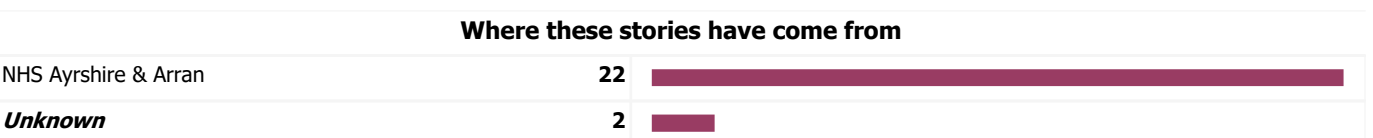
Posted by **membermr44** as a service user 2 months ago

Life has been a struggle. Without my carers I would be in a home. I feel very fortunate to have them in my life. They wake me up with a smile each day and send me off to bed with a smile. Not to many people could say that. I always feel they are happy to help me.





NB: criticality scores are assigned by moderators (not the public) to stories to support our alerting service. They are assigned *per story* not *per service*, so may reflect criticism of services other than your own. We provide them here purely for information, with these caveats in mind.



Most common tags added by authors to these stories

What's good?

staff	6
Carers	5
choice	5
friendly	5
care home staff	4
food	4
safe	4
support	4
activities	3
all staff	3
Dignity	3
excellent care	3
family support	3
great team	3
level of care	3
respect	3
transport	3

What could be improved?

answer phone	1
proactive	1
short staffed	1
social workers	1
understaffed	1
waiting	1

Feelings

happy	6
supported	6
grateful	5
thank you	5
safe	4
cared for	2
comfortable	2
settled	2
Thankful	2
well supported	2