

Oldham

LINK

MAKE IT HAPPEN!

Local Involvement Network

Oldham LINK

Newsletter Issue 3

FREE!

"Have your say for a stronger LINK to health and social care"



Law Commission
Reforming the law

Big Changes in Community Care Law!
Have Your Say
Express your opinions to the Law Commission

Inside this issue

CQC & Patient Opinion

Oldham's Carers' Emergency Support Service

Community Care Law Training

PEAT, VAO & LINK Activities

Abnormally Funny People - Comedy Show review

Oldham Standing Conference

The Big In control Event

Community Care Law Training



Welcome from the Host Team

Welcome to the third edition of the Oldham LINK Newsletter

The Oldham LINK is an independent network bringing together local people, organisations and groups who want to improve health and social care services in the borough.

The LINK will give you the chance to say what you think and should represent the whole community and everyone can be involved, as little or as much as you like.

You can be involved by one of the Host Team coming to meet you or your group, by completing surveys,

coming along to events or by becoming an active member that would contribute to working groups on specific issues.

Your ideas will start to influence changes to services used either by yourself, your family and friends so that they change for the better.

You will also be able to find out what has happened as a result of your involvement.

The LINK is able to bring about real change. The more people that get involved the stronger and more influential the LINK becomes.

If you feel there is an issue that the LINK should be prioritising, please let us know.



Left-right: Jade Czuba (Administrator) Ursula Hussain (Oldham LINK Manager) Laura Chidgey (Development Worker)

Oldham LINK Host Team

Care Quality Commission & Patient Opinion

Patient Opinion Web Widget now live on the Oldham LINK's website

Promotional Methods

Oldham LINK knows how important it is to obtain people's views in Oldham and because of this we are trying to make use of all avenues. We produce this quarterly newsletter, write press releases, and hold an Oldham Standing Conference to gauge mental health issues. Other methods included attending various meetings and events to increase our profile across the borough.

What is the Web Widget is for?

Thanks to Zen Internet and the social enterprise Patient Opinion, this widget aims to improve the NHS by people sharing their opinions on their website. Now due to technology we are able to bring you this on the front page of our website

www.oldhamlink.org.uk .

Expressing your Opinion

For those of you that have had an experience whether good or bad, please comment on your experience as this will eventually lead to changes being made based on trends that are highlighted, as this information is directly sent to Patient Opinion site.

More information

For more information about Patient Opinion's purpose and how it works visit www.patientopinion.org.uk



Oldham patients and families to benefit from new essential standards of care

From April 2010 new essential standards of quality and safety are being introduced gradually across all health and adult social care services in England. The Care Quality Commission (CQC), the new independent regulator of health and adult social care, will license services if they meet essential standards and constantly monitor them to make sure they are compliant with new legislation about to be passed in parliament.

NHS trusts are the first to come into the new system starting 1 April this year; they will be followed in October by all providers of social care for people over 18 years of age and by providers of independent healthcare. Over the coming two years the system will include all primary care and dentists too.

The new system means that you can expect your care and treatment to meet essential standards of quality and safety that respect your dignity and rights. The biggest change from any earlier system of regulation is that each of the standards is based on an actual outcome for people rather than a policy or a target. Providers must demonstrate that people in their care have a quality experience across all aspects of their treatment, care or support.

For more information go to www.cqc.org.uk

Oldham LINK is working with the CQC & other LINKs in the North West to ensure that information, gathered by the LINK can inform its work and help share improvements.

Oldham Standing Conference

Oldham Standing Conference 19th February 2010

On the 19th February the Oldham LINK in partnership with Tameside Oldham & Glossop Mind held the second Oldham Standing Conference. This conference was a huge success with the number of attendees doubling within three months of its initial launch. The conference provides a safe and empathic environment for carers and service users to voice their opinions about mental health issues and service provision in Oldham.

The good turnout at the event meant the facilitators managed to capture the current issues in Oldham. A key issue this time concerned Rock Street Resource Centre, following some recent staffing changes within the service. This is one of a number of key actions the LINK is working on following the conference, which will be reported on in the next event.

The report arising from the Standing Conference is an important part of contributing service change. It is currently fed into the Local Implementation Team (LIT), This will eventually lead to a bottom up approach to service reform, ultimately meaning services will reflect the needs and wants of people in Oldham. The LINK is also working with NHS Oldham to consider how the Standing Conference can complement its new commissioning program board structure for mental health. This will ensure an important method by which to influence decision processes.

Suggestions were made for the conference's development which have been noted and will shape the conference's future agenda.



Above: Diane Pleasant, member of Oldham Alzheimer's Support Group, with Oldham Mind's Ian Cropper

For instance, future conferences will be themed to allow for some focused work to develop.

Service providers will also be invited to attend to provide a direct opportunity for issues to be responded to. These changes should ensure the conference is more focused and the right information is filtered down to people who attend.

The Oldham LINK and Tameside, Oldham & Glossop Mind would like to thank everyone who attended the conference; your comments and feedback is integral to the Oldham LINK's activities and eventually to service improvement.

Do not be disheartened by the long process surrounding change, as it takes time to make substantial, robust recommendations and implement to them.

The next Standing Conference is on Friday 7th May 10am-3.30pm at the Link Centre, Union Street, Oldham OL1 1DZ.

If you would like to attend the next Standing Conference please contact Jade on 0161 622 5700 or email info@oldhamlink.org.uk

Copies of all reports can be accessed at www.oldhamlink.org.uk



Oldham Standing Conference Mental Health

Friday 7th May 2010

10am to 3.30pm

At the Link Centre,

Union Street, Oldham, OL1 1DZ

Public, service users and carers voice your
opinions about

Dementia

Set the mental health agenda

Influence local decisions &

Find out about mental health services in Oldham

To book your place, contact the Oldham LINK Host Team on 0161 622 5700, or e-mail
info@oldhamlink.org.uk

Enter & View Training

Enter & View Training for LINK Members

One of the powers of the Oldham LINK is to enter and view premises owned or controlled by statutory health and social care service providers. This is to allow the LINK investigate any issues relating to particular premises and services, speak to service users and staff and to observe practice in order to inform LINK recommendations. This activity can only be legally undertaken by Authorised Representatives. Oldham LINK now has a cohort of members that can operate in this manner.

So who is an Authorised Representative & what do they do?

An Authorised Representative is a LINK member that has undergone a specific Enter & View training programme. When a person has completed the programme they are considered to be an Authorised Representative of the LINK. When the Oldham LINK deems a visit is necessary to investigate any issues, the Authorised Representatives will now be asked to 'Enter & View' a premises within a health and social care setting.

The LINK Manager with support from Stockport LINK and Pennine Acute NHS Hospitals Trust devised a training programme consisting of three modules. Which when completed allows LINK members, with permission to 'Enter & View' the majority of health & social care settings (restrictions apply). This is to ensure that Authorised Representatives have the necessary understanding of LINK legislation and guidance,

along with a practical understanding of conduct and practice in clinical and other settings, to undertake this role.

What are the Modules?

- Enter & View Module
- Safeguarding Privacy & Dignity
- & Equality & Diversity

Abolishing misconceptions

The training helped to dispel some of the myths that the Enter & View power would allow Authorised Representatives to go anywhere they pleased at any time. The visit must be to support a piece of LINK work that is already in progress and have evidence to support that a visit is the next stage of the process in order to be able to make a set recommendations. Also the members were told of the procedure of organising the visit.

Thank You

This training schedule was informed partly by the work of Stockport LINK's programme and a great deal of thanks goes to its manager Maria Kildunne. Angela Wood, Patient Partnership Manager, Pennine Acute Trust. (PAT) also devoted a lot of time to working with Oldham LINK to develop the training which enabled a unique element to be built in. The Oldham LINK Host Team and LINK members would like to thank the Angela of the PAT and her colleague for their time and effort to deliver training and look forward to building a positive relationship. As now LINK members know the best way to get a positive result is to be positive and work with the Trusts and social care teams and not against them.

PEAT, VAO & LINK Activities

Fairfield PEAT Assessments

As advertised in the last newsletter, Patient Environment Action Team (PEAT) Assessments have taken place. PEAT is self assessed and provides a framework for inspecting standards to demonstrate how well individual healthcare organisations believe they are performing in key non-clinical areas.

Two members from the Oldham LINK went to the PEAT Assessments at Fairfield General Hospital (Bury). They were asked to assess wards' cleanliness within the hospital. The feedback has been given to Pennine Acute Trust and will be sent to the Director of Facilities, with a view to organising and implementing changes suggested by the attendees. The next assessment will be carried out in 12 months time.

Groups Taking Ownership of Work

Due to the conclusion of one of the working groups this has freed up some of the members' time which they can use to enhance the profile of the LINK in the borough. The Administrator and the LINK manager have currently set up a Communications Sub Group which allows members to take ownership of their own projects. The group has split into two small teams. Watch out for the "The Correspondents" the LINK's very own reporters.

The Voluntary Sector Fair 9th March Oldham

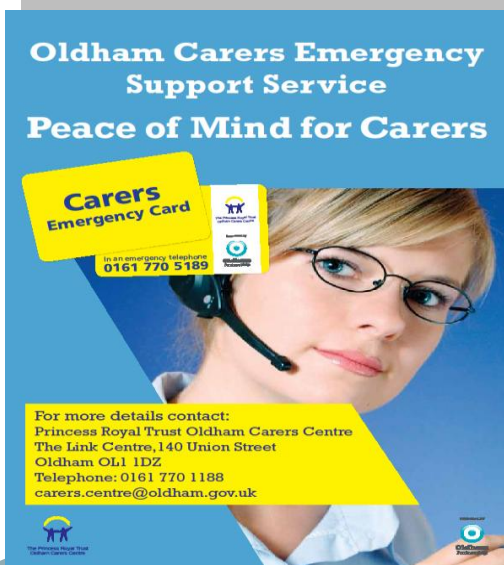
The Voluntary Sector Fair organised by Voluntary Action Oldham (VAO) was a great opportunity for the LINK and organisations across the borough to come together. These organisations shared knowledge and ideas with a view to create a stronger third sector. There were workshops held throughout the afternoon, including working with young people and children and the importance of volunteering to name a few. Also Liz Windsor-Welsh & Cllr R. Blyth, Cabinet Member with Communities Portfolio gave inspirational speeches regarding the future of Voluntary, Community & Faith Groups and there importance of integration in Oldham.

Greater Manchester LINKs Event in Sale 5th March 2010

As reported in the last issue, the first Greater Manchester LINKs' meeting was held. Due to its success Trafford LINK hosted another meeting to discuss further issues LINKs are currently facing.

Members from the Oldham LINK attended this event to gain insight into the workings of other LINKs within the Greater Manchester area. The session was very relaxed and allowed each LINK to express their opinions on the operational aspects of LINKs. It was soon identified that one of the main barriers that LINKs face is the cost of marketing the projects and whether coming together to unite resources to have a greater impact when heightening the profile of LINKs. This idea is still in its infancy stage but will definitely be a way forward to promote LINKs in a positive light.

Oldham Carers' Emergency Support Service



Do you worry what might happen to the person you care for?

What if you were suddenly taken ill or had an accident? What if there was a family emergency, a work crisis, your car broke down or the bus didn't turn up? We know that there are many concerns that Carers have. But this is one that we can help you with in a very practical way. Because it pays to plan ahead and we can help you do just that with **Oldham Carers Emergency Support Service**.

We'll help you think about whom you would want to contact and what you would want to happen in an emergency. And once you've got your **Carers Emergency Card**, you'll have back up, 24 hours a day.

How does it work?

Princess Royal Trust Oldham Carers Centre is working in partnership with First Choice Homes Helpline and Oldham Council's Rapid Response service to provide emergency backup for you.

We will help you complete an emergency plan giving details of the needs of the person you care for. If possible, we will ask you to provide details of two contacts (for instance family, friends or neighbours) who would agree to step in at short notice. All the information you give us will be kept confidentially.

We will provide you with instantly recognisable **Carers Emergency Card**. This will show your unique ID number and the telephone number of the Helpline. When this number is called in an emergency, and your ID number is given, the Helpline control room will use the details you have provided to put in place the alternative arrangements from your plan. If neither of your contacts is available, or if there is no one you feel you can call on in any emergency, the Helpline staff will arrange for the Rapid Response team to provide emergency support to keep the person you care for safe for up to 72 hours. You or anyone finding the card can make this call, but - **one phone call is all it takes**.

Is there a charge?

This is a free service. There is no charge for help to prepare your plan and keep it updated, to activate it via Helpline, or, if needed, for Rapid Response cover up to 72 hours of any emergency. If care is needed after this period, services would be provided in line with Oldham Council charging policies.

What is not covered?

- regular respite care
- short breaks
- non-emergency situations;
- replacement care where an agency Carer has not turned up

Who can apply?

This service is available to all registered Carers of people who live in Oldham.

How do I apply?

Just contact:

Princess Royal Trust Oldham Carers Centre

The Link Centre
140 Union Street
Oldham
OL1 1DZ
Tel: 0161 770 1188
Fax: 0161 770 3784
carerscentre@oldham.gov.uk

Mental Health & Advocacy

**Speak up * Know your rights *
Be heard**

**Make a positive change to your
wellbeing with our help**

**Contact an
Independent Mental Health
Advocate**

What is mental health advocacy?

Advocacy is a means of supporting and helping you to speak up or act for yourself. The key aims of mental health advocacy are to empower you to protect your rights as a citizen by helping you to get your views across. Empowerment is an essential aspect of advocacy. It supports and promotes your right to speak and act for yourself and to regain some control over your life.

Advocates will seek clarity, confront and challenge where necessary on your behalf. We will work with you, be on your side and back you up or speak up for you if you want us to. We aim to practice reasoned negotiation.

An advocate can support you with issues such as:

- Any practical problems in accessing or keeping benefits, accommodation and other services
- Gaining knowledge and understanding of being mentally unwell or under mental distress
- Getting your GP to understand your mental wellbeing and what your needs are, or what you think will help
- Experiencing discriminatory attitudes and fear from others and finding ways to challenge it
- Experiencing pressures at work with your employer or colleagues
- Struggling with assignments or putting forward mitigating circumstances at college/university
- Experiencing strain within the family
- Being detained at the hospital under the Mental Health Act
- Having difficulty in getting a second opinion or a medical review
- Having problems with the police or courts (however, we do not offer legal representation)

Who can access mental health advocacy... Anyone over the age of 16 registered with a GP in Oldham. We take referrals from anyone, including someone who wants to refer themselves, referrals from the public, carers and professionals.

How do I access this support?

To arrange an appointment to meet with an Independent Mental Health Advocate, contact us with your name, address and telephone contact details. We'll also ask for some more information about the type of support you or someone you know needs from us.

Tameside Oldham & Glossop Mind
(Oldham Services)

Telephone: 0161 620 0123

e-mail: oldham@tgmind.co.uk

Our opening times are Monday – Thursday
9:00 am – 5:00 pm, Friday 9:00 am – 4:00 pm.

Carers Independent Advocacy

A Carers Advocate is available at Princess Royal Trust Oldham Carers Centre offering an impartial advice, information & advocacy service to assist carers in accessing their rights and the rights of the person they care for, particularly around social care issues. Carers will often seek advice and guidance through the maze of services and may need support when trying to communicate their needs and those of the person they care for. The Centre's advocate can assist in this process by attending meetings and, where appropriate, offering home visits. This service is free to all Carers registered with the Princess Royal Trust Oldham Carers Centre, by referral:

Telephone: 0161 770 1188 (Option2)

in Control[®] The Big Event Liverpool



The Big Event 'In Control' 16th March 2010

The Big Event at the BT Convention Centre, Liverpool was with reference to the government's agenda of 'personalisation', branded 'In Control'. In Control as a system to implement personalisation hopes to increase the profile of the initiative surrounding the change from service provision provided and chosen by local authorities and instead to provide money directly to service users. So people can break free and choose their own care package. This is a huge shift in the concept of providing care. Its main aim is to give disabled people more say in how their lives progress and having the freedom of choice to spend their money.

Fifteen people attended from the Oldham LINK which allowed the LINK to gather a wealth of information surrounding the implementation of 'In Control', which is used by Oldham Council. This included the amount of support available to disabled people, brokerage services and other general services disabled people may find useful on a personal level.

The day was broken up into small workshops, seminars and lectures which informed all attendees of the developments in services.

These available services could either be purchased or used when people are empowered to choose what they would like to spend their money on. One person spoke of how he was able to buy a lightweight wheelchair, which would not have been possible if he did not receive an Individual Budget also known as an I.B. Another told of how he was able to purchase football tickets, again not possible without an Individual Budget.

Workshops, Entertainment & Speakers included:

- Politics, Policy and Change – Matthew Taylor, RSA
- Comedy Club – A Comedy show by 'Abnormally Funny People' (search on Google)
- Question Time – Hosted by BBC North West's Dave Guest and an expert panel

Two thousand service users, carers and professionals attended the event. At the end of the day the BBC Filmed a Question Time special hosted by Dave Guest. It unfortunately will not be shown on the television, but should be uploaded to the 'In Control' website in a few weeks in-control.org.uk

The panel comprised of key note speakers which answered questions put forward by the audience. The main trend that surfaced in this session was the lack of information available to service users and carers. However, there were mixed views as people who used the 'In Control' system were very happy, but the lack of help was an issue for those who maybe haven't the capacity or time to manage their budget effectively.

Overall the day was very informative and useful for LINK members and the Host Team that continues to work on In Control issues for older people and carers.

Abnormally Funny People **in** **Control**[®]



Abnormally Funny People The Big Event Liverpool

Amongst all the information stalls, workshops & lectures, was a brilliant comedy show performed by three people with different disabilities, of varying natures. However, the themes in each sketch were all the same! Humour in everyday situations a disabled person may encounter. For example, people asking “What’s wrong with you?” or making assumptions based on a person’s appearance. Such as assuming someone is nervous when shaking and telling them to calm down (when in fact the person who is shaking has Parkinson’s disease). The humour definitely came from the responses from each of the comics when put in these the many situations, and the audience roared with laughter.

One of the comics talked of a time when he was tossed money whilst sitting in his wheelchair in Africa, because he had a hat on his lap... and so decided carry out a social experiment back in London.

He sat in his wheelchair with a bucket with the words “Pay off my mortgage” and well... people put money in without even looking at the cause. The absurd reasons for asking for money continued but the money still kept coming, which was hilarious because in effect he was actually ripping them off!

However, this wasn’t a comedy show for the faint hearted. With explicit language and politically incorrect comments, it may not be to everyone’s taste, and parental guidance is advised.

Olwen Fish said (Oldham LINK Member) “It Was inspiring! Absolutely brilliant to see people making the best of what they have got instead on concentrating on the downside of disability”.

Abnormally Funny People’s Laurence Clark who now after attending so many conferences judges them by “the quality of the buffet” was on the Question Time panel. He was optimistic and received many applause for the way in which he handled the questions put forward by the audience. Overall the whole day was a success and a brilliant eye opener.



Left: Laurence Clark one of the comedians in the Abnormally Funny People Comedy Show

Community Care Law Training,

Community Care Law Training Tuesday 2nd March 2010

Due to the success and interest into the last Community Care Law training day in November, the Oldham LINK repeated the training, again with Ashley Wood facilitating the session.

The purpose of this training was to introduce people to the complexities of legislation and the implications for Local Authorities if they do not provide adequate services themselves or seek to find them in another borough.

The day was enlightening for people who attended, which included the manager of the Carers' Centre and workers from Housing 21 based in Oldham.

Ash was very astute and gave actual case studies to bring to life the laws, which are filled with the ability to be interpreted differently, and scrutinised by a barrister if a case did ever go to court.



This resulted in people being highly surprised of the rulings, when people were so adamant of an opposing outcome.

Ash talked of the confusion surrounding laws as there are so many that intertwine, and the complexity of the laws can often prevent people from accessing services they need due to their poor knowledge. Ash talked of the Equalities Bill and how the amalgamation of all the laws should help to protect people by giving them clearer guidelines.

Overall the day gave insight and hopes to people; that there *are* protocols to follow if something does not seem right. Ash emphasised "If something doesn't feel right then it probably isn't so challenge it". However, how are people to challenge it when they don't know their rights, which highlighted the importance of the training for workers that support vulnerable people in the borough.



Left: Ash answers LINK members' questions relating to the case studies. **Above:** Ash informs LINK members of the pit falls of fragmented, incoherent and discriminatory laws.

Law Commission & Legislation Reform

Adult Social Care Proposed Statute

The Law Commission's Function

"the elimination of anomalies, the repeal of obsolete and unnecessary enactments, the reduction of the number of separate enactments and generally the simplification and modernisation of the law ..."

(Law Commissions Act 1965, section 3)

The proposed reform will examine & aim to clarify the following laws:

- National Assistance Act 1948
- Health Services and Public Health Act 1968
- Chronically Sick and Disabled Persons Act 1970
- Disabled Persons Act 1986
- NHS and Community Care Act 1990
- NHS Acts 2006
- Carers' legislation

Frances Patterson QC (Public Law Commissioner) spoke at the In Control Event to inform service users, carers and professionals of the proposed reform. This reform is proposed due to the widespread dissatisfaction and fragmentation of laws since the National Assistance Act 1948.

The following week two members of the commissioning team came to Oldham and held consultation to gather people's opinions on the issues surrounding the reform.

Your chance to Have Your Say!

About twenty people attended the local consultation. However, the lawyers who attended are keen to reflect the opinions of the wider borough, and so it would be useful if people could send feedback directly to the Law Commission.



Frances Patterson QC



**Law
Commission**
Reforming the law

The main proposals include:

1. Statutory Principles
2. Community Care Assessments
3. Eligibility for Services
4. Carers' Assessments
5. Safeguarding Adults
6. Other key proposals surround mental health care plans and integrating them into community care law and whether prisoners should be included in community care services and having a single code of practice for adult social care.

The questions the Law Commission would like answering to assist in proposing a clearer, fairer and non discriminatory statute are on the **back page** of this newsletter. Please, please contact them. It is your chance to contribute to the biggest and most important change in community care law statute since the National Assistance Act 1948!

Address: Steel House, 11 Tothill Street, London, SW1H 9LJ

Tel: 0203 3340 200

Email: adultsocialcare@lawcommission.gsi.gov.uk

Web: http://www.lawcom.gov.uk/adult_social_care.htm

Blog: <http://www.lawcom.org.uk/blog/>

Please note: The closing date for any feedback is the 1st July 2010. You can send your comments via any of the methods above and in any format, whether it is formal or informal.

Consultation Question & LINK Details

The Law Commission's Main Questions

1. Should there be a right to have a community care assessment on request?
2. Should there be a right to do a self-assessment under our proposed statute?
3. Should the law set out how an assessment should be undertaken? For example, the time scales for assessments?
4. Should there be one eligibility framework for all community care services?
5. Should there be a right to a care plan?
6. Should carers' assessments be available for all carers, not just those providing "substantial and regular" care?
7. Should the requirement that a carer has to request a carer's assessment be removed?
8. Should there be a mandatory eligibility framework for carers?

Please send all comments directly to the Law Commission using the contact details on the previous page

Contact Details

If you require this newsletter in another format, would like us to include an article, or want to know more about the LINK please contact us with the details below

Contacts: Manager, Ursula Hussain: Development Worker, Laura Chidgey or Administrator Jade Czuba

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