

# Oldham LINK

**Newsletter**

**Issue 2**

**FREE!**

*“Have your say for a stronger LINK to health and social care”*



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# Welcome from the Host Team

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## Welcome to the second 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 making a priority, please let us know.



**Jade Czuba – Administrator, Ursula Hussain – Manager, Laura Chidgey – Development Worker**  
*(From left)*

*Oldham LINK Host Team*

# LINK Activities

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## Oldham Standing Conference

**Tuesday 3<sup>rd</sup> November, Phoenix Centre**

The Oldham Standing Conference has been developed by Oldham LINK in partnership with Tameside, Oldham and Glossop Mind. The conference provides the platform for users, carers and members of the public to discuss issues surrounding mental health service performance and development in the borough.

The intention is to capture the perspectives of service users, carers and the public to ensure change is influenced by real lives, experience and knowledge.

The conference is hosted by the Oldham Local Involvement Network (LINK) and supported by Tameside Oldham and Glossop Mind to enhance capacity. The LINK's impartiality as an engagement body places it in a good position to be able to gather information and communicate it to commissioners.

The Standing Conference is closely linked to the Local Implementation Team (LIT) and will elect user, carer and public representatives to the LIT to inform its work and direction. The LIT is a strategic body to implement mental health priorities and involves a range of stakeholders, including:

- Service users, carers and public
- Senior statutory officers

Most importantly, the LIT is able to influence commissioning decisions; this is therefore a very useful and comprehensive way for the LINK to communicate service user, carer and public issues to mental health commissioners.



The Standing Conference is also a means to provide information and relevant policy updates to users, carers and the public so that, as an informed community, Oldham can have its voice heard and set its own agenda.

The Conference will be held quarterly. The first of the Standing Conferences held in November 2009 was attended by approx 30 people, who were able to shape the way future events would be run and to set the agenda and future themes of the conferences. A full report of the event was submitted to the LIT in December 2009, for the issues raised to be taken forward by decision-makers. A report of findings will be made publically available before the next conference.

**The next Standing Conference is to be held on Friday 19<sup>th</sup> February 2010, 9.30am – 3.30pm at the Link Centre, Union Street, Oldham, OL1 1DZ.**

**To book your place, please call Jade on 0161 622 5700 or e-mail: [info@oldhamlink.org.uk](mailto:info@oldhamlink.org.uk)**

# LINK Activities

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## **PEAT Assessments & In Control**

### **Patient Environment Action Team (PEAT) Assessments**

PEAT is self assessed and provides a framework for inspecting standards to demonstrate how well individual healthcare organisations believe they are performing in key areas including:

- food
- cleanliness
- infection control
- patient environment (including bathroom areas, lighting, floors and patient areas)

NHS sites and NHS trusts are each given scores from 1 (unacceptable) to 5 (excellent) for standards of environment, food and dignity and privacy within buildings.

Assessments are carried out by NHS staff (nurses, matrons, doctors, catering and domestic service managers, executive and non-executive directors, dieticians and estates directors).

Patients, patient representatives and members of the public are also part of this assessment process. Several Oldham LINK members have been involved in the assessments with Pennine Acute Hospital NHS Trust and shortly with NHS Oldham.

## **In Control**

### **Adults & Older People's Sub Group**

### **Carers & Learning Disabilities Sub Group**

In Control is intended to give people greater choice and control over how they meet their care needs, and the power to decide the nature of their own support and how they live their lives. Self-Directed Support is also about encouraging people to be more innovative and creative in meeting their needs.

The Oldham LINK has been continuing its work around addressing some of the practical difficulties that have been experienced by the service users and their carers of In Control, looking at issues of information for older people and considering the national evaluation project for the scheme in relation to carers issues.

This work will continue this year to include a broader consultation of people's experiences in order to make a series of recommendations to Oldham Council.

If you are a user of In Control or have experience of the system and would like to contribute to this work, please contact the LINK Host Support Team on 0161 622 5700, or e-mail: [info@oldhamlink.org.uk](mailto:info@oldhamlink.org.uk)

# LINK Activities

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## Community Care Law Training Tuesday 17<sup>th</sup> November 2009

The Oldham LINK Host Team organised Community Care Law training for LINK members, following a request from members through the LINK working groups for an increased understanding of the law so that they could undertake their LINK work more effectively. The course was delivered by Ashley Wood, who has been a qualified Social Worker for more than 25 years and was Assistant Chief Executive at Gaddum Centre for many years. During the training session, Ash informed the members about the different types of legislation surrounding community care law and explained what each Act contained.

Members were split into three groups and given real life case studies where they had to decide the outcome of each court case. To everyone's surprise even cases that looked like they would have only one definitive outcome, were in fact different to what people initially thought. Ash explained how these cases could have such a different outcome.

Members gained a greater knowledge & understanding of issues surrounding the health and social care issues they are looking at and are involved in. Ashley was also able to use examples from his own practice to demonstrate some of the legal issues covered, which participants reported to be very useful to aid their understanding of the subject matter.



The purpose of this training was to introduce people to the complexities of legislation and to gain an understanding of some of the complexities of statutory service provision.

Members who attended gave glowing feedback about the training, and said it will help them in future working group meetings to make informed decisions about service delivery. This training will particularly help those people who are looking at In Control & Individual Budgets.

After the success of this training the Oldham LINK plans to run the same session again early this year for those people who were not able to attend in November. At the request of those in attendance, a followed up session is also planned to provide more focused, in depth teaching around In Control & individual budgets generally.

This will in particular support the work of the In Control Working Group and help them make a robust set of recommendations to the Council.

Watch out for the advertisement of the LINK Training Programme.

# LINK Activities

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## 'Talking Sense' Annual Conference Health and Wellbeing Awareness Event for people aged 50 and above living in Oldham.

Thursday 5<sup>th</sup> November 2009

This was an annual event to raise awareness of services and support available for people aged 50 and above living in Oldham.

Services included those offered by the council and other groups such as Oldham Community Leisure and Age Concern Oldham.

It also included guest speaker Tricia Stewart, the driving force behind the alternative Women's Institute calendar which inspired the film and West End play "Calendar Girls". Tricia recited her journey since becoming a famous Calendar Girl and insisting that age is just a number.

Organisations held information stalls and Oldham Athletic brought a Wii to show how people can keep active in the home and join in with their younger relatives, especially.

On the day there were 250 people who attended the event, consisting of 150 members of the public, together with approximately 100 professionals from Health and Social Care Services and the Third Sector.

The Oldham LINK supported this event by facilitating discussion tables and ensuring attendees parking charges were reimbursed.



Tricia Stewart Original Calendar Girl

## The 'Big Care Debate'

Most importantly, the event allowed people who attended to voice their opinions about the proposed reforms for the way care will be delivered and paid for in future. This was called the 'Big Care Debate'.

Guest presenter Catherine Davies from the Department of Health came to explain the choices which were:

**The Partnership option;** both the Government and the individual would contribute towards the cost of care.

**The Insurance option;** (same as above), however, people could take out insurance to prepare to meet the costs.

**Comprehensive option;** everyone over the retirement age with means will pay for their own care.

This was a highly successful consultation with more than a hundred over 50s having their say about future service reform.

# LINK Activities

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A computer generated image of the proposed Christie at Oldham (www.christie.org)

## LINKs Event in Manchester Wednesday 9<sup>th</sup> December 2009

Two members of the Oldham LINK attended a short but enlightening session in Manchester on Wednesday 9<sup>th</sup> of December.

The aim of the meeting was to bring LINKs in Greater Manchester together, to identify priorities and distinguish whether relevant partnerships can be formed.

The meeting highlighted the importance of the need to:

- Improve the quality of Care in the Community
- Sexual health awareness, and;
- Dermatology issues within Manchester.

The LINKs Greater Manchester Meeting hopes to meet early this year to discuss any potential partnership working on any other issues.

## Site visit to new Christie radiotherapy development at Royal Oldham Hospital

The Site Manager, Forum4Age Co-ordinator, Christie board members and board secretary attended the viewing of the Christie, that was organised by Chris Hoyle (Oldham Cancer Support) and Jitendra Patel (Christie).

The tour of site, discussion with physicist re new equipment, wearing of wellies and hard hat! Those who attended were invited to become a member of the Christie.

Readers who are interested in becoming a member of the Christie can contact **Sue Mahjoob, 0161 446 3568, email [sue.mahjoob@christie.nhs.uk](mailto:sue.mahjoob@christie.nhs.uk)**

## Please help us to keep our costs down

Oldham LINK magazine is a vital way for us to communicate with our members and the wider community. However, the production and distribution of the magazine will be ever increasing as our database continues to grow.

If you are able and would like to receive this magazine by email, please let us know, as this will save on both printing and postage costs.

**Many thanks!**

**LINK Host Team**

# Foundation Trust Application

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## **Pennine Acute Trust**

The Pennine Acute Hospitals NHS Trust is in the process of bidding to become an NHS Foundation Trust in November 2010.

NHS Foundation Trusts are now the main type of organisation established to run NHS hospitals. They are still part of the NHS and maintain all the values and standards you expect from your health service but, importantly, they make hospitals accountable to local people rather than to central government.

The time is right for the Trust to become an NHS Foundation Trust. As an NHS Foundation Trust we will have more freedom to work together with local people to better understand what you want and need from your hospitals. Local patients, public and staff can become members of the Trust and also stand for election as hospital Governors for the first time under these proposals.

NHS Foundation Trusts also have other freedoms such as the ability to use financial surpluses and borrow money to quickly develop new hospital buildings and services that will benefit their local communities.

The Trust has now started its 12-week formal consultation with our staff, patients and the local communities we serve. We are asking for views and support. The consultation runs until 29 January 2010, and the form can be accessed on the website.

[www.pat.nhs.uk/foundationtrust](http://www.pat.nhs.uk/foundationtrust)

## **Public Engagement Events 2010 Information stands**

*Harpurhey Market - Saturday 16 January 2010 (10am – 3pm)*  
*Oldham Tesco - Wednesday 20 January 2010 (10am – 3pm)*  
*ASDA Sportcity, Eastlands - Thursday 21 January 2010 (10am – 3pm)*  
*Oldham Tommyfield Market - Saturday 23 January 2010 (10am – 3pm)*  
*Prestwich Tesco - Wednesday 27 January 2010 (10am – 3pm)*  
*Middleton Arndale - Thursday 28 January 2010 (10am – 3pm)*  
*Heywood Magic Market - Friday 29 January 2010 (10am - 3pm)*  
*Rochdale Exchange Market - Saturday 30 January 2010 (10am -3pm)*

# The Benefits of a Foundation Trust

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## For Patients and the Public

Get involved - The chance to become a Member or even Governor of the Trust with more involvement in having a say in how we run the organisation and deciding the types of services we provide

Improved local services - Closer working with partners in health, social care and the voluntary sector to improve care for patients. Services will be better coordinated between hospitals, councils and NHS community services

More impact on the economy - Stronger links with partners in local authorities and other organisations that will allow us to contribute to prosperity and employment in the local area

More money for your services - Greater control over finances so we can invest any surpluses we make into improving services and improving the experience of patients

Supporting your hospitals - You can learn more about your services and how we can improve them.

## For your hospitals

Taking on new ways of working which allow important partners to have more influence and work in partnership with the Trust.

More freedom to respond to local needs and priorities, not just those set by central government

Opportunities to build on our growing local and national reputation and fully utilise our strengths to improve, enhance and develop our services.

Greater financial freedom with: freedom to borrow money within clear limits if we require it for new developments.

## For the services

The ability to quickly invest in new services that local people want and strengthen key services.

Continued improvement in how we perform with shorter waiting times and better access to care.

To use the freedoms of being an NHS Foundation Trust to build new buildings and facilities with greater speed so we can react to patient need.

Freedom to retain any cash surplus made from treating more patients, which will be invested.

# Consultation & Advocacy

## North West Regional In-patient Falls Prevention, Management & Audit

A number of hospitals are taking part in the North West In-Patient Prevention and Management Audit and Service Evaluation.

They would like to **involve people (aged 65+) with recent experience of being in hospital who would be able to review the audit results and action plans for their local trust(s) in February-March, 2010.**

If you would like to take part please contact Katherine Lewis:  
[katherine.lewis@stockport.nhs.uk](mailto:katherine.lewis@stockport.nhs.uk)  
0161 419 4220 or send a letter to Katherine at Epidemiology, Willow House, Stepping Hill Hospital, Poplar Grove, Stockport, SK2 7JE.

## 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 assessing 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)**

## Health and care inspectors seeking local views in Oldham

The Care Quality Commission, which has been in the news recently regarding recent inspections and its new registration system has developed a new way to obtain patients' views directly.

Inspectors at the Commission pointed out that they were changing the way they monitor health and social care services – paying a lot more attention to the experiences of patients, service users, relatives and carers.

This week a new system was set up which means that the Local Involvement Network (LINK) in Oldham can submit views and comments directly to the Care Quality Commission in peoples' own words. These views and comments will form part of the evidence on which the standards of services are judged in the future.

**The Oldham LINK and its local assessor at the Care Quality Commission, Judith Kelly, will be holding an information session on the morning of Thursday 11<sup>th</sup> February to provide a background to the changes of the new Care Quality Commission, what it means for service users and providers and the changes in arrangements for monitoring and inspecting health and social care services. The venue will be in Oldham although is yet to be confirmed. If you would like to attend, please call Jade on 0161 622 5700, or e-mail [info@oldhamlink.org.uk](mailto:info@oldhamlink.org.uk)**

# Asthma, COPD & Multiple Sclerosis Events

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## **Pulmonary Disorder & Asthma Event COPD & Asthma Event Monday 30<sup>th</sup> November Leeds**

Oldham LINK member Olwen Fish attended this event and has given an insight into the day. Olwen has a personal interest in this field as she has suffered from Asthma since being a teenager & is heavily involved with Breath Easy, Oldham.

The day was relaxed and facilitators from different organisations such as the PCT encouraged people to discuss their experiences of being in hospital due to the diseases.

The discussions were provoked by the questions asked, which revolved around:

- Medication
- Hospital admissions
- Quality of life
- Self help
- General Practitioners,
- Asthma Nurses, and
- Consultants involvement in care

The purpose of this is to inform the government's COPD strategy. The final consultation was held in late December, and the report will be available from the Department of Health this year.

## **Multiple Sclerosis Event Friday 30<sup>th</sup> October 2009**

LINK Manager Ursula Hussain and Oldham LINK Members, including LINK Governor, Peter Bennett, took part in the Evolving MS Services Conference in Lancaster.

The day was well supported by MS Members and volunteers who work with the Society. We were presented with excellent lectures, one in particular on Recognising & Managing MS by Dr. David Footitt (Consultant Neurologist). He gave a serious, amusing, but at the same time, informative talk.

We attended two workshops one focused on Personalised Health Budgets.

This was followed by a talk from Rachel Knowles and her colleagues about their User Lead Group (Lancashire Centre for Independent Living).

It was a long and very worthwhile day, good food and company which we all enjoyed.



*LINK Governor, Peter Bennett (left) with the Regional Chair (top right) and Service Development Officer for the North West, Tracy Cole (right).*

# Pennine Acute PEAT Inspections

If you would like to attend these PEAT Inspections please contact Jade using the details below.

Date	Venue	Time
19 <sup>th</sup> January 2010	Oldham Estates Meeting Room	8.30am-1.30pm
28 January 2010	North Manchester Monsall Room	8.30am – 1.30pm
3 February 2010	Fairfield Broadoak Suite	8.30am – 1.30pm

## Contact Details

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

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FREEPOST: OMBC LINK

If you would like to find out more about joining the LINK, please get in touch and we will send you information pack.

If you would like to include an article or information about an upcoming event please get in contact with the LINK support team.

**If you require this newsletter in another format, please call the Oldham LINK Host Team on 0161 622 5700.**