

Autumn 2010

Oxfordshire



Newsletter

Your voice on local health and social care

Special points of interest:

Calling volunteers for 3 new projects

Inside this issue:

LINK Project Updates

'Have A Say' Fund

White Paper Consultation

Personalisation Events

Calling volunteers for LINK Health Projects

Oxfordshire LINK has been busy over the summer months with the Healthbus, community engagement and collecting feedback from across the County about *your* health and social care services. Information gathered from the public, patients and carers has been collated and the following issues have been identified as current priorities:

- **GP Appointments system / Extended Hours Service**

We are establishing a focus group to look into extended hours appointment systems in GP surgeries, to find out areas of concern, what works well and how that can be documented and shared with patients to improve knowledge and involvement in their local practices. For more information and to take part please contact **Adrian Chant:** adrian.chant@helpandcare.org.uk

- **Podiatry User Involvement Group Oxfordshire**

The project will assist in setting up a forum for Podiatry to help patients learn about and influence the availability of these services. We aim to improve public involvement in Podiatry service planning and design, enable those receiving podiatry services to be better informed about thresholds for receiving treatment in Oxfordshire. If you are interested or have any questions please contact **Nicky Robinson:** nicky.robinson@helpandcare.org.uk

- **Community Mental Health Services**

Do you have something you would like to say about the Community Mental Health services in your area? Would you like to be part of a project group looking at these services and how they work? Have you or someone you know used these services and had a good or poor experience? We would like to hear from you. If you have any comments or would like to be part of the group, please contact **Sue Marshall:** sue.marshall@helpandcare.org.uk



Your Voice on Social Care and Health Services

LINK Project Updates

Hearsay!

As promised at our Hearsay! event earlier this year, Oxfordshire LINK has been in touch with Social & Community Services at Oxfordshire County Council to find out progress with making the changes set out in the Hearsay! report. One of the priorities that came out of Hearsay! was that Social & Community Services needed to make information easier to access.

As a direct response to this, Oxfordshire County Council has produced a Carer's Information Pack. Over 600 packs have been distributed already and they are widely available from Carers Centres, via Social and Community Services' Access Team and from Oxfordshire LINK. Another response to the report is the 'Comments, Compliments and Complaints' leaflet has been sent to all GP surgeries and to all Social Services establishments in the County.

If you would like full details of the changes the council have been making and their plans for future improvements to your services, or to receive a copy of the Carers Information Pack and the Hearsay! recommendations, please contact Sue at the LINK office.



Personal Budgets

Earlier this year, the LINK commissioned an independent qualitative research project to understand people's experience of the new system of Self Directed Support and Personal Budgets in Oxfordshire. Self Directed Support has been piloted in the Banbury area since December 2008 and, according to the Oxfordshire County Council 'Transforming Adult Care' newsletter of August 2010, there are now 555 people with a personal budget in Oxfordshire. The final report is almost complete and will be presented to Social and Community Services and to the Council's Adult Services Scrutiny Committee later this month, at which time it will be available on request from the LINK office, on the website and a summary will be included in the next LINK newsletter.



Drug Recovery Project (DRP)

As LINK participants will be aware, concerns had been raised over the closure of the previous DRP service in 2007. We are pleased to have received information about the new service due to be implemented shortly:

The Howard House Project offers residential drug and alcohol detoxification and treatment for Oxfordshire residents over the age of 18. The 10 bedded unit is mixed, male and female and is situated in Oxford. This is a partnership project between SMART Criminal Justice Service, St Mungo's (homelessness support) and the Specialist Community Addiction Service. The project will be ready for its first resident from 1st November.

The service provides medically-monitored detoxification from drugs and/or alcohol. Residents stay for between four and 12 weeks (to be agreed on assessment & depending on assessed need). Anyone entering treatment at Howard House will be committed to becoming abstinent from drugs and/or alcohol and to changing their lifestyle. Treatment at Howard House includes:

- Daily support from a Residential Detox Key Worker
- Weekly appointments with a Detox Nurse
- Sessions with our Moving-on Worker to arrange accommodation and an exit plan ready for your departure
- Daily groups and support sessions with other residents
- Regular one-to-one sessions



'Have a Say' fund

Oxfordshire LINK is making a total of £5,000 available to local groups. We recognise the difficulties facing small groups & organisations with limited finances - the LINK will be offering the chance to apply for small grants (capped at a maximum of £500 each). Constituted voluntary and community groups are invited to put forward proposals that meet the LINK remit and grant priorities:

- Engaging with local people so that they can have their say on health and social care issues that affect them personally or the population as a whole;
- Engaging with people who use health and social care services;
- Engaging with groups and organisations who are helping to supply people with appropriate health and social care services.



Application deadline: 15th November 2010

If you have an idea for a project then please get in touch with the LINK office to receive an application pack.

Liberating the NHS Consultation

The government wants to make the NHS more efficient and improve the way that patients and carers get the treatment and care they need, so it is proposing the most radical shake up of the NHS in decades. These are outlined in a White Paper called **EQUITY AND EXCELLENCE: LIBERATING THE NHS**.

The government is now consulting on its ideas and proposals. To help this consultation, Oxfordshire LINK launched an online survey taking some of the issues identified in the White Paper, and asking about the most important priorities from the viewpoint of the public, patients, service users, carers.

To date we have received 28 replies and we would like to hear more from you. The survey will close on 8th October, we will collate all LINK participants' responses and submit a report to the Department of Health.



Community News & Events

Oxfordshire personalisation events

Oxfordshire County Council is holding four public events about personalisation in adult social care organised by the Transforming Adult Social Care programme.

- **5th November: The Mill Arts Centre, Banbury 1- 4pm**
- **19th November: County Hall, Oxford 4-7pm**
- **26th November: Windrush Leisure Centre, Witney, 1- 4pm**
- **10th December: The Cornerstone, Didcot, 1- 4pm**

What are the events about?

The events are intended to inform the public about personal budgets.

Who are we inviting to attend?

Anyone with an interest in personalisation, and very specifically the people who use care and support services for themselves, as well as carers.

For more information, please get in touch with

Transforming Adult Social Care

Social & Community Services, County Hall, New Road, OXFORD, OX1 1ND

Telephone: 01865 323667

Email: TASC@oxfordshire.gov.uk



Oxfordshire Local Involvement Network

Meet the Oxfordshire LINK Staff Team

Adrian Chant — Locality Manager

Nicky Robinson — Development Officer

Sue Marshall — Development Officer

Man Liu Clark — Communication & On-line
Support Officer

Nancy Darke — Administration Assistant

✉ **Freepost RSAJ-YJXC-ATAT**
Oxfordshire LINK,
Bourton House,
18 Thorney Leys Business Park,
Witney, Oxfordshire
OX28 4GE

☎ 01993 862855 (office) or
0300 111 0102 (information line)

@ OxfordshireLINK@makesachange.org.uk

🌐 www.oxfordshirelink.org.uk



Oxfordshire LINK would like your views about your health and social care services.

Your Voice on Social Care and Health Services

Oxfordshire LINK is hosted by Help and Care.
Help and Care is a company limited by guarantee and
a registered charity. Company Number 3187574.
Charity Number 1055056

help&care