

# Torbay Local Involvement Network

*Your voice on health and social care*

## All change for Local Involvement Networks

In July 2010, the Government announced plans to set up HealthWatch England – It will be an independent champion for health and social care consumers. Also as part of this plan Local Involvement Networks (LINKs) will evolve to become local HealthWatch organisations – overseen by HealthWatch England they will be the local consumer champion for health and social care services, giving a voice to local people, community and voluntary groups to influence the way their services are planned, purchased and provided.

It is expected that HealthWatch England will be set up in shadow form in autumn 2011 to support LINKs to become local HealthWatch organisations. HealthWatch England and local HealthWatch is expected to be up and running from April 2012.

### Local HealthWatch will be:

**Influential:** HealthWatch will be - and be seen to be – a key, valued and respected player working in partnership with local providers, commissioners, health and wellbeing boards, public health services and communities, to co-design and scrutinize local services on behalf of local people. Its credibility will be enhanced through the knowledge and experience gained in

supporting individuals. HealthWatch will have good and effective links with local communities and with the voluntary sector and will have a duty to engage and involve. It will add value to local efforts to promote active citizenship, public health and community engagement.

**Independent and well-resourced:** HealthWatch will be – and be seen to be – independent and strong, and will be effectively managed, supported and equipped to reach into the community.

**Supportive:** Visible, accessible, and responsive, and providing valued support to individuals seeking help to understand and navigate local services, or to obtain redress. HealthWatch will clearly cover and be seen to cover both health and social care

**Built on success:** HealthWatch will build on local strengths in LINKs, scrutiny, community engagement, advocacy and public involvement. It will draw on the expertise and commitment of LINKs volunteers, while widening the pool of those involved. HealthWatch will add value to – and not undo - things that are already working well at local level. HealthWatch will continue to evolve in response to local needs, opportunities and circumstances,

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and not have imposed on it a fixed set of arrangements.

**Supported:** HealthWatch will thrive in an environment where there is a collaborative approach to the design, delivery and monitoring of services at local level and where commissioners and providers actively seek to involve patients, service-users and communities.

**A successful National Health-Watch will be:**

**Independent, democratic and credible** - and seen to be.

**Intelligent** – in its ability to gather, marshal and deploy local intelligence

**Influential** – with key national players, in particular the National Commissioning Board and CQC, based on its intelligence and connections.

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**Well-connected** – to local HealthWatch whose work it will promote at a national level.

**Valued by local HealthWatch** – as a result of the support and guidance it provides and its influence with national players.

Exerts of the above were taken from the vision for HealthWatch from NALM – **National voice for LINks' members**



Now the Government has asked local authorities in partnership with their LINks and Host Organisations to apply to develop HealthWatch pathfinders. HealthWatch pathfinders will be a crucial part of the work to prepare for the establishment of HealthWatch from 2012. Currently the LINK in Torbay is discussing applying for HealthWatch Pathfinder status with partner organisations. If you would like to know more contact the LINks office.

## New Care Quality Commission Inspection programme

– dignity and nutrition for older people.

**Can you help we may need to provide this information ?**

CQC is carrying out an inspection programme of 100 NHS hospitals looking at whether older people are treated with respect and how they are helped with food and drink when they need it. The programme started in February 2011 and will go on for four months.

The CQC is gathering any information from LINks participants to help with this programme. If you can help please contact your local CQC manager or you can send information to them directly by going onto the Torbay LINK website and using the form at [www.cqc.org.uk/localvoices](http://www.cqc.org.uk/localvoices) (You can attach reports to the form).

Each inspection team will be led by one of our professional inspectors and include a practising, experienced NHS nurse. These professionals will be joined by an 'expert by experience', an older person who has received hospital care and who can give the patient perspective. The programme will allow the CQC to look at parts of the new essential standards of

quality and safety. In particular, they will look at respecting and involving people and meeting nutritional needs.

Hospitals will be chosen to visit partly on what is already known about how well they are doing and partly at random. The inspection visits will be unannounced. Views of patients will be collected on the wards that are visited and this will be added to feedback we already hold from local involvement networks and other local groups.

An independent panel of representatives from charities, advocates and other stakeholder organisations will provide expert advice to the programme.

If the CQC finds any major concerns at a particular provider, they will ask regional teams to look into the matter further and take swift action where needed.

Results will be published from individual inspections as they are produced. Overall findings will also be drawn together in a report at the end of the programme.

## Update from Anne Mattock – Chair of Torbay LINK



What a busy time it is for the Torbay Local Involvement Network. With so much changing within Health and Social Care services it's hard to keep up to date with all the relevant material; Without a doubt a challenging time for everyone and definitely the right time to be looking forwards – focussing on the great opportunities that will arise to influence the shape of future services in the Bay.

With the advent of the GP consortium and the changes in how services are being commissioned it is vital that everyone's voice is heard and taken into account.

The Steering Group is going from strength to strength; having recently welcomed three new members is now a lively and thriving governance group. We are excited about the extended role of the LINK as it evolves to become local Healthwatch. We are already looking at applying for Pathfinder Status which will enable us to start early on this important work.

As your Chairperson I am committed to ensuring that we have the best possible HealthWatch for the people of Torbay and that together we are truly able to make significant difference to achieve the best services for everyone.

Please help us to make this possible by keeping your views, concerns and issues rolling in and keep checking our website for up to date information.



# What do these NHS changes mean for patients in Torbay?

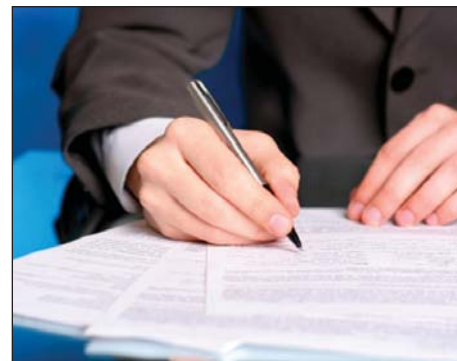
The government has been giving money to Torbay Care Trust and the Council to buy services on your behalf: hospital and GP care, public health programmes, social care support. That money will go straight to GPs from 2012. They have been asked to set up as groups to use those budgets. Baywide will receive funding of around £260 million with which to buy services.

In Torbay, we are ahead of many other areas. All the Torbay practices are members of Baywide GP Commissioning Consortium, which was set up in February last year. Your consortium has been awarded 'pathfinder' status, meaning that other GPs round the country can learn from what we are doing, and the government supports us in taking on our budget early. Eight GPs from the area, a Practice Manager and a Senior Nurse Practitioner have been approved to work on behalf of Baywide, and other GPs, nurses and managers will be involved in designing services for you. Buying (or 'commissioning') services means that GPs and others have to look at the services they've got, see what works and what doesn't and

decide where improvements are necessary. They can buy new services where patients or other practitioners identify a need. It is important to maintain high standards of quality and care, but obviously doctors are also looking to make services more efficient and to ensure value for money so that every pound counts.

As patients you have an important role to play in that process: let your nurses and GPs know what you think works and what would be useful. Baywide has already commissioned services that mean you can be treated nearer home or at your own surgery. It supports programmes on tackling obesity, on helping patients be fit for surgery, on sexual health. It is developing new services bringing secondary care consultants out into the community to work with GPs and nurses in dermatology and rheumatology. It has identified a need for further information around depression and anxiety.

The government wants us all to work together to make the Health Service the best it can be. Your doctors and nurses, fellow patients and hospital staff have a real



opportunity to achieve positive change, by trying to produce the best outcomes for you.

Torbay LINK has been working with Baywide GP Commissioning Consortium to set up a Patient Participation Group to make sure that local patients voices are heard. Following a successful recruitment campaign, a selection of volunteers have been chosen to work along side the Commissioning Consortium. The first Patient Participation Group meeting took place on Monday the 28th of March.

If you would like to know more about Patient Participation please contact Pat Harris on 01803 295277.



## Torbay Older Citizens Forum

The Torbay Older Citizens Forum held its first AGM at the Livermead Hotel in Torquay on the 25th of March with a full committee of 12 members. It's an exciting time for the forum to be establishing itself locally.

It aims to give a louder voice to the older generations and will have a real impact on services

by working closely with other organisations in the Bay and flagging up any concerns that residents aged over 50 + might have.

Speakers on the day were Pat Harris from the Torbay Local Involvement Network – on LINKs moving into HealthWatch and Marisa Cockfield Corporate

Services Manager and Board Secretary – on the Baywide GP Consortia.

The meeting was open to the public with a question and answer session.

During this session concerns were raised about the forth-

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# Community news – info



**This page is for Community Information: News, Events, Meetings and A help from the LINK? Or do you have something you would like to put add to this page please c**

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coming changes in the NHS and how service provision would be met in the future with GP's in the commissioning hot seat.

The Committee is planning to

meet 6 times per year with meetings open to the public 3 times a year. Torbay's older residents will be invited to attend the public meetings in order express any concerns they might have.

**Wendy Avenell**, Chairman of the Torbay Older Citizens Forum For more information about the older peoples forum.

*Wendy Avenell can be contacted on 07704626661*

## Torbay Carers Forum

The Torbay Carers Forum was launched at a Conference in Torquay on January 20th 2011.

During 2010 Carers from across Torbay came together to look at ways of making our views known. We decided that a good way to reach out to Carers would be to have a web site which would allow us all to communicate with each other. As we live busy lives, we wanted Carers to be able to discuss issues and exchange experiences at any time of the day or night.

A Carers web site would also give Carers information on national news, on local events, and enable us to vote on issues that matter to us. This would mean that much larger numbers can be involved that those that usually attend meetings. The site is now up and running. We have had really good feedback, particularly in the chat room where Carers can discuss subjects identified by Carers. We are now looking at online surgeries where agency managers are invited to respond to Carers questions and the issues we want to raise with service providers. We will be working closely with Torbay LINK to improve services and to monitor provision across our three towns.



*Moderators David Young, Michael Ecclestone, Kevin Dixon, Val Christie and Thomas Hutton of luketom.com*

To make sure that the site is run and 'owned' by Carers, we have appointed a panel of moderators to supervise the new website and make key decisions on its direction and content. The moderators are: Kevin Dixon, Michael Ecclestone, Val Christie, Janet Astle, Rose Coulton, Rob Gardner and David Young. This team will ensure that Carers' views and needs are always taken into account.

We also want to make sure that Carers who are not used to

working on computers would not miss out or be excluded. Therefore, computer training for any Carer is available and the Forum now has a number of laptops to be used by those of us without computers. Local points of access are now in place across Torbay.

This is our web site and a way of improving our lives, and the lives of those we care for. Please join us at [torbaycarersforum.co.uk/index.php](http://torbaycarersforum.co.uk/index.php)

**Kevin Dixon** – Member of the Carer moderator Team

# Information from around the Bay

announcements. Maybe you are planning a community event? If so would you like some into our next newsletter or on our website? If you have anything you would like us to contact the local team on: 01803 295 277

## Help for Choosing a Care Home

If you are looking for a Care Home – the following are some points to consider – it has been put together by a local lady who had to find a home for her Mum – She has taken comments from other Carers who have also had experience of finding Care Homes for elderly relatives.

- Are there transport links near by? Are facilities such as shops, pubs, parks and places of worship nearby? Is there a garden for residents?
- Does the home feel clean and inviting without any unpleasant smells?
- Do the rooms feel hot and stuffy or cold and draft?
- Do the rooms have en suite facilities or basins?
- Is there a relaxed and friendly atmosphere?
- Will it feel comfortable chatting and socialising in the home's public areas?
- Are there choices about the daily routine?
- Is there a choice of main meals and where they can be eaten? Can snacks be eaten at any time?
- Do existing residents enjoy the food and can you try it? Are relatives/friends welcome for meals?
- Are visitors made to feel welcome? Can visitors stay overnight if they have travelled a long way, or the resident is ill? Are relatives or former carers welcome in a caring role?
- Are other residents from a similar background?
- How often will care needs be reviewed?
- Are details of the complaints procedure readily available? Is there a suggestion box? Will relatives be advised as soon as a person is ill?
- How many staff are employed per resident? How are they trained? Is there a manager on duty at all times? What is the turnover of staff? Are staff easily accessible by visitors?



These are just some of the Questions that could be asked when looking for a Care Home. There is also a section on Reports and Fees - If you would like the full document please contact the Torbay LINK office: 01803 295277 or visit the Carers Forum website.

## Proposed resiting of St Kilda's Residential Home

The Care Trust, Sandwell Community Caring Trust, Brixham Hospital League of Friends and Torbay Council are hoping to relocate St Kilda's Care Home to Brixham Hospital in Phase 2 of the development of the Hospital site.

The new St Kilda's would be a custom built facility containing the same number of beds, ie 36,

as at present.

It is proposed that the new building would have a two storey block with 12 beds on each floor for long stay, and intermediate and respite care respectively and a single storey block of 12 beds which could be for mental health.

The single storey block would be built so that it could be converted in the future to two

storeys, thus providing another 12 beds.

Day care would be transferred over to the new facility with the possibility of also providing day care for mental health. The hope is that these facilities would be open 7 days per week. Physiotherapy and occupational

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therapy would be available as at present and there would be a kitchen on site to provide meals for all patients and for the meals on wheels service.

The current St Kilda's will not close until the new facility is completed in order to achieve a smooth handover with minimal upheaval for patients and staff.

## Proposed Third Sector Forum

The Torbay Local Involvement Network gathers the views of local people in the community about the health and social care services they receive.

It is the third sector organisations that play a part in delivering many of these health and social care services. It's this role that is being encouraged and built on by the Coalition Government and it is likely that third sector organisations will become a larger part of health service delivery over the next few years.

It is possible that while some third sector organisations can lack the clout that larger private businesses have when it comes to promoting the interests of their clients they are usually very good advocates for service users who often have a great deal of experience of health and social care services.

Unfortunately many third sector organisations rely on service Commissioners for their own funding. As such, their roles as service providers and client advocates can result in a conflict of interest.

To alleviate this problem the Torbay LINK is keen to establish and facilitate a third sector forum and offer its powers to "help investigate areas of concern, monitor local services and hold local service providers to account.

Phase 2 of the refurbishment of Brixham Hospital will hopefully commence soon and may include, at a later date, relocation of one or more of the towns G P Surgeries.

This is my understanding of the situation as it stands at present. I will endeavour to keep you informed.

**May Harland**  
*Torbay LINK*

Members of Torbay's third sector organisations were invited to come together and discuss the merits of establishing a new 'Third Sector Forum'.

The proposal was that local groups and organisation's working collaboratively could achieve real empowerment for local patients and public alike. Once established this new forum could be a platform from which to use information and intelligence from all of Torbay's the third sector organisations and have real influence on decision makers.

It was agreed that a Third Sector Forum supported by the LINK in Torbay could have a meaningful voice for health and social care locally.

This was taken to the next Steering Group for discussion and approval.

Members of the Steering Group agreed the LINK should establish and facilitate the new forum to be known as the "Health and Well Being forum"

The LINK is a voluntary network of individuals, groups and organisations and the wider the network and the more organisations that engage; the greater the power of influence over decisions on commissioning of services.

## Hospital lifts visiting restrictions

VISITING restrictions at Torbay Hospital have now been lifted following a recent outbreak of the winter vomiting bug.

Several wards were closed to visitors over the last month because of the norovirus.

Dr Tony Maggs, director of infection prevention and control at the hospital said: "We would like to thank everyone sincerely who refrained from visiting for their understanding and co-operation during this period.

We put these precautions in place when we knew that there was norovirus circulating in the community and, with some wards already affected, to have lost further wards would have given us real difficulties.

Local people have helped us to continue to provide safe care for patients during this difficult time."

Dr Maggs said "It remains important for hospital visitors who may feel some of the symptoms to wait 48 hours before visiting.

There had been cases where visitors had been ill when visiting the wards which led to illness in patients and staff on the ward."

He added: "It is really distressing and regrettable if a patient in hospital gets yet another illness to add to their suffering.

Hospital visitors are requested to practice good hand hygiene using the guidance that is given in each area."





## People Power



On the day that Torbay Council held its cabinet meeting to finalise its decisions for the budget, 70 people with a learning disability and Carers came together to protest and to remind Councilors of the needs of its most vulnerable residents outside the town hall.



SPOT, a speaking up group for people with a learning disability in Torbay were supported by Mencap to organise the event as part of the Learning Disability Coalition Frontline Alert Day Protests.

Robin Woodhouse, SPOT Director said *“People will be devastated and heart broken if they lose their services.”*



Spot members now plan to take the fight against cuts to London. On the 11<sup>th</sup> of May they are going to protest at Parliament and meet local MP's.

Dot Goldsworthy, SPOT said *“We are going to London because it is important for people with Learning disabilities to have a say. We want our MP's to listen to us – don't cut us out. The cuts are hitting vulnerable people the hardest – that is wrong”*



# ACTIVE AGEING QUESTIONNAIRE 2011



Torbay Care Trust, Torbay Council and LINKs are working in partnership to find out about your experience of Health and Social Care services in Torbay. Health and Social Care is a broad term that refers to services that are available from health and social care providers.

Health services include dentists, GPs, hospitals, pharmacies and carer services. Social care services may be offered in hospitals or health centres, in educational settings, in community groups, in residential homes, advice centres or even in people's own homes.

Social care services are normally run by local councils, sometimes in conjunction with local NHS providers and organisations. Social care services include meals, nursing homes, personal care at home, leaving hospital, day centres, housing and more.

You can complete the questionnaire online by visiting our website.

Your response will help Torbay Strategic Partnership make decisions about providing services for Older People in Torbay.

For more information about this survey please contact: Charlotte McEvoy on 01803 208637 or by email: [charlotte.mcevoy@torbay.gov.uk](mailto:charlotte.mcevoy@torbay.gov.uk)

The Torbay LINK will be holding a Personalisation Event on the 19th of May at the Grand Hotel, from 10.30 – 15.00 hrs.

To book your place or find out more about Personalisation – Contact Pat Harris on 01803 295277.

## Contact us

### Email:

[Torbaylink@makesachange.org.uk](mailto:Torbaylink@makesachange.org.uk)

### Website:

[www.Torbaylink.org.uk](http://www.Torbaylink.org.uk)

### Telephone:

Local office: 01803 295277

If there is no reply leave a message on this number and we will get back to you.

### The LINKs helpline:

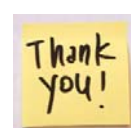
0300 111 0102 (local rate)

### By Post:

Torbay LINK  
11 Castle Road  
Torquay  
TQ1 3BB

### Twitter

Follow our tweets on:  
[www.twitter.com/torbayLINK](http://www.twitter.com/torbayLINK)



to all the new volunteers for their hard work.



*“have your say”*

Our work relies on local people giving us their views about health and social care in Torbay. If you have any thoughts or views on what makes services good or bad, or which services are needed, then complete this form, pop it in an envelope, and send it to us at the Freepost address below (no stamp required!).

*This is what I think ...*

Name: .....

Address: .....

**Please send to:** FREEPOST RSAC-KLKC-HAEU, Torbay LINK, 11 Castle Road, Torquay, TQ1 3BB.