

Staff Team update

24 October 2011

Here is a summary of Staff Team Development work since the last Steering Group meeting on 27 September.

Talks & Stalls

- **Talk:** Gave a talk about public involvement to a group of representatives from neurological organisations in the south-west.
- **Stall:** Somerset Older Citizen's Alliance older people's day in Bridgwater.
- **Stall:** Attended the Acorn Project Equality and Diversity Day
- **Stall:** Signpost Exmoor

Radio Interviews

- **BBC Somerset:** Recorded interview about the NHS Constitution and the PALS service.

LINK meetings

- **LINK Enter & View Training:** Jono and Lucy ran an Enter & View Training Workshop. In attendance was Anne Woodford, John Hawkins, Elaine Hodgson, Jill Pearson and Phillip Stoneman.

Meetings attended

We have attended the following meetings:

- **Somerset Partnership AGM:**
AGM at Dillington House.
- **Patient Participation Group Chairs meeting:**
at Lyngford House. Distributed information about Local HealthWatch and agreed to help with a project setting up an online forum for PPG Chairs.
- **South Somerset Federation Carers' Champions meeting:**
in Yeovil, to discuss carers' services in Somerset and how the Carers' Champions are progressing with their work.
- **Somerset Community Health PPI Meeting:**
Regular meeting of PPI group to discuss how PPI is being integrated into the new organisation.
- **Somerset Clinical Commissioning Group Mental Health Day:**
Attended a day about mental health commissioning and what third sector providers want in terms of open channels of communication with commissioners.

- **Somerset County Council:**
Overview & Scrutiny meeting
- **Somerset Partnership Members Council meeting:**
Attended regular Members' Council meeting.

Individuals:

- We have also met with two individual carers and one member of the public to discuss how to support them with involvement in Somerset.
- We have also met with a representative from a local solicitors specializing in medical negligence, to talk about sharing information.
- We have met with local parent carers from the National Autistic Society to discuss how the LINK can help them with their work.

Conferences

- **Health and Wellbeing Board Roundtable:**
Attended half-day conference in Exeter discussing third sector involvement and progress with Health and Wellbeing Boards across the south-west (to feed info back to H&WBB officers).

Correspondence

- **Somerset Partnership:** We have written concerning details of their Constitution and allowing Members to be LINKs representatives. We will be pursuing some outstanding issues.
- **NHS Somerset:** We have received their response to the Transport Survey and are waiting to hear more information about how this will be taken forward.
- **Somerset County Council:** We have received their response to the Transport Survey (see above).
- **Musgrove Park & Yeovil District Hospitals:** We have received Yeovil's response re. discharge.
- **Somerset County Council:** We are still awaiting figures about carers' budgets, including respite budgets and statistics about assessments of carers.
- **NHS Somerset:** We have received their annual Patient Experience Report.
- **Somerset Council Council:** We have written to them with the Steering Group's response to their Involvement Plans.
- **Citizen's Advice Bureaux:** Letters concerning this were received and given to John Friend (Service user representative (East) for Somerset Partnership members Council) to circulate to those concerned.

Enter & View update from Jono

- We have received a response to our report and recommendations from The Elms residential Home and have completed reports to Ashley House and Fletcher House.

- Fletcher House was visited in response to concerns that were raised to us by a member of the public. Concerns raised were that staff do not answer call bells promptly and that food and toilet paper were of a poor quality. Concerns were shared with the CQC who brought their inspection visit forward in response to the concerns. Neither the CQC or the Somerset LINK found any evidence to support the concerns raised during the visit and CQC inspection. Recommendations were made relating to the passing on and following up of messages from residents to the staff team.
- Enter and View training was held last Friday and the Enter and View team now has increased to 13
- Enter and View Visit conducted on 4th Oct to Hamilton Park – report in process.
- New issues arising :-
 - Incontinence Pads – Care home and LINK volunteer patient story suggest only three incontinence pads are given per person per day by PCT. Wayne Lewis from PCT said he will investigate the if there is a restriction on the number of pads given and get back to us
 - Several residents in different homes have now told us it is hard for them to get out and about. Some residents have said they feel trapped or imprisoned. Those in residential care no longer qualify for the mobility component of disability care allowance. Some homes have been creative in finding transport solutions and we are compiling a list of these to pass on to other homes.
- Sharing Good Practice with the Dignity in Care Campaign. – A summary of our project and a selection of good practice examples identified were sent for inclusion on the Dignity in Care Campaign web-site and news-letter