

Torbay Local Involvement Network

Your voice on health and social care

Torbay LINK RE-LAUNCH

Earlier this year both the Host Organisation and the Torbay LINK Stewardship Group agreed that some internal changes were essential if the LINK was to carry on its work in Torbay.



The decision was made to dissolve the Stewardship Group and replace it with a Steering Group and a Priorities Panel. This new structure would involve a greater number of volunteers enabling the workload to be spread more evenly.

An event was scheduled for April both to inform local residents of the proposed changes and as an opportunity for members of the public to apply for the new positions within the Steering Group and Priorities Panel.

In the lead up to the re-launch event a press release was sent out – this resulted in Pat Harris the LINKs Development Officer being interviewed live on local radio and the LINKs Host team having a picture taken for an

article in the Herald Express Newspaper.(see picture above)

The event was held at the Redcliffe Hotel in Paignton. On arrival attendees were given a LINKs information pack; LINK branded promotional items were handed out in order to help raise the LINKs profile and provide contact details. These included post-it pads, pens, yoyos, and various stress balls.

Speakers on the day were: Tracey Cabache: Torbay Council (Community Partnership Manager) On the Councils commitment to local community and influencing services working with the Torbay LINK.

Gerry Cadogon: Torbay Care Trust (Acting Equality and

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LINK Update

by Pat Harris

The past few months have been rather hectic for the Torbay LINK – with re-modelling and a new structure, it’s now more than ready to undertake its role working in the community helping *you to get your voice heard*.

As development officer much of my time has been spent out in the community engaging with groups and organisations, raising awareness of the Torbay LINK and ensuring that local people have the knowledge and information to enable them to participate and make a difference. Since my last update I have made contact with over 40 groups and organisations in the Bay.

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Diversity/PPI lead) On developing the Torbay Care Trust patient and public involvement strategy in line with the Torbay LINK.

Leslie Brown: Care Quality Commission. On the future role of the LINK

Vicky Shipway: Plymouth LINK (Development Officer) On recent achievements for the LINK in Plymouth.

Pat Harris Torbay LINK (Development Officer) summarised the work of the LINK in Torbay so far and appealed for more volunteers from the local community to join up and help shape the LINK for the future.

The event was well attended. Over 20 people completed application forms to join the LINK. Any applicants wishing to be considered for the Steering Group or Priorities Panel were invited to attend an independent selection panel on the 25th of May in an informal setting at the Grand Hotel.

See below for successful candidates.

Steering Group

Fiona Collis, Anita Forrest, Anne Mattock, Pamela Milne, David Young & Louise Selvidge

Priorities Panel

May Harland, Mary Wrigley, Wendy Avenall, Judy Punchon & Audrey Willcox.

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It is vital that people in the community are able to talk about their needs and experiences, preferences and priorities within health and social care. The LINK collects this information and feeds it back to Commissioners and Providers in order to shape future services.

Torbay LINK needs to ensure it is working well to inform local Commissioners about what local people need and want from their services. It is currently developing a joint protocol for partnership working with Torbay Care Trust.

Quality Accounts

The South Devon Healthcare NHS Foundation Trust has now been registered under the Care Quality Commission's new system for monitoring and regulating standards of care.

These new legal powers came into force on the 1st April 2010, and stated that all NHS Trusts in England will be required to register with the Care Quality Commission to be lawfully allowed to provide care.

NHS Hospitals are the first to come into the new system and now have a responsibility to ensure that care is not just about cleanliness of the clinical areas, but also ensuring patients are safe, treated respectfully and are fully involved in decisions about their care.

Why are LINKs being asked to get involved with Quality Accounts? Over the last year, the Department of Health has engaged widely with healthcare providers, commissioners, patient groups and third sector organisations in the development of Quality Accounts. The opportunity for local scrutiny

was seen as an important feature to ensure that Quality Accounts are locally meaningful and reflect local priorities. The role of LINKs in Quality Accounts forms part of this local scrutiny, along with roles for Overview and Scrutiny Committees (OSCs) and commissioning PCTs.

The Torbay Health Scrutiny Board and Torbay LINK have decided to comment jointly on South Devon Healthcare NHS Foundation Trust's Quality Account 2010/11. This is what they had to say....

"Torbay Health Scrutiny Board and Torbay LINK would like to congratulate the trust on its successes in 2009/10 and looks forward to co-operating through 2010/11 to support the trust in providing quality improvement and high quality care to patients. We believe that, based on the knowledge we have of the provider, this account is an overall fair reflection of the healthcare services provided. We would like to congratulate the Trust on

improvements to the control of infection which show a marked decrease due to the hard work of the staff. Also, we welcome the stroke care achievements recognised in the national audit and approve the identification of the treatment of stroke patients within the specialist stroke unit as an area for extra effort. To help ensure that a greater proportion of patients admitted with a stroke spend the vast majority of their time in hospital on the stroke unit we would suggest that this issue be included in the Priorities for Improvement in the year ahead.

We welcome the prioritisation of improvements for patients admitted as an emergency and for ambulance handover times in the Emergency Department – information received by the Health Scrutiny Board confirms this as an area for significant concern and part of a wider issue of poor flow through the hospital"

To see the full comment please log on to our Website or contact the office for a paper copy.

'Patients continue to score Torbay Hospital well'

Each year, results are published from a national survey of a sample of patients who have had a hospital stay. The latest results recently published by the Care Quality Commission have been based on a survey of patients who were in hospital for at least one night last summer (2009).

South Devon Healthcare NHS Foundation Trust, which runs Torbay Hospital, performed well, with many scores significantly above the national average. The latest results show that Torbay Hospital is still being rated by patients almost across the board as above average and – on many counts – as among the best in the country for example:

- In the top 20% nationally on 24 out of 60 measures
- Significantly above average on two out of every three measures
- Above average on five out of every six measures.

The hospital performed especially well on:

- Choice of admission date
- Quality and choice of food
- Explanations about operations and procedures.



Update from Dental Survey

Torbay Care Trust would like to thank the Torbay LINK and local people for their support with the

recent dental survey. Full results will be available in the next newsletter.

- It was rated significantly above average for:
- Cleanliness
- Communication with doctors
- Confidence in nursing care
- Information about care and treatment
- Not sharing a sleeping area with patients of the opposite sex – much improved from the previous survey.

Improvements are already being made in the areas that the hospital performed less well on; for example the amount of written information provided for patients when they leave hospital, such as medication side-effects to watch out for.

The survey asked patients about the availability of hand gel (rather than hand washing).

In reply the Trust is promoting awareness among patients and visitors about the use of soap and water for hand-washing as an alternative to the use of hand gels; In many cases washing with soap and water can be more effective against infection. In particular, hand gels provide limited protection against Norovirus and Clostridium difficile spores.

Hand gels are still available but were removed from building entrances last year (in accordance with new guidance from the National Patient Safety Agency) and placed in areas where their use can be supervised.

Update on the Older Peoples Partnership Board

by *Susanne Lang*

At the February Older Person's Partnership Board meeting it was suggested that the members might visit another well established group who were already making a difference to Older People in its local area to enable them to find out what has gone well and what has gone not so well.

So in April members from Torbay Older Peoples Partnership Board travelled to Cornwall to meet some very welcoming and dedicated individuals from the Penwith Older Person's Forum. Those people who attended the trip felt it was definitely worthwhile and felt very inspired having met such positive people and came away feeling very upbeat that Torbay itself would be able to set up a thriving Older Person's Forum.

As a result of this a steering group has now been set up in Torbay to look at promoting the forum to encourage more people to get involved and within the next few months finalising a management committee to start looking at issues affecting Older People in the area.

If there are any enthusiastic residents out there who would like to join the Steering Group and make a difference to the lives of Older People in Torbay, please contact Susanne Lang on 01803 207079 or Susanne.Lang@torbay.gov.uk



Community news – information

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

AFASIC

Across the UK the lives of over 1 million children and young adults are affected by the hidden disability of speech, language and communication impairments.

Afasic is the UK charity, established in 1968, which aims to help these children and young people, their families and the professionals working with them.

It seeks to raise awareness creating better services for those children and young people with speech and language impairments by working in partnership with local and national government, professional and statutory bodies and other voluntary organisations.

- It has over 2000 members - parents, professionals and supporters



- It is recognised as an authority in its field
- It provides training for parents and professionals

Afasic's mission is to promote understanding and acceptance, whilst lobbying for equal opportunities and the inclusion into society of children and young adults with speech and language impairments.

If you wish to volunteer for Afasic we can offer free and training.

For more information please Email: kerryh@afasicengland.org.uk

Caring Friends - Dementia Care Support Group

Residents and family Carers are invited to get together for a relaxing and social sing along every 3rd Friday in the month at the Eclipse Lodge, Rawlyn Road in Torquay.

The times are alternated monthly with an afternoon cream tea session between 2.30 and 4.00 one month; and an evening

buffet between 6.30 and 8pm the next.

If you or your family member has been affected by dementia - you are very welcome to join this support group.

For more information or help with transport please contact: Elaine on 01803 607 604

CVA Torbay

With effect from the date of their Annual General Meeting (Tuesday 4th May 2010), the organisation previously known as Torbay Voluntary Service (TVS) has changed its name to Community and Voluntary Action Torbay (CVA Torbay).

To find out more about CVA please email: rose@cvatorbay.org.uk

If you do not have an email address the postal contact for Torcom is: CVA Torbay. 11 Castle Road, Torquay TQ1 3BB. Log onto www.torcom.org.uk

Diabetes and Foot-care

If you suffer from diabetes it is very important to take special care of your feet.

One of the first ways in which diabetes could affect your feet is through the loss of sensation, often starting at the toes. This numbness or loss of sensation in your feet is called neuropathy. Your podiatrist should check your ability to feel pressures on the soles of your feet and toes every year.

Once you lose the feeling in your feet then it is possible that you may unknowingly damage them. You may stand on sharp objects like a nail, piercing the skin even down to the bone without realising. If unnoticed and not treated appropriately this can have potentially serious consequences and could lead to an amputation. Such an outcome is less likely if you seek expert advice from your multi-disciplinary foot team.

Ruth Gornall podiatrist with the Torbay Care Trust will be talking about her work at the Preston Baptist Church 14.30 – 16.30 on the 12th of July.

For more information please contact d.docket@talktalk.net. Or call David on 01803 844222.



on and events from around the Bay

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

Memory Cafes

A Memory Café provides a safe and supportive social environment where people with dementia, carers, family and friends can relax and spend a few hours together. There are four Memory Cafes in Torbay - They are facilitated by the Alzheimer's Society in partnership with the Torbay Care Trust and have been set up as part of the Department of Health National Dementia Strategy. Memory Cafes are run by volunteers who are supported by a coordinator.

There is entertainment from time to time and occasional talks on maintaining wellbeing and staying healthy.

Nurses are often in attendance for people who are worried about

their memory to talk to, or to help arrange further assistance.

No appointment is necessary, there is no charge and refreshments are available.

If you would like more information about your nearest Café or if you would like more information about becoming a volunteer please contact: The Alzheimers Society: 01803 669 216.



Would you like a Link to the LINK?

You can create a link to your own organisation by logging on to our website and joining our "Online Community"

Our LINK website is kept up to date with news-based health and

social care stories. It also lists information about seminars, events, live consultations and surveys.

Register today and have your say by logging onto Torbaylink.org.uk

Supporting People in Torbay

Supporting People services give support to help people live independently. Services include supported and sheltered housing, women's refuge and floating support which is support without accommodation included when support is provided to people in their own homes.

For more information about supporting people contact: Claire.Truscott@torbay.gov.uk

Tel: 01803 208377

Or log onto www.torbay.gov.uk/supportingpeople



June 2010 – Prostate Cancer awareness month

Prostate cancer has overtaken lung cancer to become the most common cancer in men. More than 35,000 men are diagnosed with prostate cancer every year in the UK.

Even though diagnosis rates are on the increase about 10,000 men will still die from prostate cancer every year in the UK. That's about one man every hour.

The majority of men with prostate cancer are aged over 60 years. But it can also occur in younger individuals – although it is rare under the age of 50.

The Torbay Prostate Support Association or TPSA offers help, support and advice for anyone affected by prostate cancer locally.

TPSA has a Helpline to give you the information you need

and a Buddies scheme which allows you to talk to someone who has suffered from prostate cancer.

TPSA Local Helplines:

Peter Hosking on 01803 842886.

David Wakefield on 01626 201326 or email help@tpsa.org.uk

Visit the website for more information www.tpsa.org.uk.

The Torbay LINK in action

The Local Involvement Network – getting involved with local issues.

Last Year the Torbay Local Involvement Network was contacted via its website by Parent Carer Julia Melhuish.

This is what she had to say about her experience of working with the LINK:

'I am the mother of 2 year old twins, one of whom is severely disabled; we access the John Parkes Unit once a week for overnight respite.

After attending an initial meeting held by Torbay Care Trust, and hearing the news that Devon Primary Care Trust were no longer intending to purchase respite beds from the Unit, I feared that the respite provision was going to cease for families in Torbay too.



So a group of parents who use the respite unit came together to campaign to save this much needed and well used respite provision.

We had great success highlighting our cause in the local media - but were struggling in our attempts to get the

answers and information we wanted.

We felt we needed weight behind our campaign and an authoritative body of support, so we contacted Torbay LINK and asked for help.

The LINK responded and took up the gauntlet for us explaining that they could ask for the information we wanted from local service providers who would then be legally obliged to respond within 20 days. Our involvement with the LINK has left us feeling greatly reassured that we are not alone and that everything possible will be done to support us in our campaign to save the John Parkes Respite Unit...

Julia Melliush
Parent Carer in Torbay

Dignity in Care

Earlier this year Torbay LINK joined forces with Age Concern Regional Support Services to promote the "Dignity Action Day" campaign.

This campaign funded by the Department of Health aimed to raise awareness of the

importance of Dignity in Care: By ensuring people in care are treated as individuals and are given choice, control and a sense of purpose in their daily lives.

The Torbay LINK wanted to find out how local people felt about the support and care services available locally and asked families, friends and care staff to put some time aside to not only talk to their nearest and dearest about the care they receive but to let their views be known.

LINKs comments boxes and cards were made available in libraries around the bay to gather these comments.

These comments are being used to inform the work of the LINK



Adrian Saunders MP for Torbay joined Pat Harris – Torbay LINK, Louise Hawkins – Dignity in Care to promote the Campaign for Dignity in Care

Ongoing LINKs Projects

Podiatry:

Two members of the Torbay LINK have been working with Age Concern to explore if there is a need to introduce an more affordable service for elderly people needing regular routine footcare. Contact the office to read the full report.

Practise based Commissioning:

The LINK has a representative sitting in during the non-confidential part of the meeting of the (PBC) Board.

Practice based commissioning (PBC) is about empowering General Practitioners and other clinicians such as nurses, pharmacists and allied health professionals to shape the health and healthcare of local populations. For more information contact the office.

If you are aged between 18 and 35, learning disabled and looking for somewhere to live read on.....

Lifeworks is a registered charity founded in 1997 by a group of parents, teachers and carers. It runs a variety of projects including a residential house in Torquay for young learning disabled adults.

The four bed-roomed house is close to shops, leisure facilities and on a bus route.

Its been set up to provide a home offering social and per-

sonal care for up to four young adults aged between 18 and 35.

A person centred approach is used to help each individual to achieve their full potential, develop a level of independence and enhance their quality of life.

For more information about funding and admission to the Lifeworks House – please contact Sue Morrison or Jo Parsons 01803 840744.



“Getting it right” Campaign

Its Time to Get it Right! ... For most people with a learning disability going into hospital can be daunting. This year, during Learning Disability week Mencap launched their “Getting it Right” campaign which aims to improve the NHS by getting better treatment for people with a learning disability.

The “Getting it Right” campaign pack is now available with everything you need to get involved in the campaign for improving healthcare for people with a learning disability in your area: it includes guides, petition sheets, draft press releases and posters. You can download your campaign pack from the Torbay LINK website; Torbaylink@makesachange.org.uk

For more information about the “Getting it Right” campaign contact: Jo Fox on 01404 881109



Sarah Wollaston MP – Real Life into Politics



“Lives are at Stake” was the stark warning from newly elected MP Sarah Wollaston as she used her maiden speech to focus on the need for a minimum

price to be introduced for alcohol

Dartmoor based Sarah is the newly elected Conservative MP for the Totnes Constituency (now includes parts of Brixham and Paignton).

She is passionate about the NHS, has worked both as a local GP (17 years) and as a forensic medical examiner with the Devon and Cornwall Police – specialising in helping victims of sexual and physical violence in Torbay.

Sarah is keen to promote accessible local healthcare and has campaigned for the survival of Community hospitals. In addition – Sarah would like to see a fairer deal for mental health services and improved early diagnosis for cancer.

Sarah is married to Adrian, a Consultant Forensic Psychiatrist and has three children aged 15, 17 and 20. She enjoys (slow) cross country running and is a keen cyclist. Sarah is keen to hear your concerns about local and national issues and is contactable by Email: sarah.wollaston.mp@parliament.uk

You can write to Sarah at her Constituency Office, Station Road, Totnes TQ9 5HW or call her on 01803 866069.



Breaking the Barrier 2010 The surfing challenge!

Have you ever fancied catching a wave?
Now's your chance – You can take part in the
annual **SurfABLE** event.

This Barrier Breaking event offers individual sessions with skilled instructors for young learning disabled people aged between 8 and 25 years to get a taste of catching a wave.

The surfing sessions are free; there will be other activities on the beach, refreshments will be available. Group sessions are also on offer for family members.



When: September 18th from 9 am



Where: Bigbury-on-Sea, Devon.



For more details call: 01803 840744

Brought to you by LifeWORKS – a charity for children and young adults with special needs

Contact us

Email:

Torbaylink@makesachange.org.uk

Website:

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



to the out-going
Stewardship Group
for their commitment
to the LINK.



“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-GGHL, Torbay LINK, 11 Castle Road, Torquay, TQ1 3BB.