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| <b>TITLE</b>                | <b>LINK Update</b>                                     |
| <b>FOR CONSIDERATION BY</b> | Health Overview and Scrutiny Committee on 24 July 2012 |
| <b>WARD</b>                 | None Specific  |

# WOKINGHAM LINK

## LOCAL INVOLVEMENT NETWORK

### General Matters

1. The Wokingham LINK Annual Report was completed and distributed to Stakeholders and the participants on our database by the end of June. If any members have not received a copy and would wish to have a hard copy I will have some at the meeting. If you would prefer an electronic copy please give me your e-mail address and it will be sent.
2. The Wokingham Shadow Health and Wellbeing Board invited a member of the Wokingham LINK Steering Group to attend their meetings until Local Healthwatch comes into operation and with the agreement of the Steering Group I accepted. I attended the meeting on Tuesday 19th June.
3. The attendance at the Public Meeting held by the Wokingham on May 29th was rather disappointing since the speakers gave interesting and useful presentations on the topic of "Changes in Health and Social Care and How they may affect you" A paper containing the content of the presentations and the questions and answers was sent to the participants on the data base, and a copy is attached to this report.

### Projects

- Survey on Services for people with Neurological conditions. The organisers await confirmation of PCT response.
- CAMHS and Autism Reply awaited on WBC progress in implementing the Adult Autism Strategy.
- Review of Adult Social care: Carried out by Michelle Wooff, the Wokingham LINK Development Officer and Marlena O'Donnell by means of a survey and a series of workshops. The report has been completed and will be distributed
- Support to Westmead Group Tony Lloyd attending meetings to offer support.
- NHS Community Dentists: Patient information. Website information collected for Wokingham Borough Area. Dental practices and a pilot visit to a practice has been carried out. Members of the LINK Steering Group will attend a workshop other Berkshire LINKs.
- Dignity in Care - WBC Michelle Wooff has been invited to be involved in a new Dignity in Care Board when it is formed. The LINK Enter and View role to be promoted as a resource to the Board.
- Dignity in Care –RBH 1 Berks West LINKs members have been invited to a meeting with Ed Donald, the Director of Nursing and the Medical Director to look at the matter of Dignity and Nutrition
- Dignity and Care - RBH 2 Tony Lloyd continues to pursue the matter of a survey of Berks. West patients leaving the hospital to comment on nursing and care during their stay.

# **Changes in Health & Social Care and How They May Affect You**

**Tuesday 29<sup>th</sup> May 2012**  
**Wokingham Methodist Church (Bradbury Centre)**

## **Guest speakers: Tony Lloyd, David Townsend and Stuart Rowbotham**

The Wokingham LINK held a Public Meeting to understand the Health and Social Care Act, receive an update on Community and Mental Health Services and an update on Social Care and Health and Wellbeing in Wokingham. 8 members of the public attended.

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Christine Holland, Chair of the LINK Steering Group, welcomed everyone to the meeting.

## **Presentation by Tony Lloyd, Chair of SELLNet (South East LINKs Network)**

Tony gave an overview of the Health and Social Care Act 2012 that was passed on 27<sup>th</sup> March.

### **Presentation covered**

- ⤴ Understanding how the white paper/health bill became an Act and that the process took a long time and was difficult to understand.
- ⤴ The aims of the health bill including; Better commissioning, protecting patients interests through Healthwatch, strengthening public health and reducing the cost of managing healthcare.
- ⤴ How health services are managed now and how they will be managed in the future.
- ⤴ The local healthcare budget and the savings that have to be made and the affect this might have on services.
- ⤴ Health and Wellbeing Boards and their responsibility to make sure that the needs of people locally are understood. One way the Health and Wellbeing Board for Wokingham will do this will be through the Joint Strategic Needs Assessment (JSNA).
- ⤴ Healthwatch - is to speak up for all people who are getting health and care services. It should be a place where people can ask for advice about how to get health and social care services and it will be a way for people to get involved in changing and improving the quality of services.

## Question and Answer Session

- Q:** Is it a good use of GP's experience and qualifications to be spending time managing commissioning of services?
- A:** This is a question that still needs answering.
- Q:** Managing waiting times for hospital treatment is this a concern?
- A:** A member of public answered as a Governor of Royal Berkshire Hospital Foundation Trust - The Board of Governors would be quick to question why waiting times have increased and how this can be addressed.

## Talk by Stuart Rowbotham, Strategic Director for Health and Wellbeing, Wokingham Borough Council

Some of what Stuart was to talk about had been covered by Tony Lloyd.

### Talk covered

- ⤴ Equality for all
- ⤴ Putting People First and Personalisation – people receiving social care being involved in planning for their needs and having better choices.
- ⤴ Personal Budgets - enables people receiving social care to have greater control over where and how they access the support they need.
- ⤴ Prevention – the council has put a lot of resources into providing services that enable people to access services to stay healthy and avoid the need to rely on social care. WIN – Wokingham Information Network is a free service which is available online or over the phone and enables people, to access services and networks in the community.
- ⤴ Health and Wellbeing Board and partnerships working with Clinical Commissioning Groups (GP's) and service providers to ensure better health outcomes for Wokingham. The Health and Wellbeing Board for Wokingham will have project groups that will feed into the Board to strengthen it's work ie. The Learning Disability Partnership and 50+ Partnership.
- ⤴ Public Health – will move under the umbrella of Local Authorities. Their excellent work in the past helped to eradicate diseases and will work to meet the challenges in the future e.g. obesity and diabetes. Share responsibility for Joint Strategic Needs Assessment. (JSNA)

## Question and Answer Session

- Q:** Do you see Direct Payments remaining?
- A:** Yes, can see people getting better outcomes for themselves through receiving Direct Payments.
- Q:** How often should people receive assessments for social care?
- A:** Whenever there is a change to their level of need or atleast every 12 months. 80% of re-assessments are acheived within 12 months.
- Q:** What about people who have a need for social care but refuse to engage with the service?
- A:** The council have to be accountable and so cannot allocate resources to people without carrying out an assessment of need.

- Q:** Historically childrens needs have not always been recognised or addressed at an appropriate time?
- A:** Steven Madgwick, Lead GP - There are care pathways in place to ensure that children with a need for additional support are recognised and their needs are addressed.

**Presentation by David Townsend, Director of Operations, Berkshire Healthcare NHS Foundation Trust (BHNFT)**  
**BHNFT is commissioned to provide Mental Health services and Community Health services for all 6 Local Authority areas in Berkshire**

**Presentation - update on Next Generation Care – Mental Health Services**

- △ The work put into improving systems and improving patient care pathways: Consistent quality of services across Berkshire. Timely and appropriate access to services. Allocated care co-ordinators.
- △ Common point of entry – one telephone number - aims to simplify access, enter services at the right place. Separate urgent care services to be brought together to provide one service for Berkshire. Flexibility of staff to support different areas according to need.
- △ Stepped-Care Model – 5 Steps framework to identify and access the most effective care that is appropriate to a person's needs.
- △ Benefits for Patients and Carers – Quicker referral process, face to face assessments at a locality preferred by the client. Allocated co-ordinator to guide the client through services and access extra care services if these are needed without the need for reassessment. Signposting to community services. Urgent care offering 24 hour crisis support.

**Talk on Tomorrow's Community Health –consulting on and mapping care for the future**

- △ Working together with people and families to enable personalised care, improved health outcomes and enhanced quality of life in Berkshire.
- △ Prevention and Self Care, Easy to Access and Simple to Navigate, Alternatives to Hospital Care.
- △ Flexible workforce designed around the needs of service users. High quality, integrated services meeting people's needs. Evidence of best practice and outcomes to be applied. Only those who need to be treated in hospital will be. Services that are easy to understand and are delivered in the most appropriate setting. Working with provider partners to deliver a seamless services. Collaboration with commissioners to design high-quality, efficient and effective services. Services with similar resources are delivered to the same standard.
- △ Assisting people in self management. Enabling appropriate access to services. Effective Communication/engagement with key stakeholders. Providing comprehensive services to children and their families. Admission Avoidance. Acute care alternatives closer to home. Providing a coherent 0-19 services. Embracing technology solutions. Facilitating a good, positive initial contact with the services

which will be based in the Locality e.g. Wokingham Borough..

## **Question and Answer Session**

- Q:** There are not enough opportunities for users to get involved in engagement and consultations on services especially when they have been in hospital long term?
- A:** The Trust welcome suggestions for improving engagement opportunities with people who use the services.
- Q:** Will Wexham Park Hospital close eventually?
- A:** The Trust have 1 ward at Wexham Park hospital and 2 at Heatherwood hospital. These services will close eventually and patients will be accommodated at Prospect Park hospital. There is a brand new facility in West Berkshire to accommodate patients whilst Prospect Park is extended and improved.
- Q:** Keeping in touch with people through technology with mental Health. Does this really work?
- A:** A social networking site called 'Sharon' for people with eating disorders and for carers is proving to be successful. People can talk online to others with similar experiences in between clinical appointments.
- Q:** The referral process to community services – how will this change in the future?
- A:** There is a need to review this in the future to find best ways to make this effective.
- Q:** How will discharge be managed more effectively?
- A:** Sharing information with GP's more effectively. Information will be held in one place so when someone is discharged and they need to access the service again because of crisis this can be managed better.

### **Feedback:**

I had an experience one year ago when the crisis line was not manned and then another experience 1 month ago when I was told someone would come out to me. When nobody came I had to ring again to be told 'it would be best to wait until 9am' ?  
David to feed this back.

\* \* \* \* \*

WIN - Wokingham Information Network Telephone: 0118 9746772

If you would like a copy of Tony or David's presentation, a list of the Community Care services or you have any feedback following the Public Meeting, please contact Michelle Wooff at the Wokingham LINK:

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