

# Public Document Pack

## **Adult Services Scrutiny Committee** **Tuesday, 8 March 2011 at 10.00 am** **County Hall**

### **ADDENDUM**

- 10. Update from Oxfordshire LINK (Pages 1 - 4)**  
**12.45**

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## **Oxfordshire Local Involvement Network Update for Adult Services Scrutiny Committee Tuesday 8 March 2011**



Public, patient and carer concerns, issues and compliments collected through LINK engagement and outreach activities have resulted in the following projects being taken forwards during the first quarter of this year.

### **Ongoing projects and engagement: Self Directed Support (Personal Budgets)**

The first phase of LINK research into the experience and perceptions of clients of traditional social care services and Self Directed Support was carried out in June 2010 and reported in September 2010. The next phase of research which is planned to involve re-interviewing the clients who were part of the 2010 survey, plus an additional 30 clients, so that the 2011 research sample includes a minimum total of 50 respondents. As this project will include a significantly larger sample than the 2010 work it is proposed that a mix of face-to-face meetings, group discussions and telephone interviews are carried out:

- Half of the sample are planned to be interviewed in a home visit by a trained healthcare professional. This approach worked well in the 2010 project and means that the interviewer can personalise the discussion and focus on issues of particular concern to the respondent.
- At least 10 people from ethnic minority groups will be included in this 2011 phase of the research. Only 1 person (out of 20) in the 2010 sample was non-white British. It is envisaged that participants will be reached through existing ethnic minority support networks/groups in Oxfordshire and with the help of appropriate public sector professionals.
- The remainder of the sample will be interviewed by phone - primarily to keep costs down.

As in 2010, and where appropriate, the views of the client will be supplemented by (or provided by) a proxy such as a carer, family member or caring professional.

**N.B.** The viability of carrying out the full research proposal will rely on sufficient LINK funding being available for all work projects during 2011-12. It is likely on present information that only a part of this can be funded to continue in the next financial year.

### **Second 'Social Care' Hearsay event – 11<sup>th</sup> March 2011**

As members will be aware, this event is for people who use Adult Social Care services with their carers, friends and family members. The first report from the March 2010 event produced some significant recommendations, with those attending able to speak directly to SCS Directors and other staff. Clients told the LINK what was working well, if something wasn't right or if something was missing that would really help. Officers from Social and Community services have been working on an action plan throughout the last year to achieve improvements, with quarterly updates being sent to all those who attended or gave feedback and posted on the LINK website. At the 2011 event, the audience will hear if the quality of services people receive has improved, be given an update from the 2010 key recommendations, explore what further the LINK and Social and Community Services can do to change or improve services and to set further goals and recommendations for 2011-12. All updates since the March 2010 event and report

can be obtained from the LINK office or

<http://www.makesachange.org.uk/cms/site/news/oxfordshire/hearsay-update.aspx>

### **Enter and View' visits to Care Homes**

The LINK has been carrying out a series of visits to 31 Care Homes initially, the criteria being size, locality to evenly cover the County and a range of service providers. LINK authorised visitors (in pairs) are writing reports based on two questionnaires which have been supplied for guidance purposes. An initial report will be made available once this first series of visits has been completed.

### **'Health' Hearsay in partnership with the Nuffield Orthopaedic Centre**

Following a similar model to Social Care 'Hearsay', this event, to gain patient and carer views about NOC Outpatient services, took place on 29<sup>th</sup> November 2010. The purpose was to find out what patients most wanted to see changed and to invite suggestions about how to implement improvements. LINK has received a commitment from NOC Directors and staff that they would respond and devise an action plan (where feasible) to take forward those recommendations. The 'Making Change' report has now been completed with 5 key priorities covering 'before, during and after the appointment', which patients and carers wished to see changes made, have been explained in detail in the report. The NOC have committed to providing a first update on progress in May 2011. The full report can be obtained from the LINK office or <http://www.makesachange.org.uk/cms/site/news/oxfordshire/health-hearsay-feedback.aspx>

### **Drug Recovery Project**

The LINK held a further meeting in public on 18<sup>th</sup> February 2011 to report back to those who have taken part in the project and on the new service at Howard House. LINK will be shortly arranging, with the service provider, an 'Enter and View' visit to the service.

### **Other projects (ongoing or concluding):**

#### **Community Mental Health Services**

Following the announcement of some significant re-provision of 'Talking Therapies' nationally and the results of a local consultation, it has been proposed that this project, which has been carrying out research into delays in appointments and receiving treatment through CMHTs, should be put on hold until details of any service changes become known. An interim report will be available at the beginning of March.

#### **GP appointments (extended hours)**

The next step with this project is to engage in further communications with GP practices and Consortia with a view to making the LINK available to Patient Practice Groups and other PPI channels, as Oxfordshire has pathfinder status in the move towards GP Commissioning.

### **Podiatry**

An information resource, comprising an attractively designed booklet, website pages and other means of communicating comprehensive information about Foot Care is being assembled. This will be available by the end of March and widely circulated. The PCT, Age UK and local Podiatry & Chiropody practitioners are supporting the project.

### **LINK Partnerships:**

Alongside the main work programme, the LINK is working alongside several Oxfordshire groups and organisations in order to improve or develop services and to provide the LINK with a wider base of interested participants:

#### Oxfordshire Unlimited

The membership project is making progress to help develop this User Led Organisation for those with physical disabilities in Oxfordshire. This project is providing Unlimited with the ability to increase its membership and become better known throughout the county and hence to offer to the community a key reference base for information and services in the future. A report on progress will be made at the end of March.

#### Oxfordshire Neurological Alliance

LINK is providing ongoing support for the local branch, supporting ONA to publicise its work and raise public awareness, the LINK is helping to produce promotional materials, publish a website and to provide additional channels of contact with local people. The LINK has funded the facilitation of a successful business planning workshop, hosted at Headway, from which a plan for the next stages of development will be written.

#### Community Chest / 'Have a Say' Fund

Following an interesting and varied response to this grant fund, the LINK has awarded 11 grants to local organisations to assist in their engagement with service users, carers and the public. The LINK is putting together a booklet to promote the project work being carried out by the recipients made possible by the grants. A verbal update will be provided at the meeting.

**Current and past LINK newsletters and bulletins** can be found at [www.makesachange.org.uk/cms/site/news/oxfordshire/latest-oxfordshire-link-newsletter.aspx](http://www.makesachange.org.uk/cms/site/news/oxfordshire/latest-oxfordshire-link-newsletter.aspx)

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