

**Oxfordshire Local Involvement Network
Update for Adult Services Scrutiny Committee
meeting 25th October 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. Further Health and Social care issues will be prioritised during this year.

N.B. The following concise update refers to LINK projects which have a Social Care remit only, unless there is crossover, or joint commissioning, with Health.

LINK Core Group

A meeting in public was held in Witney on 21st Sept, with approximately 20 participants, who contributed to sharing information about ongoing LINK projects and heard how the LINK prioritises work programme proposals through the new Project Pack and application process. (All information is on the LINK website and is being promoted to other groups and organisations). Copies of the Project pack will be available for members.

Ongoing projects and engagement:

First Social Care Hearsay update – October 2011

LINK, together with Social & Community Services, have provided an update to those who attended our Social Care 'Hearsay!' event in March this year. It shows the progress made against the action plan set out in the original report. The LINK are satisfied with the work completed to date; Social and Community Services have asked for extensions to complete some items, which have been agreed. The LINK has asked for more information regarding how long it will take until all clients are on SDS. The council have responded by arranging to provide up to date figures on how many people are waiting each month. Copies of the update paper will be available for members.

Self Directed Support (Personal Budgets)

Following the first phase of LINK-sponsored research into the experience and perceptions of clients of traditional social care services and Self Directed Support which was reported in September 2010, this additional piece of qualitative research, published in August 2011, has raised a number of questions and recommendations. As examples, these include comments on: delays in allocating PB funds; lack of pro-active support to ensure care needs are met; inconsistent advice and adequate training for care workers. The report has been submitted to the Director of Social care and it has subsequently been agreed with the LINK to incorporate a response within Hearsay feedback, as there are similar areas of concern noted. The response will be available shortly, at which time both this and the research will be published.

'Enter and View' visits to Care Homes

Appropriate briefing and a training sessions are being arranged in order to provide statutory authorisation for newly recruited visitors and a refresher for those who carried out visits earlier this year. A plan to conduct a second series of visits to approximately 25 care homes will take place from November onwards with a second report due in the early part of 2012.

Podiatry

The Podiatry information resource and directory have been incorporated into the LINK website and is now online. This will enable updates to the Podiatry directory to be made on an ongoing basis and also to invite other providers of these services to be listed if they so wish.

Future Projects:

A Mental Health 'Hearsay!' event is being planned for late November, which will become a replacement for the Mental Health 'Sounding Board', which has been a feature of SCS engagement over the last 2 years. In order for the recommendations and comments which are obtained through the Sounding Boards to have a more consistent means of follow up with the service provider and commissioner, it was proposed that the Hearsay model be incorporated into the current structure. This first event will be a transition towards that model. Date and venue to be notified shortly.

New project proposals have been received, or are proposed, from: Young Dementia UK, OxSun (Mental Health), Family Support Network and Omega (ME support). These will be considered for future LINK work at the next Priorities Group meeting in late November.

HealthWatch

LINK has been taking part in a series of OCCG events around the County to encourage as many people as possible to join a consultation on the future of public engagement and to provide information on what is known to date about HealthWatch. The PCT has been collecting views on their draft Communications and Engagement Strategy for OCCG and how public and patients should be involved in decisions about local services.