

**Oxfordshire Local Involvement Network
Update for Adult Services Scrutiny Committee
meeting 12th June 2012**

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 joint interest, or commissioning, with Health.

LINK Core Group

All members are welcome to attend the next Core Group meeting in public, which will take place at **Wallingford Methodist Church on Thursday 12th July from 1.30pm** (networking) – meeting from **2.00pm until 4.00pm**. Agenda topics will be:

Oxford University Hospitals Trust discussing their recent work on:

- The Productive Ward initiatives
- Food and Nutrition
- Discharge Planning

The LINK will be presenting their **Annual Report for 2011-12** and promoting support for improving and developing public engagement through **Patient Participation Groups** in collaboration with local representatives and the PCT. The LINK has developed a PPG 'Toolkit' for this purpose.

Ongoing projects and engagement:

Social Care Hearsay – third annual report

The report is due to be published later in June, following the agreement of an action plan for 2012-13 with SCS Officers. The report will cover all recommendations and actions completed, still in progress or incomplete over 2011-12, together with the views of service users and carers as to what has improved, remained the same or become more problematic over the last 12 months as a result of changes to services. The report will be circulated to all Hearsay participants with a request to feedback their comments and views on the action plan.

An update event in another part of the County during October or November will provide an opportunity for local service users, carers and commissioners to hear and to contribute views about Social Care services in their locality. Venue and date will be promoted once agreed.

A further full Hearsay event will be planned for the end of January 2013 in order that the report can be published in advance of the transition to local HealthWatch in April next year.

Self Directed Support (Personal Budgets)

Following LINK supported for the SDS event on 1st March, delivered in partnership with Oxfordshire Wheel and Oxfordshire Family Support Network, information & feedback obtained from service users and carers from this event has been compiled into a report, which will be available at this Scrutiny meeting. There are recommendations contained within the Hearsay report which are related to SDS and together with contributions from the SDS Forum, the various sources of information will reflect a wide consensus of recent views about the effectiveness and implementation of Personal Budgets. Responses to issues raised will be requested from SCS in due course.

'Enter and View' visits to Care Homes

The second series of visits to 23 care homes has been ongoing from April 2012 with a report due later in the year. Delivery and publication timescale will be agreed once the visits have been completed.

'Assuring Quality in Externally Provided Social Care'. LINK has been invited to contribute to this joint ASSC / SCS working group, specifically to add to the monitoring of concerns raised by carers and recipients of externally provided social care services. LINK is collaborating in the development of an action plan, to include knowledge and feedback gained from Care Home visits and other information collected from SCS Hearsay and the SDS Forum.

Update from other projects:

Mental Health 'Hearsay' engagement: An action plan for the year is being agreed with Oxford Health and the PCT Commissioners. The delayed report will be published in June and a feedback event planned with service users and carers for later this year.

The first formal meeting for the **Patient Participation Group** attached to Luther Street Medical Centre has taken place. Although low in attendance, the positive responses received are being used to further develop engagement, with LINK facilitation, through existing support groups in the homelessness hostels.

A **Maternity Services review** has been proposed in collaboration with a HOSC working group, Commissioners and OUH. The likely focus will be on post-natal care.

Local HealthWatch

An update on the procurement process will be provided by the LINK lead officer for the County Council.

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