

▶ Your voice on Health and Social Care

# Annual Report 2011-2012

(1<sup>st</sup> April 2011 - 31<sup>st</sup> March 2012)



**Oxfordshire Local Involvement Network**

[www.oxfordshirelink.org.uk](http://www.oxfordshirelink.org.uk)

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***Copies of all reports and responses referred to in this Annual Report, together with project outcomes through which the LINK has helped to improve your local Health and Social Care services, can be obtained on request from the LINK office or via the LINK website.***

## Oxfordshire LINK Core Group

### Introduction by Chair

This has been a year of continual change as we progress towards HealthWatch, the new consumer champion for Health and Social Care. A change of host in April 2011 to ORCC, a respected local organisation with good community networks meant a greater focus on outcomes and engagement in key areas of work identified by users of a range of services. This was despite a cut to funding which inevitably meant a cut too in the staff team, which caused some interruption in work programmes.

We have been challenged to think innovatively to reflect on the structure of the organisation as we move forward and despite difficulties there have been many achievements. The successful model of consultation - 'Hearsay!' - produced some illuminating reports for Social Care and LINK supported the research work of emerging organisations and generated the launch of a new consortium of organisations representing neurological conditions, learning disability and self-directed support, respectively. Specific projects by LINK groups and volunteers to 'Enter and View' Care Homes and to work with the former Oxford Radcliffe Hospitals Trust also led to the production of reports. It is important here to recognise the time and commitment of individuals who have been involved in giving their views and experiences.

Relationships with new partner organisations as members are essential for a successful transition and LINK has positioned itself to embrace strategic development for the Shadow Health and Wellbeing Board, with involvement in drafting guidelines with other counties and with the Clinical Commissioning Group for Oxfordshire. It is also well placed with representation at a national level on the National Association of LINK Members (NALM) and South East region of LINKs and HealthWatch England, to interpret Government guidance and regulations for effective and proactive change management to HealthWatch.

There is a good distance to go and there will be healthy debate still to come, but the foundations of proactive wider public engagement have been laid to develop further partnerships and a new style of collaboration. My thanks are to the Priority and Core Groups, Host staff and all LINK members for remaining consistent during a long period of continual national change and the inevitable uncertainty this brings, as we work to embed effective and efficient services for all.

**Sue Butterworth**

**Chair Oxfordshire LINK**



## Oxfordshire LiNk Host Organisation

### Oxfordshire Rural Community Council

The last year has seen the LiNk go through yet another upheaval in its life and come out safe on the other side. The change of 'Host' organisation last May inevitably caused disruption to the staff team as they moved from Witney to Worton, to join Oxfordshire Rural Community Council, at our offices in Jericho Farm. The transfer also meant less money for the LiNk, and sadly two of the former staff were made redundant – meaning less capacity for administration and communication. The change of home base provided the right moment for the redevelopment of the former 'Stewardship Group', whose small membership welcomed the addition of new blood. The 'Core Group' as it became known, has since included all those actively involved in running LiNk projects – including 'Enter and View' visit to Care Homes, Omega and Personal Budgets. Members of the wider LiNk continue to be warmly welcome to attend the Core Group meetings to meet others and find out about what the LiNk is doing.

A year on, the LiNk staff, and the LiNk itself, has emerged stronger than before, with good quality work being commended by both the Health *and* Adult Social Care Scrutiny Committees, and constructive relationships in place with key partners. More news about these appear elsewhere in the pages of this report.

And now, more change is on the way. For some months, the LiNk has been preparing for the new HealthWatch arrangements, carefully staying abreast of the political decisions that will affect what will be required – and carefully considering how to create a system that will work best for Oxfordshire. For whatever the system, we must remember that it is patients and the wider public who are at the heart of it; and it is they – you - whose interests we are here to serve.

And finally....my sincere thanks to the staff team for dealing with profound change with such good heart, and to Sue Butterworth, who as Chair has steered the LiNk through the last year with amazing charm, grace and skill.

**Linda Watson**

**Chief Executive**

ORCC

### ORCC Oxfordshire LiNk Staff Team:

Adrian Chant - Locality Manager

Man Clark - Communications and Online Support Officer (until May 2011)

Nancy Darke - Administration Assistant (until May 2011)

Sue Marshall - Development Officer

Nicky Robinson - Development Officer

## Oxfordshire LINK Commissioner

As commissioners of the LINK, Oxfordshire County Council has been very pleased to see significant development during 2011 and 2012. The LINK has delivered some extremely challenging and informative work that has contributed to better services for the people of Oxfordshire. Specifically there has been some very helpful work in Social Care (including visits to Residential Care Homes), Personal Budgets and Mental Health.

The LINK has raised its profile this year by taking opportunities to ensure that the views of people are central to the work of Health and Social Care such as taking a seat on the new Health and Wellbeing board and Public Involvement Network.

Our hopes for this year are to see the LINK use its learning from the past to ensure a smooth transition to HealthWatch in 2013.

**Lisa Gregory**

**Engagement Manager**

Joint Commissioning

Oxfordshire County Council



## Oxford University Hospitals NHS Trust

The Oxford University Hospitals NHS Trust has liaised with the Local Involvement Network, through the Core Group, to develop communication links and a constructive working relationship. The Trust is a firm supporter of stakeholder involvement and we are enthusiastic about continuing to develop that relationship during the coming year.

During the last twelve months Oxford University Hospitals NHS Trust has liaised with LINK on a regular basis.

To follow up progress from a small survey previously carried out, a presentation was given about ongoing work to improve patients' experience of discharge from hospital. The Deputy Chair of the LINK chaired an Oxfordshire NHS Trusts 'listening day' to inform work on promoting fair access and equal outcomes in health service provision.

NHS Oxfordshire and Oxford University Hospitals worked with the LINK and several other members of the public, to create a baseline measure/grade for patient services, with respect to promoting a fair and diverse health service locally.

## Thank you

We are very grateful to the following for their time and commitment to the LINK during the year,  
and to the wider Core Group for their continued support.  
(please see page 25 for the full list of Core Group members)

### Stewardship Group up to May 2011

**Dermot Roaf, CBE (Chair)**

**Sue Butterworth**

**Barrie Finch**

**Anita Higham, OBE**

**John Hutchison**

**Mary Judge**

**Richard Lohman**

**Gene Webb**

### Priorities and Finance Groups from May 2011

**Sue Butterworth (Chair)**

**Anita Higham, OBE (Deputy Chair)**

**Sheila Browne**

**John Hutchison**

**Mary Judge**

**Jean Nunn-Price**

**Lionel Revell**

**Dermot Roaf, CBE**

**Christine Standing**

**Patricia Wells**

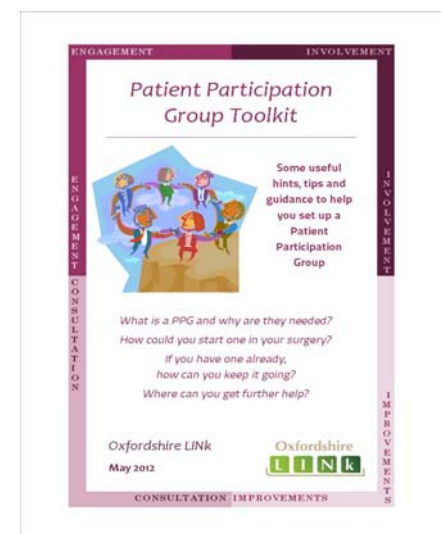
## Project Groups

*Work agreed by the LINK based on developments in Local Health & Social Care*

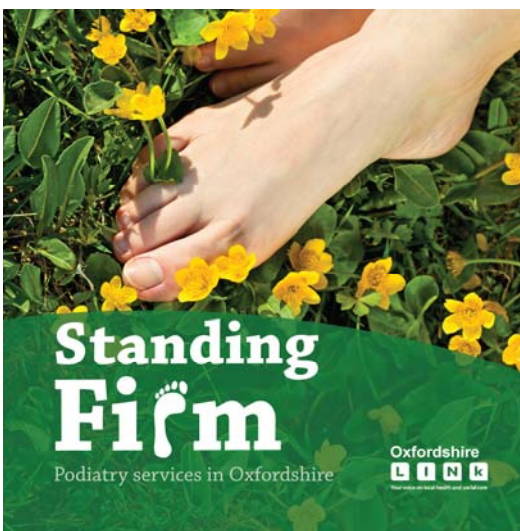
### Patient Participation Group Toolkit

LINK took part in a series of Oxfordshire Clinical Commissioning Group (OCCG) events around the county to encourage as many as possible to join a consultation on the future of public engagement and to provide information about HealthWatch. The Primary Care Trust collected views on their draft Communications and Engagement Strategy for OCCG on how public and patients should be involved in decisions about local services.

We have also put together a 'Tool Kit' to provide information to assist with establishing and working with PPGs. We are currently planning how we take this forward with GP Practices, to work alongside their own strategies for patient & public engagement.



### Podiatry



Following public comments regarding a lack of knowledge about foot care services and alternative treatments available, the LINK team put together a new booklet 'Standing Firm' to provide advice and guidance. It contains specific information about where people can access the services they need. Over 1,000 copies of the booklet have been distributed to GP Surgeries, Libraries, Age UK, Pharmacies, Leisure Centres, Day Centres, Children's Centres and Disability Organisations. The booklet and an electronic version of the Directory are also available to download from the LINK website. Feedback from GP practices and patients has been very positive and several organisations have requested additional copies for distribution.

### Luther Street Medical Centre

As part of work to support Patient Participation Groups (PPGs) the LINK assisted Luther Street Medical Centre in the development of its PPG. The Medical Centre is open to anyone in Oxford who is homeless or vulnerably housed. In partnership with a seconded Social Work student, LINK facilitated an initial PPG meeting with clients, held at Crisis Skylight, in March. The feedback received was positive and constructive. LINK is currently reviewing the best means to support this group in the future.

*"Oxfordshire LINK provided support and help with many aspects of the group. They also empathised with how important it was that the PPG was empowering and set up to reassure the patients their views were important and not just a tick box exercise" Misty-Rose Baker, Social Work Student, Luther St Medical Centre*

## Have a Say Fund

*Small grants programme enabling communities to make a difference*

### Katherine House Hospice



The Project enabled day hospice patients to access creativity and relaxation through horticultural therapy. All those who participated were encouraged to give feedback on the services they are using, and were each given LINK information leaflets and response cards, to enable them to do so.

“We would like to thank LINK for enabling us to take this very worthwhile project forward”.

Pat Smith,  
Senior Nurse,  
Day Hospice.

### Oxfordshire Neurological Alliance

ONA used the ‘Have a Say’ fund grant to pay towards the costs of a facilitator for their consultation evening. The evening enabled 50 people with a range of neurological conditions to give their views on their priorities for improving local services and to help shape the organisation’s business plan.

### Eve Women’s Well Being Project

The grant paid towards the production costs for the first performance of ‘VOICES FROM THE DARK’: ‘A poignant selection of stories told by 21st century women of over coming mental, physical and emotional illness’. The benefits to the women involved have been immense, building their confidence and self-esteem as well as being very therapeutic in having their stories heard and responded to so positively.

Eve are currently in the process of getting a book of the stories published to work alongside the production. This book and a film of the event will be distributed to providers of healthcare and other stakeholders to highlight some of the problems that women face.

### Crisis House Project

The central principle of the Crisis House Project is to pay full attention to Mental Health service users’ needs and concerns. At a series of meetings over many years, service users have made clear their desire for a refuge to go to when they are unable to cope at home, but are not ill enough to go to hospital. This Project consisted of a survey, to gain views from a large number of current users, as to the desirability for such a facility. The responses revealed that there is still a gap in the crisis service and that there is a need for a residential non-hospital facility for people in mental health crisis.

### Enrych (formerly Ryder Cheshire Volunteers)

“We know there are more people still to reach in the area and so our work continues....” Sue Linnett.

ENRYCH used the money from the ‘Have a Say’ fund to promote their services in West Oxfordshire, through a series of information events, networking events and meetings, as well as leaflet distribution. This promotional work resulted in 20 referrals in the past 18 months.





## Partnerships

*LINK working together to create a stronger voice for service users and carers*

### Oxfordshire Family Support Network

Oxfordshire Family Support Network is a small registered charity and company limited by guarantee. It is an organisation that is user-led and provides information, advice and support by and for family carers of people of all ages with a learning disability.

“We are very grateful for the support we have received from LINK throughout the last year to enable us to carry out a number of activities”

Jan Sunman, OxFSN

- **Continence service evidence gathering**

OxFSN worked with LINK to gather evidence from families about the impact of changes made to the continence service. The gathered information was passed to the OCC Sounding Board for follow-up. Key issues identified were the quality of products and flexibility of provision under the new service.

- **LINK Support for Family Information Fair**

The OxFSN Family Information Fair, which was designed to give information to families who have relatives of all ages with learning disabilities, was held in November 2011 and attended by over 300 people. LINK had an information stand at this event. There was also a stand to seek the views of families on the new HealthWatch structures in Oxfordshire.

- **Older Carers**

Following the receipt of a small grant from the ‘Have a Say Fund’ in 2010, LINK provided further funding to continue project work with older carers of people with learning disabilities. This support made it possible for OxFSN to receive additional funding from Comic Relief to be able to expand on the learning from this project and to start to develop a support service for older carers, called ‘Changing Scenes’.

Some of the key issues that have been identified are:

- Significant health issues affecting carers over 60 that impact on their caring role and make it a challenge to deal with their own health needs
- The need for extra support in order to maintain a social life for their son / daughter
- The need for easy to understand information about topics that they are unsure about
- The challenge for those with mild to moderate learning disabilities to have sufficient to do during the day
- Lack of advice and information on volunteering and work opportunities for those with mild to moderate learning disabilities
- Concerns around ensuring that parents can be contacted and supported in an emergency, alongside worries about the safety and vulnerability of their son / daughter
- Changes to day service providers and the impact this will have on carers
- Person centred planning and personalisation – help with understanding the process and how it can help and support carers, alongside help to make robust plans
- Lack of flexibility in the way that respite care is provided and a lack of awareness of other alternatives that may provide the flexibility carers sometimes need

For more information on any of the above, please contact [info@oxfsn.org.uk](mailto:info@oxfsn.org.uk) or call 07596 784947.

## Partnerships

*LINK working together to create a stronger voice for service users and carers*

### OMEGA - Oxfordshire ME Group for Action

An important new research project into the views of GPs in Oxfordshire was started in early 2012. Funded by the LINK, OMEGA is repeating a survey first carried out 10 years ago to find out what GPs think of information and services for people with CFS/ME (Chronic Fatigue Syndrome/Myalgic Encephalomyelitis) in the county.



The previous survey found that 54% of GPs were not aware of the services available or were not satisfied with existing provision. It gave evidence of need for treatment for the most severely affected – including the 25% of people housebound and often bedridden because of the illness.

The findings in 2002 provided critical evidence which helped to win Department of Health funding for the multi-disciplinary Oxfordshire Community CFS/ME Team (OCCMET) which is now well established. This new piece of work will look at how support and information for GPs has changed over the past 10 years and whether GPs believe services need further improvement – particularly for children suffering from this disabling condition.

**OMEGA is the support and campaigning group for people with ME (also called ME/CFS). For further information on the work that OMEGA does, or about ME please see [www.oxnet.org.uk/omega](http://www.oxnet.org.uk/omega).**

### Self-Directed Support Launch

LINK co-sponsored this whole day event entitled 'Taking Control – Choices and Challenges'. This event was the formal launch of The Oxfordshire Wheel, and was designed to give an opportunity for individuals, families and professionals to come together and explore the choices and challenges of the personalisation agenda.

Over 130 people attended the event, and provided the opportunity to look at what is working and what can be improved for people using personal budgets and gather their experiences and comprised of a conference, information stands and workshops. A detailed report on the findings from the day has been produced.

### Patient Environment Action Team (PEAT) Inspections



This year the LINK was asked to provide volunteers to help local Community Hospitals carry out inspections with their Patient Environment Action Teams. Five LINK Authorised visitors were involved as lay representatives carrying out these inspections at eight local hospitals:

**Abingdon, Bicester, Didcot, Oxford, Henley-on-Thames,**

**Wallingford, Wantage, Witney**

Inspections are self-assessed and cover standards across a range of services including food, cleanliness, infection control and patient environment, including bathroom areas, décor, lighting, floors and patient areas. Some suggestions for general improvements that were noted by visitors were easier door access to disabled toilets, a need for pedestrian walk areas in the car park, alternative tea time menu for those not wanting sandwiches and improvements in food generally.

## Partnerships

*LINK working together to create a stronger voice for service users and carers*

### Self Directed Support Forum

Oxfordshire Self Directed Support Forum is a group of users, carers and representatives of users or carers who have, over the past 4 years, been a reference group throughout Oxfordshire County Councils development and introduction of self directed support (SDS).

The group, currently about 10 people, meet quarterly and have gained and shared a huge amount of knowledge about SDS and individual budgets. They have questioned, commented, challenged and influenced Oxfordshire County Council (OCC) on all aspects of the system, including how to contest or complain about a budget, independent brokers and what their role is, design of the SDS leaflets, personal assistants and individual experiences of the process.

Now that SDS is being introduced to most clients the groups role has been defined as:

‘Working to ensure that self directed support is a positive experience for those who need care. To achieve this through comment, influence, challenge and monitoring the implementation of SDS and its affects on those who receive, or care for people who receive, it. Improve knowledge, support and understanding of SDS and to promote best practice and good news stories in the County’.

Forum members decide the issues they wish to discuss and invite relevant people to give presentations, listen to comments, and address any issues raised. Most recently, guests from the Primary Care Trust have attended to explain and discuss personal health budgets and how they interconnect with personal budgets for social care. The Deputy Director for Adult Social Care also presented the findings of the Oxfordshire County Council review into SDS and the improvements they were making following this review. In the future, the group look at how people are supported when they are not happy with the care they have purchased with an individual budget.

If you would be interested in being part of the Forum please contact Michelle Evans on 01235 520440 or [admin@oxoncarersforum.org.uk](mailto:admin@oxoncarersforum.org.uk)

**Alice Runnicles**  
**Director of Information & Empowerment**  
 Age UK Oxfordshire

### The Oxfordshire Wheel

“We are very grateful for the active support that has been received from LINK, it helped to make a reality of one of our first aims: working together to promote independent living through our launch event held in March”.

Yvonne Cox, Oxfordshire Wheel

The Oxfordshire Wheel is a newly formed organisation, which was developed in 2011 by a group of user and carer led organisations. It has been set up as a multi-stakeholder co-operative, and its purpose is to promote the improvement of existing services, and develop innovation which supports self-directed support across health and social care.

## Partnerships

*LINK working together to create a stronger voice for service users and carers*

### Patient Voice

Patient Voice listens to the people of Oxfordshire who are, or have been, patients in any of the county's acute hospitals, and ensure that they have a say in influencing the quality of their care.

Following the study of hospital discharge procedures carried out in 2010/2011 members of Patient Voice met staff of the OUH NHS Trust in October 2011 who described in detail the improvements and changes they had begun to make. This has centred around top five actions for the 'Home for Lunch' initiative:

- All patients to have an Estimated Date of Discharge (EDD) in Case Notes within 24 hours of admission
- All patients to be given a copy of the '*Leaving Hospital*' leaflet on admission and have their discharge process clearly explained to them
- All '*To Take Out*' medications to be completed the night before discharge.
- All patients requiring a community hospital to be sent to the first available community bed
- All patients moved to transfer lounge or day room by 10am on day of discharge, 7 days per week.

As part of the LINK 'Have a Say Fund' grant scheme, Patient Voice carried out a survey on hospital food and drink, including accessibility. The terms were as follows:

1. Undertake research based on questionnaires completed by patients from ORH and NOC NHS Trusts in the last 6 months.
2. Ascertain patients' experiences of eating on wards
3. Assess quality and appropriateness of food and drinks and whether patients were able easily to access the food, regardless of the degree of their physical capability.

The report was presented to the LINK Stewardship Group in April 2011 and forwarded to both Hospital Trusts. There was some positive feedback regarding the food, though many patients were critical. Regarding accessibility, dignity and nutrition, there were concerns.

In July 2011 the Care Quality Commission published: 'Dignity and Nutrition for Older People: Review of Compliance: Oxford Radcliffe Hospitals NHS Trust'. The report stated:

***Outcome 1:*** *People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run*

Overall, they found that the John Radcliffe was meeting this essential standard but, to maintain this, they suggested some improvements were made.

***Outcome 5:*** *Food and drink should meet people's individual dietary needs*

Overall, they found that improvements were needed for this essential standard.

The Care Quality Commission asked the ORH NHS Trust to send a report within 10 days of them receiving the report, setting out the action they would take to improve. The CQC would check to make sure that the improvements were made. The CQC's findings echoed the findings of Patient Voice's survey. The Trust formed an action plan which was presented to the OUH NHS Trust Board in September 2011.

## HealthWatch

*The new consumer voice for Health and Social Care*

### HealthWatch Oxfordshire

Last year's Annual Report explained the background to the development of 'HealthWatch', envisaged in the Department of Health's 2010 White Paper. The Health and Social Care Act (March 27<sup>th</sup> 2012), places on every English Local Authority (with Social Care responsibilities) the statutory duty to establish, from April 2013, a Local HealthWatch (LHW). This must be a not-for-profit corporate body, with statutory functions. It must be totally independent, both of the NHS and of the local authority, and accountable to the people of Oxfordshire. It is responsible to Oxfordshire County Council (OCC) for its funding, which is provided by central government. Each LHW will be guided and advised by HealthWatch England (HWE), a statutory committee of the Care Quality Commission (CQC). HWE comes into operation on October 1<sup>st</sup> 2012.

LHW Oxfordshire's overall task is to ensure that people's rights to equality and justice in Health Care, Public Health Care and Social Care are respected. It must monitor the quality of the commissioning and of the provision of these three services. LHW Oxfordshire must be representative of the area's people, geographically, demographically, ethnically and of those with learning and/or physical disabilities.

Members of the Oxfordshire LINK have contributed alongside OCC in every aspect of the Council's consultation and preparation for 'HealthWatch'.

The Chair of Oxfordshire LINK, Susan Butterworth and the Deputy Chair, Anita Higham, are members of the County Council's HealthWatch steering group. This includes a wide range of people covering different ages, geographical areas, disability and ethnicity.

During the past year, Anita Higham has been re-elected to represent the South East of England LINKs on the Department of Health's HealthWatch Reference Group, which in turn elected her to represent its 10 regional members at the Department's HealthWatch Programme Board. She continues to be a member of the NHS Alliance's national Patient and Public Involvement steering group, and has been elected to represent the South of England on the steering group of NALM, (National Association of LINK Members). She continues as a LINK representative on the CQC's 'Dignity and Nutrition Inspection' group. Her membership of these various groups provides significant opportunities to contribute to the development of Oxfordshire's HealthWatch.

The 2012 Act also places on OCC a further statutory duty to establish a Health and Well-Being Board (H&W-BB). This was established in 'shadow form' in January 2012 and is scheduled to start in April 2013. The overall duty of the H&W-BB is to ensure that, once the county's strategic needs for health care, public health care, and social care have been thoroughly assessed, all the H&W-BB members commit to a 'Strategic Plan' to improve the health and well-Being of the local population, through the NHS and local authority as commissioners.

The LHW is a statutory member of this Board. The new Act stipulates that the LHW representative(s) on the H&W-BB must ensure that the evidence which the LHW obtains about Oxfordshire people's experiences, is consistent with the Board's agreed 'Strategic Plan' for improving the Health and Well-Being of the county's people. If it is not, LHW must robustly challenge the commissioners.

Susan Butterworth is currently the LINK member of the shadow H&W-BB and Anita Higham is a member of the 'Health Improvement Board' which addresses the Public Health agenda.

Susan Butterworth is also a member of the Public Involvement Network which underpins the Board's public involvement.

Following OCC's public HealthWatch meeting in April 2012, a working group was established in the form of a partnership including Oxfordshire LINK, with the aim of creating a corporate body. This would then be able to tender for the county's Local HealthWatch contract. It is hoped that this group will have concluded its work by September 2012.

**Anita Higham OBE, South East elected Representative Member, Department of Health's HealthWatch Advisory Group and Programme Board, Deputy Chair Oxfordshire LINK**

## HealthWatch

*The new consumer voice for Health and Social Care*

### Health and Wellbeing Board

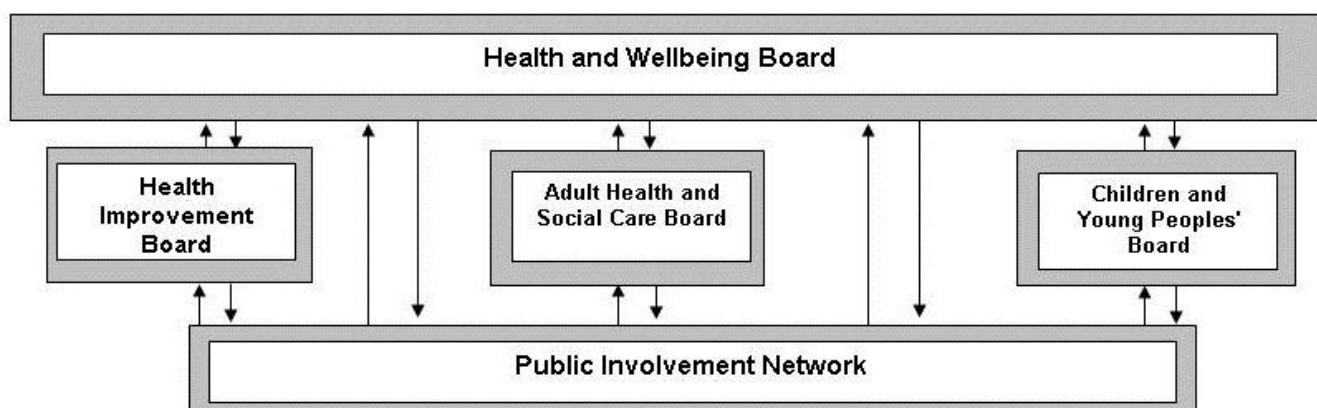
The Health and Wellbeing Board is in development to improve the health and wellbeing of the people of the County through partnership working.

The Board is a partnership between Local Government, the NHS and the people of Oxfordshire. Members include local GPs, Councillors, the Local Involvement Network and senior Officers from Local Government.

Early tasks for the board have been to look at the biggest challenges facing the wellbeing of Oxfordshire's people and to set out the Board's initial ideas in a draft strategy ('Draft Joint Health and Wellbeing Strategy').

The Board have consulted with the people of Oxfordshire and a wide range of organisations in a debate to refine and improve its initial proposals.

#### What does the Health and Wellbeing Board look like?



The purpose of each of the Partnership Boards and the Network are outlined below:

#### Adult Health and Social Care Board

To improve outcomes and to support adults to live independently with dignity by accessing the support and services they need while achieving better value for money.

#### Children and Young People's Board

To keep all children and young people safe; raise achievement for all children and young people and improve the life chances for our most disadvantaged and vulnerable groups

#### Health Improvement Board

To add life to years and years to life, focusing on the factors underpinning wellbeing, while levelling up differences in the health of different groups in the County

#### Public Involvement Network

To ensure that the genuine opinions and experiences of people in Oxfordshire underpin the work of the Health and Wellbeing Board.

## HealthWatch

*The new consumer voice for Health and Social Care*

### Health and Wellbeing Board

#### What are the priorities for Oxfordshire's Draft Health and Wellbeing Strategy?

##### Adult Health and Social Care



**Priority 1:** Making health and social care services better for older people and their carers, by working together closely

**Priority 2:** Supporting older people to live with dignity and greater independence



**Priority 3:** Supporting adults with long-term health conditions or disabilities to live independently and achieve their potential

##### Children and Young People



**Priority 4:** Keeping all children and young people safe

**Priority 5:** Helping all school children, young people and school leavers to achieve greater things



**Priority 6:** Making sure our most disadvantaged children and young people do as well as they can



**Priority 7:** Making sure all children have a healthy start in life and then that they stay healthy

##### Health Improvement



**Priority 8:** Preventing early death and improving quality of life in later years



**Priority 9:** Preventing long term disease by tackling obesity and increasing exercise

**Priority 10:** Improving housing



**Priority 11:** Stopping disease spreading, through immunisation

## Enter and View

*Enabling communities to influence the care they receive*

### Oxfordshire LINK Authorised Visitors

- Sheila Browne
- Sue Butterworth
- Philip Clayton
- Monica Collings
- Fatima Elawad
- Pamela Fletcher
- Tom Griffin
- John Hughes
- Marion Judd
- Mary Judge
- Richard Lohman
- Caroline Molloy
- Emily Norton
- Jean Nunn-Price
- Chris Ringwood
- Dermot Roaf
- Margaret Simpson
- Evelyn Taylor
- Irene Taylor
- Ann Thompson
- Ann Tomline



### Visits to Care Homes

Volunteers are continuing to visit Oxfordshire Residential and Nursing Care Homes under the LINK 'Enter and View' project

Members new to the project were given training over the winter months, which included an information session on dementia delivered by two carers with very differing experiences of dementia care and support in residential homes. LINK, in partnership with Oxfordshire County Council, also delivered a session which covered the Legal Framework and Code of Conduct and also provided an opportunity to meet two residents from a care home in Chipping Norton who generously gave their time to provide an insight into the kind of questions and discussions which could help during the visits.

The criteria for choice of home were similar to the previous visits, except that some smaller homes have been included. We have tried to ensure that visits cover the whole county, with a variety of owners – private, charitable, not-for-profit, and as local as possible to the visitors' homes

Some changes to the guidelines suggested by our experiences of the first phase of visits were made, so that all were working to the same pattern. Homes were informed by LINK of our wish to visit, with a clear statement of our intention to visit and not to inspect. Two volunteers were allocated to each Home, who then made mutually convenient arrangements for the visit .

Members of the LINK will agree a final report which will be submitted to the Joint Health and Adult Social Care Scrutiny Committees and to the Care Quality Commission before being published and information contained in the report will be fed back to the providers and to Oxfordshire County Council.

At this stage it is too early for many conclusions, but there are noticeable changes since the last report. We have made some repeat visits where it was thought to be necessary. Visitors have been welcomed by almost all the managers and it has provided an opportunity to explain what Oxfordshire LINK does, and to introduce them to Local HealthWatch.



## Hearsay

*Come and hear what people have to say - Come to have your say*

### Explanation of Hearsay! Engagement Work

We use a model of engagement at Oxfordshire LiNK called Hearsay! To explain the name – ‘Hear’ – come and hear what people have to say – ‘Say’ – come to have your say.

Hearsay! is all about listening and being heard by the LiNK (independent of any other organisation) and by the providers of a service. We strongly believe service users and their carers, friends and family members have the right to speak directly to the service providers so they can tell them first hand, with support in a safe, well-facilitated environment, exactly how their services affect them - what is good and needs to continue, what isn't working well, ways they could be improved and also what is actually wrong with the service or lack of service.

The key lies in getting the commitment of the service provider to listen to everything that is being said and documented, however difficult or frustrating, and to respond to people in a timely and assessable fashion. After a Hearsay! event, where everything that is said is recorded, the LiNK produces a report and agrees the main priorities, from which the service provider(s) and commissioner(s) produce an action plan detailing how they can make improvements and changes to services.

This action plan is reviewed quarterly and updates from the service provider are sent to the guests involved. We always involve service users and carers in the planning of a Hearsay! event and at each feedback stage.

We have now held five successful Hearsay! events since its inception, with positive feedback received from the majority involved. Hearsay! provides a great opportunity for services to work in partnership.

“I have worked on three Hearsay! events with the LiNK and have found it informative, creative and inspiring. The staff and the people of Oxfordshire who they are in contact with bring real experiences of looking for support and using the services the council provides. Hearing the stories they bring is the start of making a difference to what we do. We work together in partnership but the important part is that the LiNK challenge the council and hold us to account.”

Val Wilson, Complaints and Information Manager, Oxfordshire County Council



## Hearsay

*Come and hear what people have to say - Come to have your say*

### Social Care Hearsay

Since March 2010 Oxfordshire LINK have been running an annual Hearsay! event, in partnership with Oxfordshire County Council, for users of social care services. We invite people who use adult services provided by Social and Community Services to come along to have their say on the services they are using.

During the day we ask those attending what changes they most want to see made to the services they use and to come up with suggestions on how these changes can be made. Our guests are able to talk to each other, share their experiences and speak directly to John Jackson, the Director for Social and Community Services, Council staff and the County Councillor responsible for Adult Social Care in Oxfordshire.

After each event a report is produced by Oxfordshire LINK containing key priorities from the day, along with an action plan from the Council detailing how it will address the issues that arose.

Between each event Oxfordshire LINK monitors the Council closely to see how it has been working to meet the priorities set in the report. We work together to provide feedback to guests on the action plan every three months. We also ask guests to complete a survey following each event to see if they have noticed any improvements to the services they are using - 45% of those attending said they have. The actions which are not met over the year are taken forward as part of the priorities in the next report, to ensure all actions are continually monitored from one year to the next.

Guests are also asked to join our Hearsay! planning group and along with the Council, we plan future events together, to ensure they meet the needs of the people we are aiming to help. We hear directly from John Jackson at the planning meetings and he explains what Oxfordshire County Council has been doing to complete the priorities set out in the report. The Council takes everything that is said at a Hearsay! event seriously and are totally committed to the process.

### Social Care Hearsay—2012 Key Priorities

**PRIORITY 1 – To ensure all information is easy to access**

**PRIORITY 2 – To look at the assessment process**

**PRIORITY 3 – To improve the training and consistency of carers**

**PRIORITY 4 – To monitor the quality of care provided in a transparent way**

**PRIORITY 5 – To look at housing and transport concerns**

**PRIORITY 6 – To complete the outstanding actions from last year**

*For previous reports listing priorities set out in 2010 and 2011, please contact the office or see the LINK website*

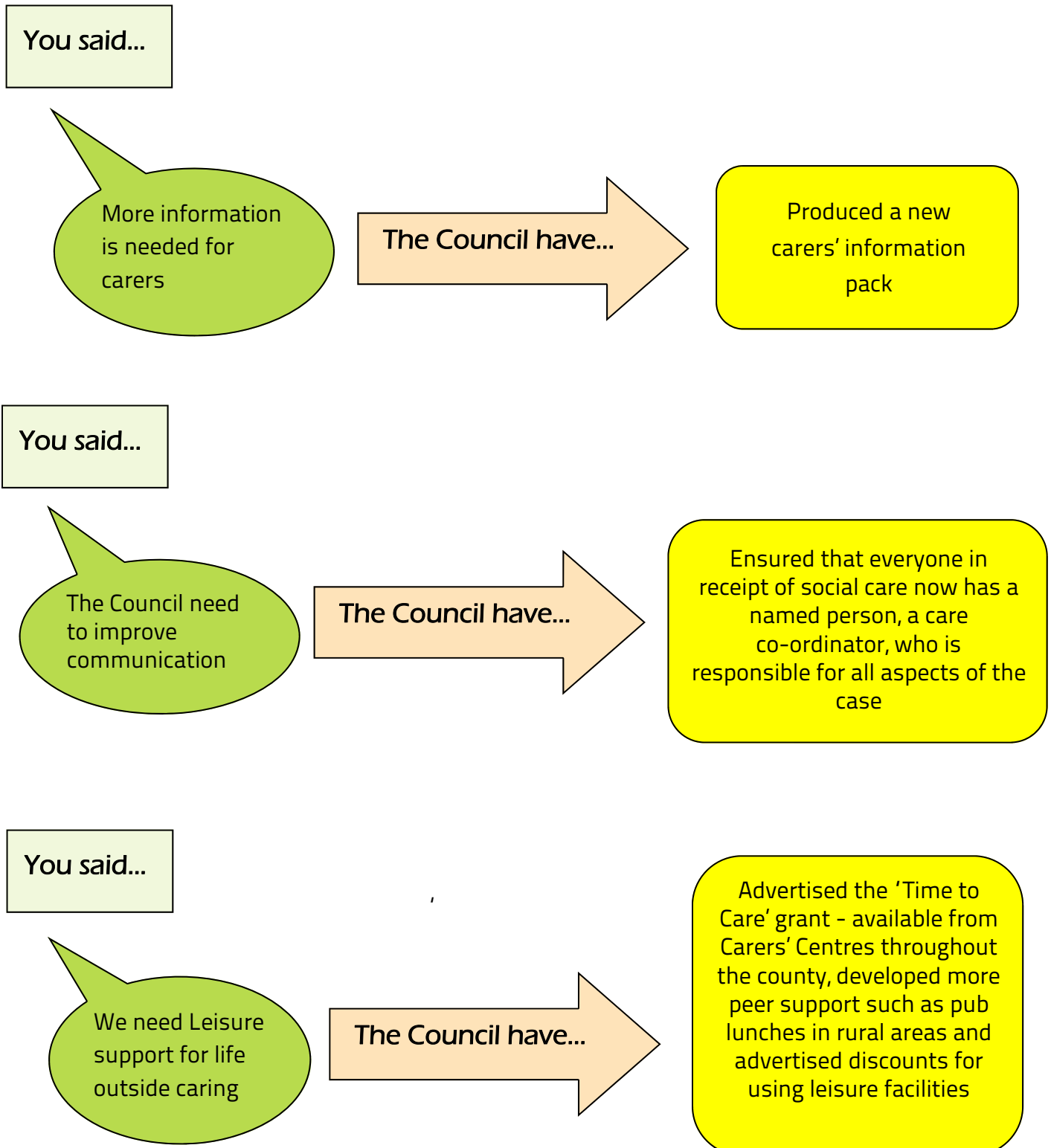
## Hearsay

*Come and hear what people have to say - Come to have your say*

### What has Social Care Hearsay achieved?

Working in partnership with the Council, we are satisfied that Hearsay! has achieved what LINK set out to do. Through listening carefully to our guests we are able to explain to the Council exactly what improvements are needed and staff have worked hard to make the changes people have asked for.

Some examples of what has been achieved:



## Hearsay

*Come and hear what people have to say - Come to have your say*

### Mental Health Hearsay

The aim of holding this event was to enable people who currently use (or have used in the last 3 years) Mental Health services in Oxfordshire, and their friends, carers and family members, to meet with people who organise, commission and deliver these services. Previously, there was an engagement system in place called the Mental Health Sounding Board, which enabled people to feedback their comments on the services they use. This system was modified to become consistent with the successful Hearsay! model.

LiNK invited representatives from Oxfordshire County Council, Oxford Health, Oxfordshire PCT and Oxfordshire LiNK, to enable people to describe and explain to the service providers and commissioners, how the services are working to meet their needs, or if improvements can be made. We wanted to discuss such things as the pathway to care; whether there are gaps in the services and if services are available and accessible to everyone.

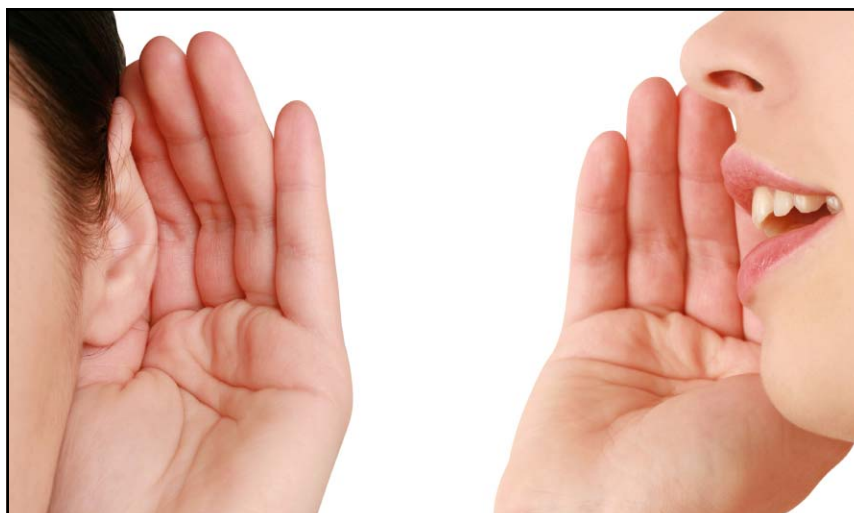
The programme for the day was not set in advance, but agreed by people at the event, depending on what issues arose and what people wanted to discuss. We aimed for every comment to be listened to, taken seriously and noted down for inclusion in the overall report.

The event was independently facilitated by Jeremy Spafford, who has previously facilitated Mental Health Sounding Boards and other Hearsay! engagement events. On the day we had talks from Fenella Trevillion, Head of Partnerships, Oxfordshire Clinical Commissioning Group, showing their commitment to the process, David Bradley, Chief Operating Officer from Oxford Health, together with other senior managers and support staff in attendance.

Following the event, five key areas were prioritised that guests would like the service provider to work on. These are:

1. Pathway to care and access to services
2. Relationships – between physical and mental health services between different services, service user, carer and family
3. Carers
4. Confidentiality
5. Communication and Information

A report and action plan is being agreed at the time of writing.



## Marketing and Promotion

*The public face of the LINK*

### Mailchimp

During 2011 we began using an online email system 'Mailchimp' to enable emails to be sent more effectively to all those registered with the LINK. Through an improved database system, it will be possible to identify and target email recipients accurately by postcode, level of participation and individual or organisational representation, for example. This will be used in conjunction with data gathered from the Oxfordshire Data Observatory and the increased use of social networking to bring additional participation and involvement to the work of the LINK. A Social Media plan, which we will revisit in 2012, will focus on the promotion and support for specific project work and publicise the results of engagement work and reports, alongside promotion of Local HealthWatch during the transition year.



### Newsletters and E-bulletins

The screenshot shows the Facebook profile for Oxfordshire Link. The page includes a navigation bar with 'Oxfordshire Link', 'Timeline', '2012', and 'Highlights'. The main content area displays several posts:

- A post from 5 January: "There are still a few places left for our Mental Health Hearsay! event on 12th January. If you would like to come, either email us on sue.marshall@oxonrcc.org.uk or call the office on 01865 883488 to book your place."
- A post from 15 February: "Come to our third Annual Social Care Hearsay! Event." with a flyer for the event on 9 March at 11:00 at Four Pillars Hotel, Witney, Oxfordshire.
- A post from 15 December 2011: "We have just published the December issue of our Newsletter. To download a copy, visit our website: www.oxfordshirelink.org.uk and click on our Newsletter page."
- A post from 8 December 2011: "Do visit our website where you can find out more about us. You can leave your comments on the services you are using by clicking on the 'Tell us your Views' button. You can also 'Join Us' to receive more information about the work we are doing."
- A post from 8 December 2011: "If you need to access a Podiatrist in Oxfordshire, we have created an information booklet and on line resource that we hope will be of use to you. Either visit our website: http://www.oxfordshirelink.org.uk/ or call us on 01865 883488 for a copy of the booklet."

We continued to use Facebook, Twitter, Press Releases, Local radio, direct mailings, e-bulletins and printed newsletters, to promote and support LINK project work. Facebook proved particularly useful in advertising our Hearsay events, and gathering feedback on the services which were being examined.



## Marketing and Promotion

*The public face of the LINK*

### New website!

A NEW LINK website was successfully launched in 2011

[www.oxfordshirelink.org.uk](http://www.oxfordshirelink.org.uk)



There are several new features to the website, including an events calendar (see left), advertising events and meetings for other organisations as well as for LINK.

A 'News and Updates' section keeps people informed about latest LINK developments, as well as other local and national information (see below).



Anyone can register on-line and receive updates with our new 'Join Us' button' (see below).



We also have pages dedicated to current LINK projects; Hearsay events; and a resources page.

There's also a new facility that people can use to tell us their views on the services they are using (see right).



About

Projects

Hearsay!

Resources

Newsletters

Partners

Contact

## Work Planning for 2012–2013

*LINK* ⇌ *Local HealthWatch*

In this final year for LINKs, with Local HealthWatch becoming an increasingly large ingredient as the transition phase moves closer, it's especially important that Oxfordshire LINK ensures that ongoing projects are completed on time and that legacy reports and information is available to continue the work which LINK has taken forward since 2008.

Some projects will conclude, other work will be maintained into the next phase. These will include the Hearsay! engagement events for both Social Care and Health; the development of Patient Participation Groups under the new local commissioning structures; and the Partnership work with other local organisations, which has proved to be an important element to this year's engagement activities.

At the time of writing there is one new project which the LINK has agreed to take forward:

### Maternity Services Review

Through previous engagement work, LINK received a variety of comments relating to maternity services in Oxfordshire. We are planning to work with Oxfordshire Joint Health Overview and Scrutiny Committee (HOSC) to look at issues, specifically around post-natal maternity services. We will work with other organisations and undertake additional research to obtain a comprehensive, up to date picture of how people feel about post-natal services. As with all Oxfordshire LINK's projects, the results and suggestions from our work will be shared with the relevant service provider and commissioners and a request for a response made.

Post-natal maternity services are those services used after birth including breastfeeding clinics, the newborn screening programme, neonatal unit, Special Care baby unit (SCBU), Birth Afterthoughts and includes community health visitors.

Oxfordshire Link will be circulating questionnaires and gathering information via the following avenues:

Family support websites, for example 'Netmums' Oxfordshire		
Local press	Children's Centres	
Mother and Baby groups, toddler groups		
Facebook	Twitter	Oxfordshire LINK website

Organisations or groups Oxfordshire LINK will be working with, include:

- Oxford University Hospitals Trust, Children's and Women's Division
- Maternity Service Liaison Committee
- Oxfordshire PCT
- Oxford Health
- Locality Clinical Commissioning Groups
- Voluntary Sector
- HOSC working group



## Appendix 1

### Key Facts and Figures for Oxfordshire LINK

#### NAME, ADDRESS AND CONTACT DETAILS FOR THE LINK

*Until 30<sup>th</sup> April 2011:*

Oxfordshire LINK  
Bourton House  
18, Thorney Leys Business Park  
Witney  
Oxon OX28 4GE

*From 1<sup>st</sup> May 2011*

Oxfordshire LINK  
Jericho Farm  
Worton  
Witney  
Oxon OX29 4SZ

Tel: 01865 883488

Email: LINK@oxonrcc.org.uk

#### NAME, ADDRESS AND CONTACT DETAILS OF THE HOST ORGANISATION

*From 1<sup>st</sup> May 2011*

Oxfordshire Rural Community Council  
Jericho Farm  
Worton  
Witney  
Oxon OX29 4SZ

Tel: 01865 883488

Email: orcc@oxonrcc.org.uk

Registered Charity number: 900560

Registered Company number: 2461552



*For the period of this report until 30<sup>th</sup> April 2011:*

Help & Care  
The Pokesdown Centre  
896 Christchurch Road  
Bournemouth  
BH7 6DL  
Tel: 0300 111 0102

Registered Charity Number: 1055056

Registered Company Number: 3187574



**NAMES OF INDIVIDUALS WHO WERE INVOLVED IN MAKING RELEVANT DECISIONS****Stewardship Group up to May 2011**

Sue Butterworth  
Barrie Finch  
Anita Higham  
John Hutchison  
Mary Judge  
Richard Lohman  
Dermot Roaf (Chair)  
Gene Webb

**Core Group (including Priorities & Finance) from May 2011**

Sheila Browne  
Sue Butterworth (Chair)  
Yvonne Cox  
Anita Higham (Deputy Chair)  
John Hutchison  
Mary Judge  
Lionel Revell  
Dermot Roaf  
Christine Standing  
Patricia Wells

**Wider Core Group representatives from May 2011**

Barrie Finch  
John Hughes  
Richard Lohman  
Barbara Lyons  
Rob Murdoch  
Jean Nunn-Price  
Fraser Old  
Jacquie Pearce-Gervis  
Chris Ringwood  
Jan Sunman  
Gene Webb  
Ann Whitford

### STATISTICS – LINK participants / members on 31<sup>st</sup> March 2012

Total number of registered members on 31/03/2012	1,270			
Total number of registered members on 31/03/2011	1,143			
Unsubscribes were 70 (8.5%) during the year due to an improved email & database system, however all of these have been counted as participants in the LINK at some point during the year and are included in the above figures.				
Level of participation	Total	Of which:		Of these:
		Individual participants	Interest group participants	People with a social care interest
Informed participation	1,029	460	569	639
Occasional participants	200	156	44	144
Active participants	41	20	21	15
Total number of interest groups on 31/03/12 which represent sections of the community who could be described as 'seldom heard' or 'hard to reach' including: Age, Gender, Language, Religion, Ethnicity, Race, Disability, Sexual Orientation.		51 such groups and organisations participated in some form of LINK engagement		
What have been the top three most effective ways your LINK has used to engage local people that have <b>yielded the most feedback</b> ? Place in order of effectiveness with the most effective first.		<p>1. 'Hearsay!' model of engagement with Social Care and Mental Health service users, carers, providers &amp; commissioners.</p> <p>2. Partnership working with statutory and voluntary sectors. i.e. Patient Participation Groups, Oxfordshire Wheel.</p> <p>3. Project work through developments in the personalisation and self-directed support agenda.</p>		

### Requests for information in 2011-12

How many requests for information were made by your LINK during 2011-12?	4 (including project actions plans containing more than one request)
Of these, how many of the requests for information were answered within 20 working days?	3
How many related to social care?	2

### Enter and View in 2011-12

How many enter and view visits did your LINK make?	26
How many enter and view visits related to health care?	8
How many enter and view visits related to social care?	18
How many enter and view visits were announced?	26
How many enter and view visits were unannounced?	None

### Reports and Recommendations in 2011-12

How many reports and/or recommendations were made by your LINK to commissioners of health and adult social care services?	44 recommendations contained within 6 reports
How many of these reports and/or recommendations have been acknowledged in the required timescale?	All
Of the reports and/or recommendations acknowledged, how many have led / or are leading to service review?	36 recommendations contained within 3 reports
Of the reports and/or recommendations that led to service review, how many have led to service change?	15 (+ ongoing during 2012-13)
How many of these reports/recommendations related to health services?	27
How many of these reports/recommendations related to social care services?	17

### Referrals to Overview and Scrutiny Committees in 2011-12

How many reports were made by your LINK to an Overview & Scrutiny Committee (OSC)?	5
How many of these reports did the OSC acknowledge?	5
How many of these reports led to service change?	3 through working in partnership with providers & commissioners

## Appendix 2

### LINK Finances

Oxfordshire LINK Financial Report for the period  
1<sup>st</sup> April 2011 to 31<sup>st</sup> March 2012

<b>Income in 2011-12</b>	
Amount allocated to the local authority by the Department of Health	£223,000
Amount of funding received by the Host from the local authority	£138,000
Amount of funding received by the LINK from the Host	£20,000
Amount of funding carried over from previous year	£20,911
Other income (if known)	None
Total budget for 2011-12	£158,911
<b>Spending in 2011-12</b>	
Total spend by Host organisation	£132,000
Total spend by LINK	£20,066
Total spend	£152,066



## Join us!

If you want to make your voice heard:

- Register online:  
[www.oxfordshirelink.org.uk](http://www.oxfordshirelink.org.uk)
- Call the LINK office: 01865  
883488
- Email: [LINK@oxonrcc.org.uk](mailto:LINK@oxonrcc.org.uk)
- Write to us:

FREEPOST RSUC-BRXH-JGEH

Oxfordshire LINK

ORCC

Tithe Barn

Jericho Farm

Worton

Witney

OX29 4SZ

On behalf of the LINK Core Group and the Host Staff Team, we would like to convey grateful thanks to all the people of Oxfordshire who have contributed to the work of the LINK over this year.



▶ Your voice on Health and Social Care