



## Cumbria Local Involvement Network (LINK)



Cumbria CVS supports the Cumbria LINK to Succeed

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# Introduction

The second year of the Cumbria LINK's existence has seen the governing body's increasing awareness of the breadth of their portfolio. In addition members of the health and social care sector have similarly been made increasingly aware both of our existence and responsibilities as well as our willingness to work with them in order to improve the quality and delivery of services.

Because our organisation is new we have had to develop a suitable philosophy for coming to grips with the extensive network of statutory providers and the third sector.

Fortunately we have both experienced members on the governing body as well as a network of experienced lay and professional experts through the open membership of the LINK itself. With the help of the administrative team we have been able to move up a steep learning curve in a relatively short period of time.

The field of health and social care is made up of both statutory and third sector providers and commissioners and for this reason the connections and responsibilities between them are not always clear. Recent legislative efforts were aimed at removing the stove pipes of inter-agency operation and the finances that went with it. The

two sectors have for many years worked separately but I'm glad to say that considerable efforts have been made to overcome the old ways of working to reach a position where new structures work to the benefit of users. New responsibilities for strategic health authorities from 1 April 2010 mean that both changes in provision and the method of delivery require consultation. We look forward to the statutory bodies consulting with us in such a way that users feel that their needs have been taken into consideration and that changes in the method of delivery is not presented as a *fait accompli*.

The Cumbria LINK governing body has been building the structures and new relationships that will be necessary for it to function in an effective way on behalf of patients and users within a rapidly changing health and social care sector. You will be able to read in the body of our report that amongst other activities we have also been involved in inspections of care homes, cottage hospitals and hospital wards.

Four issues came up repeatedly during our second year,

- How to access the new dental surgeries in West Cumbria and disquiet about the waiting list.

We have established a working relationship with the dental lead in the PCT and ongoing meetings mean we can communicate our concerns and or satisfaction with the current and projected services.

- Provision, design and layout of the re-modelled West Cumberland Hospital dealt with by the LINK task group who have a place at the stakeholder group meetings as well as regular communication with members of the construction team and the hospital trust board.



The governing body of the **Cumbria LINK** is quite clear that its role is to make a **positive impact** on health and social care services in our area



## Introduction (continued)

The latest activity will be a survey carried out by the LINK network at the hospital to establish whether building work has had an impact on the nature and the extent of provision.

- Ongoing changes resulting from amongst other things Closer to Home at Penrith Hospital have led to considerable disquiet from the community. These concerns revolve around discharge and social care packages.

As so often is the case communication is key to resolving concerns arising from change and to assist with this the Cumbria LINK has facilitated regular meetings between those concerned and commissioners and managers of Penrith Hospital.

- We have taken up issues with the Partnership trust on behalf of individuals who were concerned about the degree of user representation on the board and we are in the midst of discussions about the tardiness of plans for the replacement of Yewdale Ward in the re-modelled West Cumberland Hospital.

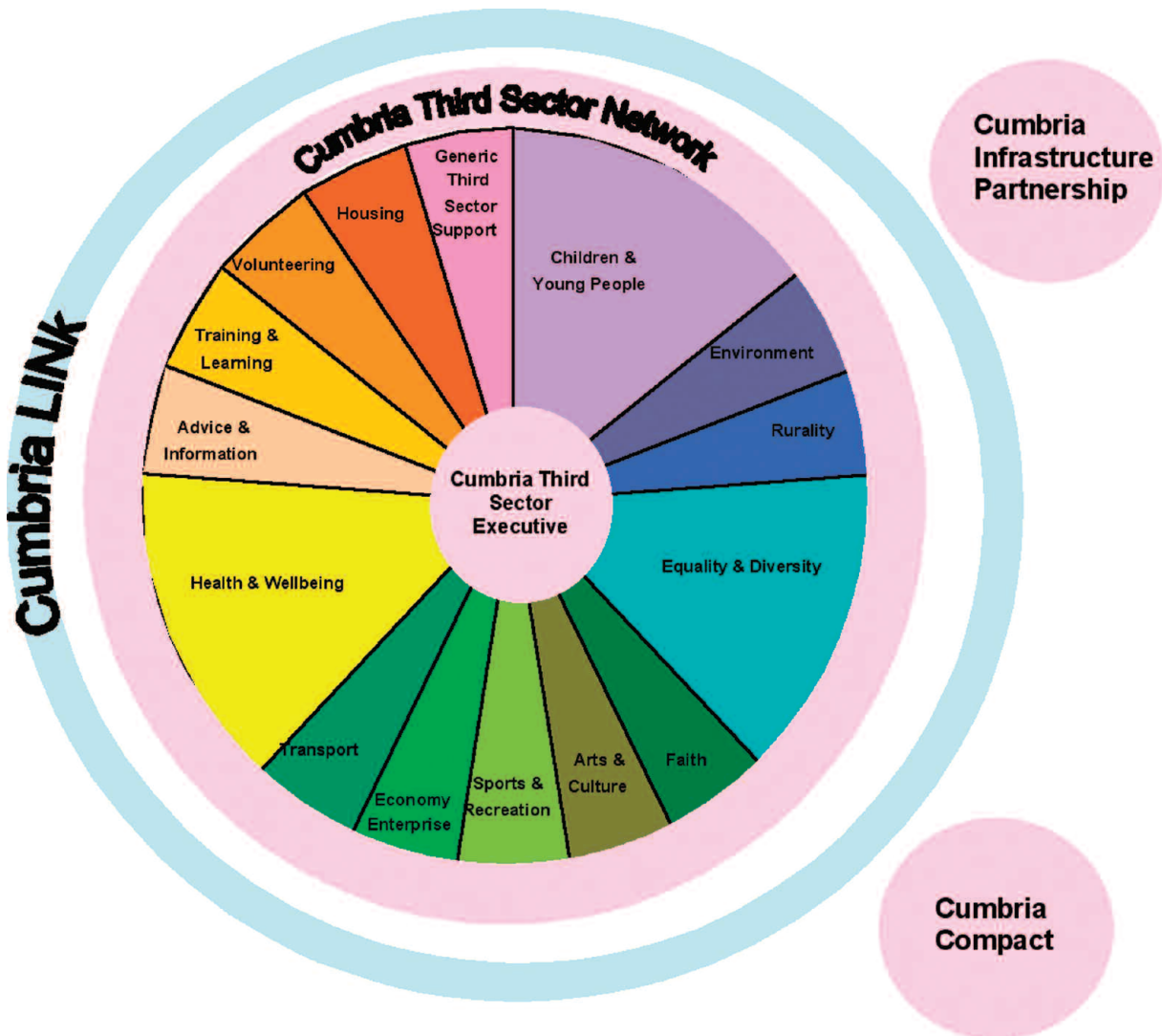
The governing body of the Cumbria LINK is quite clear that its role is to make a positive impact on health and social care services in our area. Naturally professionals who are part of the delivery process through their own systems will be making improvements and no doubt efficiency changes. Nevertheless our role as a statutory watchdog means that we must be continually alert to any changes in the quantity, quality or the nature of the delivery of care.

Alan Alexander

**Cumbria LINK Governing Body Member**

# Improving Relationships

This year we have worked hard to improve and strengthen our relationships with the Statutory Sector and the Third Sector.



We have developed a memorandum of understanding with the Cumbria Third Sector Network Executive. An elected Cumbria LINK representative has a place on the Third Sector Network Executive, strengthening two way communications between the various specialist areas of the network and Cumbria LINK. The diagram illustrates the make up of the network.



# Improving Relationships (continued)

## Cumbria Health and Well-being Scrutiny Committee

An agreement on working arrangements between Cumbria LINK and the Cumbria Health and Well-being Scrutiny Committee (Scrutiny) was reached in 2009. The key elements are as follows:

### **Advice and representation**

A named representative of the LINK governing body takes part in Health and Well-being Scrutiny Committee meetings as an advisor. By advance agreement, this person can be accompanied by another LINK representative with specific knowledge of particular issues.

LINK representatives are also invited to sit on current Scrutiny task and finish group activity. During 2009/10 this has included:

- Acute Medical Services Morecambe Bay.
- New Hospital Development in West Cumbria.
- Closer to Home North Consultation (implementation stage)
- Closer to Home South.
- Child and Family Health Services.

A LINK member has joined a new review on Obesity that has just commenced and another review on Dementia is planned for summer 2010. Not only does LINK provide valued individual expertise but they can also draw on wider LINK resources and pull together evidence from others, such as service users and their carers. They may also undertake specific survey work which feeds into these review activities or the wider work programme of Scrutiny. In 2009 this has included a survey of the Primary Care Assessment Service at Westmorland General Hospital as part of the Acute Medical Services work and surveys of NHS Dentistry developments in West Cumbria. In addition, LINK can provide alerts on issues that need scrutinising as part of the review e.g. cardiology services at West Cumberland Hospital.

### **Referrals from LINK to Scrutiny**

LINK can refer items of concern on health or social care matters to Scrutiny where they feel that the additional powers of the Scrutiny to hold bodies to account may be beneficial.

A protocol and flowchart for this has been agreed which allows for actions to be taken according to degree of urgency. This power was recently invoked in respect of the future for mental health bed provision at West Cumberland Hospital.



## **Work programmes**

LINK and Scrutiny work together to avoid duplication. This is primarily achieved by quarterly meetings between Jane Macfarlane, myself and my colleague, Kate Wise (for adult social care), when we table and work through respective work programmes. This is extremely useful in identifying issues of mutual concern and for feeding completed pieces of work into next steps for each organisation. In addition, reports on completed LINK surveys and Scrutiny reviews are made available to the other organisation.

Councillor Bill Wearing, Chairman of the Health and Well-being Scrutiny Committee remarks “I want to say how invaluable the contribution of LINK has been to our committee and task and finish group working and look forward to continued strengthening of these arrangements over the coming year”.

Overall these arrangements therefore are working productively but improvements can be made by better joining up respective pieces of work, taking account of the respective timetables that we are working to.

Paul Glazebrook

**Health Scrutiny Manager**



# Governance Arrangements

In July this year we undertook a review of our structure and terms of reference supported by our Regional Lead for Local Involvement Networks. We identified the need to develop our relationships with the Statutory and Third Sector and fine-tuned our election process. Elections for membership of the Governing Body were subsequently held in October. Current Governing Body Members are listed below together with Governing Body Members who stood down. We would like to express our grateful thanks to those members for their hard work in developing our network.

## Current Governing Body Members

- Alan Alexander
- Jim Bradley
- Chris Abbot
- Paul Brown
- David Singleton Edwards
- Neil Hughes
- Janet Pitman
- Liz Clegg
- Jane Thompson

## Former Governing Body Members

- David Day
- Juan Shimmin



Our membership continues to grow and currently stands at **801**



## Authorised Cumbria LINK Representatives

We now have 15 members of our LINK who have completed specific training and CRB checks to enable them to conduct enter and view visits.

These members are:

- Evelyn Bitcon
- George Watson
- Anna Brooks
- Anne Glazebrook
- Janet Pitman
- Margaret Graham
- Peter Bartlett
- Stephen Smart
- Neil Hughes
- Meryl Parry
- Viv Stucke
- Don Joscelyne
- Chris Abbot
- Alan Alexander

In this financial year we have undertaken a number of enter and view visits as part of our work plan and they are detailed throughout this report. In addition we have been able to offer our authorised representatives Listening Skills training.



# Our Work

## Improving NHS Dental Provision in Cumbria

Cumbria Link has been in correspondence with NHS Cumbria throughout the year looking at the setting up of 4 new dental practises in the West of the county.

After the first three practices had opened members of the Cumbria LINK conducted an enter and view visit. We wanted to know what people thought of the new services and followed our visit with a questionnaire to patients.



**We feel that we are in a very strong position to be able to influence change in response to community views through our ongoing and valued relationship with the Trust**



The survey questioned both staff and patients and showed that the majority are very satisfied with the facilities and the service provided.

As NHS Cumbria extends NHS Dental services in the North of the county we are listening to the needs of local communities. We were made aware of a petition in Longtown for NHS dental provision and supported and strengthened local views. We have been informed that future plans to improve dental service provision consider the Longtown area.

## Are we in control?

The way adults receive social care changed from November 2009 when Cumbria County Council commenced offering “personal budgets” to its adult social care service users. The change meant that older people with social care needs and over 18s with physical disabilities and learning disabilities would have a wider choice in how their needs are met and are able to access universal services such as transport, leisure and education, housing, health and opportunities for employment, regardless of age or disability.

In April 2009 we held a conference to explore the opportunities presented by the personalisation agenda, considering regional and national views and both an organisational and individual perspective. The event was well attended and from the event we identified some key issues. To progress the issues Cumbria LINK and Cumbria Action for Health Network set up a joint task group to support organisations to embrace the opportunities and to help overcome some of the barriers and concerns that organisations and individuals have. The sub-group would collate information and keep it updated with the User and Carer Consortium. So far two meetings of this sub-group have taken place, with various presentations being given by key speakers such as Cumbria Adult & Cultural Services and Skills for Care.

We are currently working with older adults moving towards individualised budgets to identify their issues and concerns.

We have strengthened our relationship with NHS Cumbria by working together with them and Cumbria CVS to deliver a Community Health Champions project which will develop during the next financial year. Our aim is that Community Health







Demolition work begins



As the hospital development progresses our aim is to focus on what people's views and experiences are on an ongoing basis so that they can inform the steering group. Our Task Group meets regularly to discuss developments and communicate directly with the Head of Communications and Reputations Manager of University Hospitals of North Cumbria Acute Trust and the Trust's Company Secretary.

We feel that we are in a very strong position to be able to influence change

in response to community views through our ongoing and valued relationship with the Trust.

### Support for people living with HIV & AIDs

Working in partnership with Signposts and Drugline Lancashire Ltd, we developed a survey for people living with HIV & AIDs in North Lancashire and Cumbria, asking about the support they receive and what could be done to improve the support currently available.

The early feedback suggests that support such as a secure web site and local support groups would be welcomed and beneficial. The deadline for responses has been extended to allow more contributions.

### Closer to Home – Change isn't always easy

As the NHS changes to provide more services closer to home Cumbria LINK together with the Penrith Hospital League of Friends has set up regular meetings with local NHS and Adult Social Care managers to highlight issues local people have with the changes. Cumbria LINK uses its networks to find out what the issues are and raises them on their behalf.

### Explaining Primary Care Assessment Services (PCAS)

Acting on concerns over lack of information and understanding of their role, each of the PCAS Units in Cumbria were visited by the LINK visiting team to get an overall picture of their stage of development. It emerged that the units are being used as a stepping stone to develop 'emergency floors' where all necessary services will be on hand but that each unit was operating in a different way. The Team have compiled their concerns for NHS Cumbria, the main one being the time scale for the future plans. A meeting is being arranged to get answers to these concerns.



# Looking Forward

## Community Health Champions

NHS Cumbria, Cumbria CVS and Cumbria Local Involvement Network are working together to support and train Community Champion Volunteers in Cumbria.

Community Champions are local people who care about the Health of their community and of those around them. They are volunteers who work a few hours a week either on a one-to-one basis with individuals or with groups who want to improve their health – educating, encouraging, supporting and mentoring. The Community Champions will also act as LINK Champions throughout the county putting us at the heart of communities and gaining real insight into what could really benefit local communities.

## Listening to Communities

Cumbria LINK wants its work to truly reflect people's issues. To achieve this we are setting up a new project which aims to listen to what people have to say so that we can act on that. The focus of this project will be Mental Health, issues for young people and issues for people living in Barrow. We will be working in partnership with a wide range of organisations to make this happen including Cumbria Mental Health Group, Cumbria Youth Alliance, Barnardo's and Howgill Centre in West Cumbria.

## Details of Information Requested During the Financial Year 2009-2010

Trust	Information requested
Adult Social Care and NHS Cumbria	Request for membership on Health and Wellbeing Board
North Cumbria University Hospitals NHS Trust	Information about pathology services review
NHS Cumbria	Concerns over bed closures at Penrith Hospital
NHS Cumbria	Request for comments on LINK report
University Hospitals of Morecambe Bay NHS Trust	Concerns about location of bus stop at Westmorland General Hospital
NHS Cumbria	Concerns over lack of public engagement around bed closures at Penrith Hospital



<b>Trust</b>	<b>Information requested</b>
University Hospitals of Morecambe Bay NHS Trust	Further issues with location of bus stop at WGH
University Hospitals of Morecambe Bay NHS Trust	Meeting request LINK/Trust and South Lakes Society for the Blind
North Cumbria University Hospitals NHS Trust	Information policies and practices pathology review
Cumbria Partnership NHS Foundation Trust	Information about service provision CAMHS
NHS Cumbria	Information about service commissioning CAMHS
NHS Cumbria	Local concerns about lack of NHS dental provision
North Cumbria University Hospitals NHS Trust and Cumbria Partnership NHS Foundation Trust	Concerns over short term and long term Mental Health services in West Cumberland
North Cumbria University Hospitals NHS Trust	Information request about changes to dermatology services
North Cumbria University Hospitals NHS Trust	Information request for services changes to therapy services
Cumbria Health	Request for information on recruitment and training of GPs on Call
NHS Cumbria	Request for information on the commissioning and provision of Children's services
NHS Cumbria	Request for a meeting regarding GP access
NHS Cumbria	Request for update and meeting regarding Mental Health consultation implementation
NHS Cumbria	Request for meeting with Hospital managers and League of Friends
NHS Cumbria	Information request on PCT PPI engagement
NHS Cumbria	Information request about Patient safety alerts
NHS Cumbria	Information about rehabilitation services for people with acquired brain injury



## Details of Information Requested During the Financial Year 2009-2010 (continued)

### Enter and View Visits made during the financial year 2009-2010

- Barrock Court Nursing Home
- Westmorland General Hospital Primary Care Assessment Unit and Langdale North and Langdale South Wards
- Primary Care Assessment Unit – Cumberland Infirmary
- Primary Care Assessment Unit – Furness General
- Primary Care Assessment Unit – West Cumberland Hospital
- Primary Care Assessment Unit – Penrith Community Hospital

### In partnership with Cumbria PCT Patient Environment Action Team Visits to:

- Alston Community Hospital
- Penrith Community Hospital
- Wigton Community Hospital
- Workington Community Hospital
- Maryport Community Hospital
- Brampton Community Hospital
- Keswick Community Hospital
- Cockermouth Community Hospital
- Millom Community Hospital

### Reports produced this financial year

- Barrock Court – Residents' Views
- A Report on the Views of Service Users and Carers on the Provision of Incontinence Pads
- Views of Ambulance Staff taking patients to Westmorland General Hospital
- Survey Responses – patient views on service development in West Cumberland Hospital
- Oasis Dental Practices Visit and Survey Report 2009
- A Report Arising from Three Focus Groups on the Proposed Re-provision of Acute Hospital Services in West Cumbria
- Westmorland General Hospital Langdale North Ward, Langdale South Ward & Primary Care Assessment Service (PCAS) Unit

Copies of all completed reports are available to download from our web site [www.cumbrialink.org.uk](http://www.cumbrialink.org.uk)

## Cumbria LINk Income and Expenditure April 2009 – March 2010

	Income	Expend
Cumbria County Council	£220,000	
Staffing		£101,852
Staff Travel		£6,522
Staff Training		£2,117
Management Fee		£19,080
Organisational Overheads		£21,141
Events		£3,518
Publicity		£3,910
Volunteer Expenses		£6,094
General Running Costs		£19,009
Project Activity		£5,645
Total		£188,888

SURPLUS SUM OF £31,112 TO BE CARRIED FORWARD  
TO YEAR 3 HAS BEEN ALLOCATED TO PROJECT ACTIVITY.



# Contact details

Cumbria LINK can be contacted via the  
Host Organisation, Cumbria CVS

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## **Supporting you to Succeed**

Cumbria CVS is a Registered Charity  
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