



News Update  
December 09 – January 10

*'Keeping you informed on health and social care issues'*

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***“Seasons Greetings from all at Cumbria LINK & Action for Health”***



### **Bereavement Conference**

Lancashire and South Cumbria NHS Cancer Services Network are holding a Bereavement Conference on Wednesday 10<sup>th</sup> March 2010 at the Hilton Hotel in Blackpool from 10am – 4.15pm.

If you would like to find out more about what is happening locally and nationally around bereavement services this might be just what you're looking for.



Places are free, so early registration is essential. For more information or to book please contact Kathryn Lunn on 01772 647043 or email: [Kathryn.lunn@lscn.nhs.uk](mailto:Kathryn.lunn@lscn.nhs.uk).

### **Caring for People Affected by Stroke**

The Stroke Association and Cumbria County Council are holding a training programme on Monday 18<sup>th</sup> January 2010 from 9.45am – 4.00pm at St Thomas Church, Kendal.

This training aims to provide those caring for people affected by stroke with knowledge and understanding about stroke and enable them to develop skills for their care practice.

For more information or a booking form please contact Sophie Mills on 01228 227165 or email: [sophie.mills@cumbriacc.gov.uk](mailto:sophie.mills@cumbriacc.gov.uk)

### **To All General Healthcare Third Sector Organisations**

As one of the elected Healthcare and Wellbeing representatives for Action for Health on the Third Sector Network, Sheila Goodlife is keen to take up issues which affect your organisation and to try to get knowledge of your priorities, no matter how small your organisation may be.

Whilst the Executive looks at strategic level on how the third sector can be adequately 'heard' by the statutory sector in Cumbria, it is important that you have a voice, that information flow is effective and that you are clear as to where to go for appropriate advice.

The next meeting of the Third Sector Executive is on January 13<sup>th</sup> 2010. If you have any issues regarding Health and Wellbeing that you would like to raise you can contact them directly (details overleaf).

## **Contact details for Cumbria Action for Health's Third Sector Executive elected Representatives:**

Health & Wellbeing - General: Sheila Goodliffe on 01228 817610 or email: [Sheila.goodliffe@edenvallyhospice.co.uk](mailto:Sheila.goodliffe@edenvallyhospice.co.uk)

Health & Wellbeing – mental health, learning difficulties and substance use: Paul Brown on 01228 544140 or email: [paulb@cadass.co.uk](mailto:paulb@cadass.co.uk)

Health & Wellbeing – Older people: Sonia Mangan on 01539 728118 or email: [soniaacsl@hotmail.com](mailto:soniaacsl@hotmail.com)

## **CVS Live Directory - A New Resource for all to access**

The directory of Third Sector organisations is available online on the Third Sector website: [www.thirdsectorcumbria.org.uk](http://www.thirdsectorcumbria.org.uk).

A hard copy of the directory has also been published and is available to organisations or individuals by contacting Margot Dent on 01768 800350 or by email: [eden@cumbriacvs.org.uk](mailto:eden@cumbriacvs.org.uk).

## **Understanding Self-Harm Training Workshops**

Self Injury Support (SIS) in North Cumbria is a charity which offers to support those who self-harm in North Cumbria and those who support or care for them. S.I.S offers a number of services including ongoing person-centred therapy for those who self-harm, support groups, publications, as well as training workshops. They are holding a number of workshops around the county in 2010 which cover many aspects of self-harm.

For more information please contact Steve Lax on 01228 515500 or email: [steve@sis-cumbria.co.uk](mailto:steve@sis-cumbria.co.uk)

## **New Chief Executive Appointed for Cumbria County Council**

Councillors have appointed Jill Stannard as the new chief executive for Cumbria County Council. At a full council meeting in Kendal on 19<sup>th</sup> November 2009, there was cross-party support among members to unanimously appoint the acting chief executive into the permanent role.

## **Right to Warmth in Cumbria**

An invitation to attend a free half day workshop run by National Energy Action on Monday 19<sup>th</sup> January 2010 in Barrow or Tuesday 26<sup>th</sup> January 2010 in Penrith.

This is an excellent opportunity for frontline health and social care staff and staff working with people in the community, to learn more about the effects of fuel poverty on health and well-being. Excess winter deaths are directly attributable to cold, less well insulated homes.

For more information or to request a booking form, please contact Veronica Kelly on 01228 227167 or email: [veronica.kelly@cumbriacc.gov.uk](mailto:veronica.kelly@cumbriacc.gov.uk)

## **Cumbria Fairer Contributions Consultation**

The 'Fairer Contributions to Care' consultation is underway and ends on the 3<sup>rd</sup> February 2010.

There is a new system for calculating people's contribution to the cost of their adult social care services. Cumbria CC is required by Government to put this new system into action from 1 April 2010.

For more information please visit: <http://www.cumbria.gov.uk/adultsocialcare/fairercontributions/>



# Cumbria County Council's Adult Social Care News:

## Transforming Community Equipment Services (TCES)

Progress so far: "Behind the scenes" work is ongoing to change the way small items of equipment, such as commodes and bath aids are provided to those who need them throughout Cumbria. Following guidelines from the Department of Health, Cumbria will be one of the first counties to offer greater choice to the public in how small aids to daily living are provided. Under the banner of "Transforming Community Equipment Services" those who need small items of assistive equipment will be issued with a "prescription" which can be exchanged for the identified product at a local retailer.

Approaches have already been made to the network of retail outlets throughout Cumbria, including established specialist suppliers of mobility aids and equipment and local chemists. In the near future, these retailers will be invited to seek "accreditation" status for this programme. Accreditation will ensure that standards of service will be maintained and that retail staff involved in demonstrating equipment will receive sufficient training to offer sound advice.

This programme will affect the delivery of Occupational Therapy and District Nursing services in health and social care settings, where equipment provision is an important aspect of the delivery of care. The TCES project team are currently looking at training materials to ensure all staff groups are well informed of these changes. In addition, there are investigations to make the issuing of prescriptions as efficient as possible by using computer based systems.

If all goes to plan, the first prescriptions are likely in the summer of 2010.

## More equipment news....

Cumbria County Council is also going through a consultation period to determine whether or not to introduce "Fair access to Care" eligibility criteria for equipment and minor adaptations which it provides. If agreed, this will take effect from April 2010. The proposal is to provide free equipment only to those who, following assessment, are in "Critical" or "Substantial" need. The consultation will last for 3 months from November 2009 to 15<sup>th</sup> February 2010. Your comments are welcome and you can either email your views or attend one of the six public meetings held around the County. Further information, including dates times and venues for public meetings can be found on the Cumbria County Council website at:

[www.cumbria.gov.uk/adultsocialcare/equipmentconsultation/default.asp](http://www.cumbria.gov.uk/adultsocialcare/equipmentconsultation/default.asp)

## Continued improvements in care for adults

Adult social care services in Cumbria have been judged to be "performing well" under a brand new regime for inspecting all council adult social care services in the county.

According to the Care Quality Commission, Cumbria County Council is "consistently delivering above the minimum requirements for people is cost-effective and makes contributions to wider outcomes for the community".

The council's services have been given a three-point rating, which is comparable to the two-star rating given last year by the now defunct Commission for Social Care Inspection (CSCI). In 2005, Cumbria County Council had a zero star rating for the way it delivered adult social care and the latest rating reflects an ongoing journey of improvement and efficiency.



# NHS Cumbria News

## Flood Recovery

Family doctors and mental health workers are reassuring people to take their time and think about their health as they return to homes and companies after the floods. Both NHS Cumbria and Cumbria Partnership NHS Foundation Trust are encouraging people to talk about their worries and seek help if they need it.

Tips and advice for people dealing with the aftermath of the floods:

- Take your time and try and address every problem methodically as they arise
- Do not over exert yourself physically or emotionally during the clear up, as this could affect your health
- Eat regular meals to avoid becoming run down
- Try and get seven to eight hours sleep a night, to keep energy levels up
- Keep an eye on existing health problems and make sure you don't run out of essential medication
- Try not to drink to much alcohol
- Talk to friends, family and neighbours and share your concerns and worries. This has shown in previous flood events to aid psychological recovery
- Visit a drop in clinic or make an appointment with your GP if you're feeling overly stressed or emotional

Drop in clinics for people who are feeling depressed or have anxiety problems following the floods are being held twice a week at Christ Church in Cockermouth whilst the venue is available as a Flood Support Centre.

The temporary clinics are being held by First Step every Wednesday from 1pm to 4pm and Thursdays from 10am to 4pm.

First Step, run by Cumbria Partnership NHS Foundation Trust, provides help for people with common mental health problems. As well as the drop-in sessions, people can be referred to the service by their GP for help with depression and anxiety, and arrangements are also being made for people in the Allerdale area to refer themselves to the service. More information will be released on this in the future.

For more information on the flood recovery programme, please visit: [www.cumbria.gov.uk](http://www.cumbria.gov.uk)

## Other News

### Smokers in Cumbria asked STOP and think

Cumbria Stop Smoking Service hopes to grab smokers' attention with new look leaflets and business cards asking people to STOP and think.

The STOP and think message concentrates on the positive changes a smoker will feel and experience from the moment they quit smoking:

- within 20 minutes, blood pressure and pulse return to normal
- within one hour, circulation improves
- within eight hours, nicotine and carbon monoxide levels fall
- within two days, taste and smell improve
- within three days, energy levels will increase
- within two weeks, walking and daily tasks become easier

It also reminds people that they can easily access free local support to kick the habit from Cumbria Stop Smoking Service. The materials use timings to explain how a smoker's body will start to feel the effects of being smokefree within minutes. To contact Cumbria Stop Smoking Service call 01900 324222 or text 'QUIT' to 82540.



## Choose the right NHS service this winter

NHS Cumbria has launched a campaign called Choose Well to make sure that people across the county know how and where to get the best NHS care for any illness or injury. Choose Well advises people on the range of health services available across the county and where they should go for the best NHS care for their condition or if it can be tackled through self-care at home.

The messages below explain the NHS services available across Cumbria for every health situation:

A&E and 999 - Are for life threatening conditions and emergencies only

NHS Walk-In Services - Both Minor Injury Units or Primary Care Assessment Services can treat minor injuries and illnesses

GP Surgery - If you have an illness or injury that won't go away

Community Pharmacy - Has fully trained health professionals who'll provide quality healthcare advice

NHS Direct on 0845 46 47 -Offers expert help and advice over the phone

Self-Care - A well-stocked medicine cabinet can help with most minor infections and cuts such as diarrhoea, colds, flu and headaches, but seek advice if worried

### Young people have their say

NHS Cumbria recently embarked on an ambitious programme to improve the way health services are delivered to children and young people from throughout Cumbria following a report commissioned from an independent expert.

A group of young people from throughout Cumbria, were invited to 'have their say'

about local health services at an away day run from Brathay Hall in Ambleside.

Six of those young people were then invited to attend a presentation given by a consortium of the current providers of children's services in Cumbria. This event was held at Westmorland General Hospital, and was attended by senior managers from throughout NHS Cumbria, including Chief Executive Sue Page.

The young people spoke openly and honestly, referring to their personal experiences, and that of their families. Their comments were well received and gave a very different perspective on the issues under discussion.

NHS Cumbria is planning to continue supporting this group and encouraging others to join through the use of social media, in order to strengthen the voice of children and young people in health service planning and provision.

For further information contact Jayne Goodfellow (see contact details below).

Your local lead for Public Engagement in Eden and Carlisle is Anna Scamans. Anna can be reached on 0778 551 8520 or [anna.scamans@cumbriapct.nhs.uk](mailto:anna.scamans@cumbriapct.nhs.uk).

Your local lead for Public Engagement in Furness and South Lakeland is Jayne Goodfellow. Jayne can be reached on 07796 993 802 or [jayne.goodfellow@cumbriapct.nhs.uk](mailto:jayne.goodfellow@cumbriapct.nhs.uk)

Your local lead for Public Engagement in Allerdale and Copeland is Christine Harrison. Christine can be reached on 0778 557 8574 or [christine.harrison@cumbriapct.nhs.uk](mailto:christine.harrison@cumbriapct.nhs.uk)



# National Health and Wellbeing News

## Latest NMDS-SC Briefing focuses on adults with Learning Disabilities

The National Minimum Data Set for Social Care (NMDS-SC) collects data about the social care sector. Regular briefing, which focus on specific issues are produced summarising the latest data.

Download the briefing from:  
[http://northwest.skillsforcare.org.uk/news/news\\_archive/NMDS\\_SC\\_Briefing\\_10\\_on\\_adults\\_with\\_learning\\_disabilities.aspx](http://northwest.skillsforcare.org.uk/news/news_archive/NMDS_SC_Briefing_10_on_adults_with_learning_disabilities.aspx)

## European Union Disability Strategy Consultation

The European Commission is currently consulting with members of the public about what should be included in a new European Union Disability Strategy for 2010-20. They are seeking people's views about what the barriers are for disabled people and how people think such barriers could be addressed.

The Commission will be responding to the consultation and would encourage people to respond to ensure that the views of disabled people across Britain are included in the preparation of the new strategy. The deadline for responses is 4<sup>th</sup> January 2010.

To respond to the consultation or to find out more visit:  
<http://ec.europa.eu/yourvoice/ipm/forms/dispatch?form=disabilitystrategy3>

## Better Planning can Improve Access to Services

Better planning can improve access to services, says the government's rural watchdog. Accessibility planning can result

in innovative ways that improve access to a range of services without the need to travel further afield, it says. The research report and a series of case studies were published by the Commission for Rural Communities on 6<sup>th</sup> October. To view the report visit:  
<http://www.rsnonline.org.uk/services/planning-boosts-access-to-services.html>

## Expert Dementia Support 'Crucial'

Expert support which could take much of the pain out of dealing with dementia should be made more accessible a report says. To view the report visit:  
<http://news.bbc.co.uk/go/em/-/1/hi/health/8278557.stm>

## Department of Health Research on Utilisation of Mental Health Services

The Department of Health has just advertised 3 new pieces of research, which it intends to commission to inform funding allocations for PCTs and Hospital Trusts from 2011-12 (the Weighted Capitation Formula used to determine target share).

The third of these will develop models to explain variation found in the utilisation of mental health services. It seems possible that difficulties around accessing mental health services in rural areas could be an explanatory factor for their utilisation.

The Rural Services Network would be interested to see what comes out of this body of research. In the meantime, do you have local evidence or examples which would help to make the rural case? Are NHS staffing costs really (relatively) low in rural areas? Are rural communities under-presenting at mental health services? They would be interested to hear from members about these issues. Contact Brian Wilson Rural Services Network on 020 82416343.



## **Make the promise: Have you made the promise yet?**

15,000 farmers across the UK have now made the promise to Come Home Safe. To make your promise or to get a copy of 'How lives are lost on British farms' visit: <http://www.hse.gov.uk/agriculture/makethepromise/index.htm?ebul=ag/october-09&cr=01>

## **City Residents Living Near Parks Are Healthier.**

A study shows that urban greenery reduces anxiety disorder rates and has the greatest health benefits for poorer people. To view the study visit: <http://www.timesonline.co.uk/tol/news/science/article6876653.ece>

## **Indicators of Poverty and Social Exclusion in Rural England: 2009**

A new report from the Commission for Rural Communities presents 'Indicators of Poverty and Social Exclusion in Rural England: 2009' uses the most current data available to present a range of key indicators of poverty and social exclusion in rural England in comparison with the equivalent data for urban areas. In total, there are 37 indicators grouped into 7 sections focussing respectively on low income, work, education, health, housing, services and community.

To view the report visit: <http://www.ruralcommunities.gov.uk/events/indicatorsofpovertyandsocialexclusioninrurallengland2009>

## **Core Standards for Assistant Practitioners**

Skills for Health have produced the Core Standard for Assistant Practitioners in response to healthcare employers' request for standardisation of the role.

To view the Core Standards document visit: <http://www.skillsforhealth.org.uk/about-us/news/2009/AP-Core-standards.aspx>

## **Electronic Patient Records**

The NHS is planning to create a national database of Electronic Patient Records and has begun trialling the scheme in some areas. The potential benefits to care and research could be huge but the initiative also raises certain issues, particularly regarding the use of records, confidentiality and consent.

The Wellcome Trust has commissioned research to find out what the public feels about electronic Patient Records. They're looking for individuals and groups across the North West to say what they think about Electronic Patient Records. The views they collect could influence future policy decisions. If you would like to find out more please contact Sophia Hatfield on 0161 2738235 or email: [sophiahatfield@pathwaysconsultancy.co.uk](mailto:sophiahatfield@pathwaysconsultancy.co.uk)

## **Showcase your work at International Carers Conference 2010**

Is your organisation doing great work to support carers? The 5<sup>th</sup> International Carers Conference will be a great opportunity for you to showcase your work to a domestic and world audience.

Whether it is an innovative service, new policy initiative or important lessons that could help another organisation, you can have an opportunity to showcase your work at the International Carers Conference 9-11 July 2010 in Leeds. For more information about the conference visit: [http://www.neilstewartassociates.com/sh259/?dm\\_i=74C,2Q9S,SWIEJ,8NZI,1](http://www.neilstewartassociates.com/sh259/?dm_i=74C,2Q9S,SWIEJ,8NZI,1)



# Cumbria LINK Work Update

## AIDS & HIV Services

Cumbria LINK, Signposts and the George House Trust are working together to find out what the social supports needs are for people affected by AIDS or HIV in Cumbria and Lancashire.

A questionnaire is being distributed by the George House Trust, Signposts and Simon Corcuss, specialist GUM nurse for the North East and Cumbria. The questionnaire asks people what services are currently available and what would help to improve their social support. Signposts will be collating responses and forwarding Cumbrian views to Cumbria LINK.

## Monitoring Dental Services

Early indications from our survey of patients using the new dental practices in Maryport, Egremont and Whitehaven suggest a high level of satisfaction with the services they have received. We will report on this more fully in the next issue.

## West Cumberland Hospital Task Group

A LINK Task Group has been set up to monitor progress with developments at the West Cumberland Hospital. We will be providing different ways for you to leave your views in the New Year, but in the meantime, if you have something to say have a look at the short film on our website where you can leave your comments. [www.cumbrialink.org.uk](http://www.cumbrialink.org.uk)

More information is available in the Trusts' Update which is also available on our website.

## Continence Service

We conducted a survey of service users and carers in response to concerns about the number of incontinence supplies. Our findings are available on our web site.

NHS Cumbria has now responded to the recommendations we made and they would like to involve more service users and carers in future service development. We will be posting their full response on the website in due course but if you are interested in getting involved in service development please contact us.

## Public Transport to the Sands Centre

Our campaign to improve public transport to the Sands Centre will move on to a sign up petition in the New Year. The decision about bus routing is a commercial one, we would therefore need to prove demand for the service. More details of how and where you can sign the petition will be available in our next edition. The more people that sign up the more likely it is we can encourage the bus companies to route buses to the Sands.

If you currently receive the Cumbria LINK & Cumbria Action for Health news update by post and would rather receive it via email please let us know at the contact details below.

Please contact the Communication team at Cumbria CVS if you require alternative formats of this material. Tel: 01768 800350.

Cumbria Action for Health contact details:  
Jozi Brown – telephone: 01228 512513  
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