



News Update  
October 10 – November 10

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

In this Issue	Page No
Cumbria LINK Work Update	1 - 2
Local news and Events	3 - 5
News from Adult Social Care	5 - 6
News from NHS Cumbria	6 - 10
National News	10 - 12

## Cumbria LINK Work Update

### Mystery Shopper

During July and August LINK Members took part in a Mystery Shopper Exercise to find out if people were given the correct information on how to register with an NHS dentist. Our final report will be published shortly at [www.cumbrialink.org.uk/ourwork](http://www.cumbrialink.org.uk/ourwork). What we found was that NHS dentists largely gave correct information but where people enquired at GP practices and Pharmacies responses were not consistent or accurate. We will be making recommendations for improvements to the provision of information to NHS Cumbria.

We would like to thanks all LINK Members who contributed to this work.

## Consultation on Proposals to Close Ravensfield Care Home in Keswick

Cumbria LINK held a drop in session in Keswick on 16<sup>th</sup> September to listen to local peoples views on the proposals to close Ravensfield Residential Care Home. Over 30 people came in to talk to LINK representatives and LINK representatives spoke to a further 10 local residents on the streets. None of the people we spoke to supported the reasons for the proposed closure and local people were keen to explore other solutions.

To view the full report, visit our website.

## Opportunity to be involved in shaping Health and Care Services

Cumbria LINK wishes to Co-opt committed individuals on to the Governing Body. If you have an interest and enthusiasm for health and social care, excellent organisational and communication skills we would like to hear from you.

The Governing Body meets approximately every 6 weeks and interested individuals can expect regular documents by email to read and in due course to attend training courses and health and social care meetings.

The NHS White Paper proposes sweeping changes to the way the NHS is run, this is an excellent opportunity for key people to use their skills and experience to support Cumbria LINK as it becomes Local HealthWatch.

These positions are voluntary but out of pocket expenses will be reimbursed.

For further information please contact the Cumbria LINK Support Team on 01228 512513 or email: [link@cumbriacvs.org.uk](mailto:link@cumbriacvs.org.uk).

Closing dates for receipt of Expressions of interest is 31<sup>st</sup> October 2010.

## **Fairer Access to Equipment**

Cumbria County Council's Adult Social Care Scrutiny Panel is undertaking a review of the changes made to how people access equipment to daily living. To help inform the review we conducted a survey of our membership and of health and care professionals to find out how the changes are working. More information can be found on access to equipment at the following link <http://www.cumbria.gov.uk/adultsocialcare/otselfassess/default.asp>. Our survey indicated that there were some problems particularly in the Allerdale and Copeland areas. Our report is with the Scrutiny Committee and we await their feedback.

## **A New Children and Young People's Service for Cumbria**

The four health care trusts in Cumbria have come together to form "*health builders*" a consortium approach to supporting families and their communities to nurture the healthiest children and develop the healthiest adults and parents of the future. This initiative follows concerns and feedback from users and staff about current services confirmed in Dr Andy Mitchell's report, *Review of Children's Services, Cumbria Primary Care Trust* and the publication of the national child health strategy - *Healthier Lives, Brighter Futures*. *Healthier Lives, Brighter Futures* outlines a vision of continuous improvement in the quality of children's services and an ambition of making England the best place for children to grow up.

In May, Dr Paul Gibson, Consultant Paediatrician was appointed as the Associate Medical Director for the consortium, now named *health builders*. Paul is now joined by the Village Elders a "powerhouse" whose job is to turn your desire for change and talking into actions. The Village Elders include a parent and members from the Children's Trust, Local Authority, Voluntary Sector, University, Public Engagement Lead, General Practice

and the four health trusts. It will take a leading role in helping health builders build the best health service for children and families.

## **Community Health Champions**

This new partnership project between Cumbria CVS, NHS Cumbria and Cumbria LINK is now beginning to take shape. Our Community Health Champions will be based in community buildings and will encourage and motivate people who want to change certain things about their lifestyle or behaviour.

As a Community Health Champion, you will be easily accessible, live and work in your local community and understand the challenges people face. You will have undergone the relevant training and keep up to date with the latest health information. On completing level 2 training, you will be able to offer support to people who wish to make lifestyle changes and signpost people to other services. On completing level 3 training, you will be able to work with people on a one to one basis to plan out their journey to a healthier lifestyle. At either level of training you will offer a friendly, approachable contact to individuals, giving them the opportunity to begin the process of lifestyle changes.

So far over 15 people have already taken part in the level 2 training, RSPB "Understanding Health Improvement" and will over the coming weeks begin to take up roles in their local communities.

At present we have 20 people waiting to take the level 3 City & Guilds Certificate for Health Trainers training but there are still 12 places available for anyone who would like to join us.

If you would like more information or to book a place on the level 3 training, please contact Marie Blackburn on 01768 800350 or email: [marieb@cumbriacvs.org.uk](mailto:marieb@cumbriacvs.org.uk).

## Local News and Events

### New team to help people with COPD in Cumbria

From September a new community COPD Team has been in place in Carlisle to support people with COPD (chronic obstructive pulmonary disease) to stay out of hospital and be treated closer to home.

The new Carlisle Community COPD team has been created by NHS Cumbria as part of the primary care trust's closer to home agenda to enable people with COPD to get the support they need nearer where they live. Community respiratory teams have already been successful in West Cumbria and South Lakeland.

The team will support people with the condition who once diagnosed with COPD have it for life and as a result they can find themselves in and out of hospital as their condition fluctuates.

The Community COPD team will help prevent avoidable admissions to hospital. They will do this by educating the patient on how to manage their condition, offering treatment and checkups at home and in community clinics as well as supporting patients as they are discharged from hospital to avoid them being readmitted.

### Promoting Apprenticeships to the North West

The first edition of Skills for Care's apprenticeship newsletter looks at good practice from around the region including:

- Salford City Council who have recently registered 28 of its existing employees to complete an apprenticeship in health and social care
- Jac Bradley and Danielle Parker, two young apprentices from Manor House, who tell us about their experiences as apprentices in social care

- Cheshire Centre for Independent Living who are running a pilot project providing apprenticeships for personal assistants
- Cheshire Homecare Services and their training provider who tell us about their experience of recruiting an apprentice

The National Apprenticeship Service (NAS) round off the newsletter with advice and information about how they can help employers. Download the newsletter and find out how an apprentice could help your business -

[northwest.skillsforcare.org.uk/apprenticeship](http://northwest.skillsforcare.org.uk/apprenticeship)

### Carlisle Eden Mind host ASIST 'Applied Suicide Intervention Skills Training'

ASIST is a two-day, internationally recognised and award-winning suicide intervention programme. The ASIST workshop is designed for professionals, family or friends who want to feel more comfortable, confident and competent in helping to prevent the immediate risk of suicide.

As an ASIST trained first aid intervention caregiver, you will be better able to:

- Identify people who have thoughts of suicide;
- Understand how your beliefs and attitudes can affect suicide interventions;
- Seek a shared understanding of the reasons for thoughts of suicide and the reasons for living;
- Review a current risk and develop a plan to increase safety from suicidal behaviour for an agreed amount of time;
- Follow up on all safety commitments, accessing further help as needed.

Participation in the full two consecutive days is required and the cost for the course is £185.

For more information contact Phil Robinson on 01228 543354 or [phil@edenmind.org.uk](mailto:phil@edenmind.org.uk). To book a place contact Sarah Berry via email: [training@edenmind.org.uk](mailto:training@edenmind.org.uk).

## **Cumbria Mental Health Group**

Cumbria Mental Health Group hold regular Locality meetings where local issues regarding mental health are discussed.

During November they are holding the following meetings:

- 3<sup>rd</sup> Workbase, Kendal
  - 8<sup>th</sup> St Matthews Hall, Barrow
  - 9<sup>th</sup> Methodist Church, Penrith
  - 10<sup>th</sup> Botcherby Centre, Carlisle
  - 25<sup>th</sup> Senhouse Centre, Whitehaven
- All the above meetings are from 2pm – 4pm.
- 22<sup>nd</sup> St Michael's Centre, Workington from 1.30pm – 3.30pm.

If you would like more information please ring 01539 737012.

## **Ford Park Volunteer Programme**

Ford Park community group have just secured two year's funding from the Esmee Fairburn Foundation for our Supported Volunteer Programme which enables people to participate more fully in society. They have piloted a structured programme over the last year with individual action plans and progress reporting and have developed growing partnerships with voluntary and statutory agencies.

They work with people who:

- are socially isolated
- are recovering from drug and alcohol addiction
- have learning difficulties
- are ex-offenders
- are unemployed
- have mental health or general health difficulties

The project involves:

- Inviting potential volunteers in for a coffee, chat and guided tour to ascertain whether the opportunities available suit them as an individual
- Completing an induction process and action plan and matching volunteers to

appropriate tasks and an informal "buddy" as appropriate

- Identifying any useful learning/training opportunities for volunteers such as first aid, manual handling, dry stone walling, art workshops or the John Muir Environmental Award

They currently get referrals from a number of agencies and work with a range of delivery partners. In addition, the other members and volunteers within the Community Group offer fantastic inclusive support and learning opportunities whilst working alongside the volunteers on the supported programme.

For more information contact: Kim Farr on 01229 588164.

## **Cumbria Social Enterprise Partnership**

The Social Enterprise Investment Fund (SEIF) is for start up or existing social enterprises working in health and/or social care service delivery. The Social Investment Business, together with Local Partnerships, manages SEIF on behalf of the Department of Health.

From 4<sup>th</sup> October 2010 until 1<sup>st</sup> November 2010, SEIF are offering capital grants of £50,000 to £450,000 to organisations delivering health and/or social care service, to help meet the costs of capital expenditure.

Capital grants can be used for:

- property or land purchase
- some fees relating to capital projects including solicitors, architects and surveyors
- property renovations and refurbishments
- purchase of vehicles
- equipment for delivery of services e.g. fixtures and fittings
- IT equipment

They will consider all applications from health and social care delivery organisations but are particularly interested in funding

proposals that address the following priorities:

- carer's organisations
- user-led organisations working with users on personal budgets
- dementia
- long term conditions
- social care spin outs

For more information please phone 0845 3313360 or visit:  
<http://www.thesocialinvestmentbusiness.org/our-funds/social-enterprise-investment-fund/seifgrantsfunding/>

### **Cumbria County Council Press Release – Health Scrutiny causes rethink over Mental Health Provision**

Interventions from the Cumbria Health and Well-being Scrutiny Committee has caused local NHS managers to rethink their plans for mental health bed provision at West Cumberland Hospital.

Members of the committee and local representatives have been examining proposed developments at West Cumberland Hospital for the last 18 months, raising any concerns on behalf of the local community in West Cumbria.

The group were alarmed to discover that plans to replace current mental health beds on Yewdale Ward has floundered and that there was no clear plan for provision to continue on site if Yewdale Ward was demolished as planned this autumn. Relocation was only identified as becoming available at the project in 2012. This could have meant people in the area needing this help having to be admitted to beds in Carlisle or possibly Barrow, both over 40 miles away. These concerns were shared by the governing body of Cumbria LINK, who formerly referred the matter to the committee.

The committee recognised that this mental health provision was unusual as the Cumbria Partnership Trust was effectively

renting space on an acute hospital site run by North Cumbria Universities Hospital Trust. However, the committee also felt that transferring the service, even for a temporary period, would create significant travel and cost problems to local residents and would amount to reneging on previous commitments made by the NHS locally to maintain mental health bed provision in West Cumbria. There was also a danger temporary relocation might lead to provision never returning to the area.

The committee therefore referred its concerns to the Strategic Health Authority, calling on the Partnership Trust, Acute Trust and the Primary Care Trust (NHS Cumbria) to resolve this issue, indicating that further steps would be taken if a positive outcome did not occur. The committee was therefore delighted when an early commitment was given to find a resolution that kept mental provision on site. The trusts have now identified space in existing provision to replace Yewdale Ward and this move is now planned for summer 2011. Inevitably this plan has impacted on other project plans but alternatives have been identified across the site and staff involved have all been consulted on these changes.

## **County Council's Adult Social Care News**

### **Self Directed Support with Personal Budgets for Mental Health**

Work has started to implement Self Directed Support with Personal Budgets for users of Community Mental Health Teams. This will complement last year's implementation and mainstreaming of personal budgets for older people and younger adults with disabilities.

Catherine Morley is the Project Manager for Self Directed Support for Mental Health. The project plan, which is being developed, has a target for implementation of 31<sup>st</sup> March 2011. Catherine is setting up a Project

Board which will meet for the first time at the end of October.

The first tasks for the Board will be to clarify the scope of the project and set up governance arrangements. These will learn from and build on the Self Directed Support Programme structure that managed the implementation of personal budgets in November 2009. The board will also develop and agree a project plan.

Catherine expects there will be work areas around the following:

- Service user and carer engagement
- Contracting and commissioning
- Learning and development
- Communications
- Finance
- IT systems
- Performance
- Operations and support planning

Catherine is keen for service users and carers to be involved. The Cumbria Mental Health Users Group is part of the Self Directed Support User Consortium and will be involved in the new project alongside service user involvement arrangements the Cumbria Partnership NHS Foundation Trust has in place.

Service providers will be involved through the ongoing contracting and commissioning work led by Julie Baillie.

If you would like to know more, please contact Catherine Morley, Project Manager by email at [Catherine.e.morley@cumbriacc.gov.uk](mailto:Catherine.e.morley@cumbriacc.gov.uk).

## **NHS Cumbria News**

Owing to a recent software upgrade, we're currently unable to provide links to the full press releases in all cases. The upgrade should be completed soon, so please visit <http://www.cumbria.nhs.uk/News/NewsReleases.aspx> to browse our full press releases.

## **Real Accountability Report available**

All Primary Care Trusts (PCTs) now have a legal obligation to report annually on the influence people's views have had on their decisions. We have recently completed our first report under this duty which covers the period April 2009-March 2010. We believe it provides important evidence of our responsiveness and accountability to Cumbria residents.

The report contains many examples of the ways we've spoken and consulted with the people in the county during 2009/10.

More: <http://tinyurl.com/34bocet>

## **One step closer to joining forces**

District nursing, physiotherapy, health visiting and other community health services are a step closer to being joined with the county's NHS Foundation Trust.

On 22nd September NHS Cumbria's Trust Board unanimously approved an outline business case to transfer the primary care trust's community health staff to Cumbria Partnership NHS Foundation Trust by April 2011. The decision comes on the back of an announcement made by the government in July that all primary care trusts are to be disbanded by 2013. As a result, any services currently directly provided to patients by primary care trusts are to be transferred to a different organisation.

Following today's decision, the outline business case will be submitted to the North West strategic health authority. They will then consider the proposal alongside the Department of Health. A decision on whether the transfer can go ahead is expected before the end of October.

If agreed, NHS Cumbria's community health staff will transfer to the new partnership with their existing pay, conditions and pension rights protected from next April.

## **Consulting on the Draft Pharmaceutical Needs Assessment**

In the last newsletter, we told you about a new consultation about pharmacy services in Cumbria. The results of this consultation are now in, and have been used to produce a Draft Pharmaceutical Needs Assessment. The formal consultation on this document began on the 4<sup>th</sup> October and closes on 3<sup>rd</sup> December.

The Draft Pharmaceutical Needs Assessment (and the Appendices which contain the results of the survey about pharmacy services) is available to view at <http://tinyurl.com/2fczsw6>. The same webpage contains a questionnaire which you can use to give your views on the document. For more information, contact Andrea Loudon on 01539 797825 or [andrea.loudon@cumbriapct.nhs.uk](mailto:andrea.loudon@cumbriapct.nhs.uk)

## **Patient Transport Services**

Patient Transport Services help patients with a medical need get to and from out-patient and in-patient appointments at medical venues and helps patients get home after discharge from hospital.

In Cumbria and across the North West patient transport services are operated by North West Ambulance Service (NWAS). Currently NWAS have different agreements with different health trusts so this is why one eligibility criteria is being applied to the whole region to ensure that provision is fair across the region.

From 4th October 2010 in north Cumbria (Allerdale, Copeland, Carlisle and Eden) and from early in 2011 in south Cumbria (South Lakes and Furness), a new national eligibility criteria is coming into operation to assess patients for their eligibility to access Patient Transport Services. This will ensure the system is used in the same way for everyone.

Patients may be eligible for PTS in the following circumstances:

- Where the medical condition of the patient is such that they require the skills or support of PTS staff on/after the journey
- Where it would be detrimental to the patient's condition or recovery if they were to travel by other means.
- Where the patient's medical condition impacts on their mobility to such an extent that they would be unable to access healthcare
- Recognised as a parent or guardian where children are being conveyed.

For more information about changes to eligibility for Patient Transport Services, including booking information, please visit: - <http://tinyurl.com/3ycn5w5>.

## **Community Hospitals pass surprise cleanliness check**

All three of NHS Cumbria's community hospitals in Penrith, Alston and Wigton chosen for a recent visit by health watchdog passed their inspection for cleanliness and infection control.

The Quality Care Commission (CQC), who oversees the standards of health and social care organisations in England, visited the three hospitals in July as part of their programme of unannounced visits to check on standards of cleanliness and infection control.

In the report released this month, each hospital passed the 14 criteria they were measured against. A full copy of the report is available at: <http://tinyurl.com/2u9lm4p> (PDF file).

## **Time to get protected as winter approaches**

At-risk groups across Cumbria are being reminded not to forget to get their normal seasonal flu jab this year. Every year people who are aged over 65, or in a clinical at-risk group are invited to get a flu jab to

protect themselves from the various strains of flu which circulate during the autumn and winter months.

People who are older or who have chronic illnesses and long-term conditions are invited to get vaccinated as they are at greater risk of developing complications such as bronchitis or pneumonia if they catch flu.

Any patient who is aged over 65 or in a clinical at-risk group as listed should call their surgery to book an appointment to get the flu vaccination.

## **Around the Localities**

### ***North and East Cumbria***

#### **Work starts on new Assessment Service at Penrith Community Hospital**

Work begins this week on a new Assessment and Diagnostic Service for patients across Eden at Penrith Community Hospital. The new facility which will be situated in the old Carlton Ward in the hospital will provide new modern facilities closer to home for patients in Eden so they won't have to travel as far for some diagnostic tests or minor treatments.

The Assessment and Diagnostic Service will allow room to observe patients for a longer period of time before a diagnosis or referral is made. This will allow the hospital team to see if a patient responds to short-term treatment, such as intravenous antibiotics or rehydration treatment, before a decision is made over whether the patient needs longer term treatment or if they need to be admitted to hospital.

The work is expected to be complete early in 2011.

#### **New computer system helps GPs share patient information in Eden**

A new computer system is being rolled out to GPs across Eden allowing them to share basic patient information with community healthcare staff working at Penrith Community Hospital.

Called EMIS Web, the system will allow GPs to share a small amount of information from patient's records with other health professionals over a secure network. This is only done after seeking the patient's permission each time it is accessed.

#### **New phone number for podiatry patients in Eden and Keswick**

Patients across Eden and Keswick are being asked to use a new phone number to book their podiatry appointments.

Anyone from Appleby, Alston, Kirby Stephen, Shap, Keswick or Penrith who currently books their podiatry appointments by calling Penrith Health Centre's Podiatry Department should now call 01768 24 56 28 rather than the old 01768 24 52 64 phone number.

The number has been changed as part of the introduction of a more cost effective phone system.

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

### ***South Cumbria***

#### **Home Care Workers in South Lakes get extra training**

A pilot is underway in South Lakeland to help some home care workers deliver basic

healthcare tasks. Community nurses from NHS Cumbria's South Lakeland locality are training home carers so they can perform basic healthcare tasks which they may not have been trained to do before. These types of tasks are called generic domiciliary care and similar schemes are already in place in other parts of the county.

With the number of older people living in South Lakeland expected to grow, from around 24 per cent of the South Lakes population being over 65 in 2010 to around 34 per cent in 2030, this pilot is intended to give carers extra skills to help community services support an ageing population.

### **Award nominations for GPs in South Lakeland**

NHS Cumbria's GP led commissioning group in South Lakeland, has been shortlisted for three national health awards. Westmorland Primary Care Collaborative which is the GP led commissioning group for South Lakeland has been nominated for three prizes in the National Association Primary Care (NAPC) Vision Awards.

The first nomination is for 'Best Service Redesign - Respiratory' for their work with the South Lakes Respiratory Service. The second nomination is for 'Best Integrated Care Model' for their work to ensure that health and social care services are as joined up as possible across the South Lakes area. Finally the third nomination is in the 'Most Advanced Primary Care Clinical Commissioning Group' category, which is sponsored by the Department of Health. This category aims to recognise excellence and progress within GP led commissioning.

In addition another GP led group in Cumbria, the Allerdale Locality Practice Based Commissioning Group has also been nominated for 'Best Integrated Care Model' for their work in creating a more joined up health system in Cockermouth.

The NAPC (NAPC) Vision Awards are designed to reward examples of best practise within practice based commissioning, which is led by GPs.

The winners will be announced on 20th October at an awards ceremony in Birmingham.

### **Changes to contraceptive clinics in Barrow**

From this month, more contraceptive clinics will be offered at the Birchwood Clinic in Barrow, which is located on the grounds of Furness General Hospital.

Four clinics currently offered at the Atkinson Health Centre will be moved to the Birchwood Clinic from 6th October. This is to allow more joined up health services at the clinic so people can get both sexual health advice and information on contraception in the same place. The under 19s walk in clinics which are offered at both venues will remain, so young people will be able to easily access advice on contraception and full screening for sexually transmitted infections.

From Wed 6th October the below contraceptive clinics will run in the following locations at the following times:

#### *Barrow – Contraceptive Clinics*

Atkinson Health Centre, Tuesday, 3.30 - 5.30pm (under 19s walk in)

Barrow Sixth Form (term-time for students)  
Monday, 12- 2pm

Furness College (term-time for students)  
Wednesday, 12 – 2pm

#### *Birchwood Clinic*

Monday, 10 – 12.45pm (walk in)

Tuesday, 9 – 12pm (coil/implant appointments only)

Wednesday 6 - 8pm (appointments only)

Thursday 3.30 - 5.30pm (under 19s walk in)

Friday, 12.15 – 1.45pm (under 25s walk in)

Tel: 01229 404462 for an appointment

Your local lead for Public Engagement in Furness and South Lakeland is Jayne Thorp. Jayne can be reached on 07796 993 802 or e-mail: Jayne.Thorp@cumbriapct.nhs.uk

## **West Cumbria**

### **Cockermouth Centre for the Third Age**

Health, social care agencies, charities and community groups across Cockermouth are planning to work together to find the best way to support the town's ageing population. Alongside the development of a new Community Hospital in Cockermouth, NHS Cumbria wants to work with other community groups, agencies and charities to create a way to help support the town's ageing population in one place. This project is called the Centre for the Third Age.

A group has now been set up to discuss how the idea behind the Centre for the Third Age could become a reality. One suggestion is to create a central venue at Cockermouth Community Hospital bringing together different organisations which will offer older people support and advice. To get this initiative off the ground, the project has already been awarded a £25,000 innovation bursary by the NHS Regional Innovation Fund and £50,000 for computer software and implementation from the North West Improvement and Efficiency Partnership (NWIEP).

### **Derwent House Surgery in Cockermouth returns home after floods**

A GP surgery in Cockermouth which was forced to relocate to temporary buildings following last years floods is now returning back to its former premises. Derwent House Surgery in Cockermouth is from the 13th September, relocating back to its former home in Wakefield Road, Cockermouth, CA13 0HZ.

The surgery moved into temporary buildings on the site of Cockermouth Community Hospital in December 2009 and is still actively involved with the negotiations and planning for the redevelopment of the new Cockermouth Community Hospital site and the relocation of all three of the town's general practices there when it is built. All patient appointments will from Monday 13th September be at the surgeries original premises on Wakefield Road. All appointments can still be made on the usual surgery phone number up to and after this date.

Derwent House Surgery can be contacted on: 01900 324100

Your local lead for Public Engagement in Allerdale and Copeland in Christine Harrison. Christine can be reached on 0778 557 8574 or e-mail: Christine.harrison@cumbriapct.nhs.uk

## **National Health and Wellbeing News**

### **Case study scenarios help to demonstrate new qualifications in the care sector.**

New qualifications will come into force in January 2011, as a result of the Qualifications and Credit Framework (QCF). Seven case study scenarios have been developed to demonstrate how learners may tailor their learning to their job role using the new qualifications. The scenarios feature a variety of services within the sector such as adult residential care, domiciliary care, dementia roles and personal assistants.

To download the scenarios visit: [www.skillsforcare.org.uk/qcf](http://www.skillsforcare.org.uk/qcf). To order a supply of the scenarios please email: [Catherine.wilson@skillsforcare.org.uk](mailto:Catherine.wilson@skillsforcare.org.uk).

A new QCF DVD is also available which features two frontline managers (played by actors) discussing the benefits of the new

qualifications that will replace NVQs from January 2011. The DVD also features Any Tilden, Head of Standards and Qualifications and Fazeela Hafejee, Project Manager, answering some frequently asked questions. For a free copy please contact Catherine Wilson as above.

### **How to complete NMDS-SC in order to claim TSI funding in 2010/11.**

Skills for Care has continued to make the completion or refresh of NMDS-SC data in 2010/11 a requirement in order for you to claim TSI funding, which can be used to train your workforce.

Skills for Care have produced a summary publication which provided you with information, the simple steps you need to take to complete or refresh your NMDS-SC profile so you can claim TSI funding. Visit: <http://northwest.skillsforcare.org.uk/NMDS-SC/NMDS-SC.aspx> to download the guidance.

### **The Dignity in Care Campaign**

Launched in November 2006, the Dignity in Care Campaign aims to put dignity and respect at the heart of care services. Over 18,000 people have now joined the campaign as Dignity Champions. A Dignity Champion is someone who believes passionately that being treated with dignity is a basic human right, not an optional extra. They believe that care service must be compassionate, person centred, as well as efficient and are willing to try to do something to achieve this.

The ten point dignity challenge:

1. Have a zero tolerance of all forms of abuse
2. Support people with the same respect you would want for yourself or a member of your family
3. Treat each person as an individual by offering a personalised service

4. Enable people to maintain the maximum possible level of independence, choice and control
5. Listen and support people to express their needs and wants
6. Respect People's Right to Privacy
7. Ensure people feel able to complain without fear of retribution
8. Engage with family members and carers as care partners
9. Assist people to maintain confidence and a positive self-esteem
10. Act to alleviate people's loneliness and isolation

Dignity Champions include health and social care managers and frontline staff. They also include doctors, dieticians, porters, care workers in care homes, MPs, councillors, members of local action groups and Local Involvement Networks (LINks) and people from voluntary and advocacy organisations. People who use care services, their relatives and carers as well as members of the public are becoming Dignity Champions.

To sign up as a Dignity Champion or to find out more please visit: [www.dignityincare.org.uk](http://www.dignityincare.org.uk).

### **Royal College of Nursing - Facing the Care Challenge Conference**

Recent high profile reports of poor patient experience have led to media headlines and allegations that nurses:

- are too posh to wash
- leave patients unfed
- treat patients with a lack of dignity and privacy.

With increasing incidences of dementia, an ageing population living with chronic diseases and a fast moving finance-driven healthcare environment, nurses have been challenged to prove that they can still deliver high quality, fundamental nursing care with empathy and skill.

Following on from success of the RCN Fellows' fringe events at RCN Congress, we

are pleased to announce the FIRST RCN Fellows' one-day conference.

The conference will face these challenges, examining and debating the issues of nurse education, leadership and practice using case studies to seek solutions supporting the delivery of care in all settings.

Speakers and delegates will come from all care settings; acute, primary and voluntary sector and from all levels 'ward to board' to share and discuss.

For more information please visit:  
<http://www.facingthecarechallenge.com/>

### **Equality Act 2010 – Guidance for Unpaid Carers**

The new Equality Act 2010 combines and enhances previous equality legislation, ensuring a fairer deal for unpaid carers holding down a job as well as carer responsibilities.

Implementation of the majority of the Equality Act will began on 1<sup>st</sup> October 2010. "*Equality Act 2010: What do I need to know?*" is a series of summary guides and 'quick start' guides to the key changes in the law. These simple guides set out clearly what the new laws will mean for business, the public sector, the voluntary sector and the public, helping people understand their new responsibilities and rights in the work place and when providing or accessing goods and services.

To view the guide, please visit:  
[http://www.equalities.gov.uk/equality\\_act\\_2010/equality\\_act\\_2010\\_what\\_do\\_i\\_n.aspx](http://www.equalities.gov.uk/equality_act_2010/equality_act_2010_what_do_i_n.aspx)

### **Personalised Budget Training**

Community Matters in partnership with Community Alliance and delivered by self direct, are offering one-day workshops this autumn to explore what personalisation will mean for you - the principles and practice,

how it fits into other local empowerment initiatives, and its impact on your relationship with service users.

On 25th October in Birmingham. To book please use the booking form at:  
[http://www.dta.org.uk/aboutus/dtaintheregions/westmidlands/Personalised\\_Budgets\\_Form](http://www.dta.org.uk/aboutus/dtaintheregions/westmidlands/Personalised_Budgets_Form)

### **New Guide to Improve Rural Transport**

An online guide has been published by Local Government Improvement and Development (formerly IdeA) to help local authorities to improve rural public transport.

The web guide examines good practice in planning, procurement and securing funding, as well as looking at working with stakeholders, operators and partners. The document looks at ways policy can be translated into the rural transport services a local authority wants to provide.

To view the full guide, visit:  
<http://www.idea.gov.uk/idk/core/page.do?pageld=20868090>

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  
E-mail: [jozib@cumbriacvs.org.uk](mailto:jozib@cumbriacvs.org.uk)

Cumbria LINK contact details:  
Jane Mcfarlane – telephone: 01228 512513  
E-mail: [link@cumbriacvs.org.uk](mailto:link@cumbriacvs.org.uk)

Postal Address:  
27 Spencer Street  
Carlisle  
Cumbria  
CA1 1BE

Our Blog: [www.cumbrialink.wordpress.com](http://www.cumbrialink.wordpress.com)  
Twitter: [www.twitter.com/CumbriaLINK](http://www.twitter.com/CumbriaLINK)  
Facebook: <http://tinyurl.com/yqu5qau>