



News Update  
August 09 – September 09

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

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**Patients happy with GP's**

Family doctors in Cumbria enjoy some of the highest patient satisfaction rates in England. The GP Patient Survey, the biggest healthcare survey of its kind, found that overall satisfaction with surgeries in Cumbria was 95 per cent (higher than the 91 per cent national average and joint highest in the North West).

- 87 per cent of patients in Cumbria were satisfied with surgery opening hours (national average 82 per cent)

- 82 per cent were able to get an appointment with their chosen family doctor (national average 77 per cent )
- 89 per cent were able to make an appointment with their GP fairly quickly (national average 84 per cent)
- 97 per cent said they had confidence and trust in their doctor (national average 95 per cent)

Almost 25,000 patients in Cumbria responded. To read a copy of the full report, please go to their website:

<http://www.gp-patient.co.uk/surveyresults/>

**Cumbria Wired For Health**

Internet users now have online access to life expectancy rates and other public health information for every part of Cumbria. Health and other statistics for more than 160 council wards in the county are now available.

Interactive maps, charts and tables enable users to instantly pull together and compare publicly available statistics on a number of key areas, including:

- Cancer mortality rates
- Average number of smokers
- Fruit and vegetable consumption amongst children and adults
- Binge drinking levels
- Number of years spent in full health

The information at: [www.cumbria.nhs.uk/YourHealthInformation/InstantAtlas/atlas.swf](http://www.cumbria.nhs.uk/YourHealthInformation/InstantAtlas/atlas.swf) also provides facts and figures on household incomes, levels of fuel poverty and average house prices.

The initiative has been introduced by NHS Cumbria to give people more information about the health challenges in their area. Family doctors and other health professionals will also use the information to help develop more services which provide the right treatment in the right place at the right time, closer to home.

## **New Online Assessment**

A new online assessment service has been opened for people with disabilities and older people to ensure they get the right equipment and care to suit their needs. The service doesn't replace direct contact with Social Services or the Occupational Therapy Services, but does offer independent advice and information about equipment needs for service users.

After logging in people can browse catalogues, pursue a particular problem or complete a full assessment on line. There are hints and tips on safety advice as well as signposting information to local retailers and organisations that may be able to provide additional help or allow online purchasing. To visit the self assessment system, please go to:  
[www.self-assess.co.uk/cumbria](http://www.self-assess.co.uk/cumbria)

## **Patient Voice Group.**

The Patient Voice Group regularly comments on Patient Information Leaflets produced by NHS Cumbria and on Policy Documents. They are currently looking for more people to get involved with this work.

The group work virtually so having access to a computer and the internet is a requirement. If you are interested it would be helpful if you could indicate any health/care areas that are of specific interest to you.

You can get involved in commenting on information leaflets only or both policy documents and information leaflets. If you want to comment on the policy documents you will be required to sign a confidentiality agreement with NHS Cumbria.

If you would like more information or would like to join the virtual reading group please contact Janet by email:  
[janetfpitman@aol.com](mailto:janetfpitman@aol.com).

## **Self-Harm Awareness Training.**

Throughout 2009 Self Injury Support in North Cumbria (S.I.S) has been offering the opportunity to attend informative and participative workshops to help you or your staff develop an understanding of self-harm, which includes:

- How to develop a better awareness and understanding of the frequently misunderstood issues associated with the many forms of self-harm
- A personal insight into self-harm
- Information to help Professionals and Carers feel more confident in supporting those who self-harm
- How to develop a Harm-Minimisation Approach
- How to access more specialised support and Counselling

The next workshops will take place on the 8<sup>th</sup> October in West Cumbria, the 28<sup>th</sup> October in Carlisle and the 25<sup>th</sup> November in West Cumbria. The workshop times are from 9.30am to 4pm. The cost including lunch, refreshments and a resource pack is £80.

For further details or a booking form please contact Steve Lax on 01228 515500 or email: [steve@sis-cumbria.co.uk](mailto:steve@sis-cumbria.co.uk).

## **Consultation on changes to Mental Health Services in Cumbria**

In the latter part of last year, NHS Cumbria conducted a three month consultation on changes to in-patient provision for mental health services in the county. At the end Of January they published a document setting out the outcome of the consultation and the decisions that had been made. They undertook to produce a six monthly update on the action that was taken in the light of those decisions.

The update report is available on:  
[www.cumbria.nhs.uk/home](http://www.cumbria.nhs.uk/home).

## **Cumbria Partnership NHS Foundation Trust News:**

### **Improvements to Services**

Cumbria Partnership NHS Foundation Trust has recently carried out some improvement to their NHS services at the Carleton Clinic site. The building work is nearing completion and they are inviting people to preview the brand new facilities before they are opened for use.

The extended part of the psychiatric intensive care unit is due to be completed during August and they are holding an open day for interested parties to view the new facility before it is operational on Wednesday 26<sup>th</sup> August 2009.

Guests are invited to visit the new facility at 10am, 2pm or 6pm. To book a place please call Harriet Mouat on 01228 603036.

The completion of the building work marks a huge milestone in their programme of improvements which they have planned for mental health services in the county and gives them the first dedicated psychiatric intensive care unit for Cumbria. The unit focuses on the recovery of service users in a therapeutic and calming environment with high quality accommodation and furnishings and it represents an overall investment of £3 million in new facilities.

### **What does happiness mean to you?**

Cumbria Partnership NHS Foundation Trust has teamed up with Cumbrian Newspapers to give you the chance to take part in their Snap Happy competition.

They are looking for photographs that capture what happiness means to you.

Find out more about the competition and submit your photograph at: [www.news-and-star.co.uk/happy](http://www.news-and-star.co.uk/happy)

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

### **Care Governance**

Care governance is a framework through which organisations are accountable for continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which excellence in care will flourish.

It covers the organisation's systems and processes for monitoring services and provides a route for accounting for the quality of services to the governing body and applies to all commissioned services, both in health, the independent sector and third sector.

The core values of care governance are: Continuous improvement of services, care and support.

The service user experience is the central focus in decision making, meeting their needs and aspirations and keeping them informed.

In Cumbria Adult Social Care, a specialist Care Governance Team has been established. This comprises:

- Safeguarding
- Representations and Complaints
- Knowledge Management
- Workforce Development
- Health and Safety

Further information available at:  
<http://www.cumbriacc.gov.uk/adultsocialcare/caregovernance/default.asp>

The Care Governance Strategy can be viewed online at:  
<http://www.cumbriacc.gov.uk/elibrary/Content/Internet/327/946/3975114395.pdf>

## Proposal for an online directory of services

In this edition's article from Cumbria County Council's Adult Social Care, I'd like to share with you our proposal for a new online directory of services. I would welcome your comments and suggestions for this and have included some questions you might wish to consider.

We are proposing to develop a new directory of services that will be available online through the internet. The public and professionals will be able to use this to look for sources of care and support. The directory will include basic information about services – people can use this to help them decide if the service could help them. They can then use the contact details to contact the service for more information.

We haven't decided on a name or internet address for the new directory and would welcome your suggestions for these. It would also be available using search engines like Google. *What form of words do you think people would enter if searching for information about local services?*

The directory will enable people to search for services in a number of ways:

- the service's name e.g. Age Concern
- using a key word e.g. 'dementia'
- by geographical area e.g. 5 miles of LA9 4RQ, Eden district
- individual's needs e.g. learning disability, older people, carers
- type of service e.g. personal care, transport, housing

The search will produce a list of services on the screen that match the search. The list will include brief information about each service with buttons to click on to:

- see more details of the service
- see any service user comments made about the service
- add your own comments about the service

- add the service to your own 'my services' list

*Do you think the ability for service users to record comments about services would be useful? Should we try to validate this information in some way?* You will be able to print off the list, your 'my services' list or full details of any specific service from your computer.

*Would it be useful to be able to email yourself these details as well as being able to print them off?*

The information about services will be provided and maintained by the services themselves. To be included on the directory, services will need to register and provide an email address. Every 12 months, the directory will automatically send to this address a reminder to check and update the information.

People using the directory could do this anonymously. However, if they wished to make comments about a service or create a 'my services' list, they would need to register and provide an email address.

For more information on the proposal, see the outline on the Cumbria County Council website at:

<http://www.cumbria.gov.uk/eLibrary/Content/Internet/327/946/4003213574.pdf>

If you have any comments or suggestions, please send to me at:

Peter Knock  
Public Information Manager  
Adult Social Care  
Cumbria County Council  
County Offices  
Kendal, Cumbria, LA9 4RQ  
Telephone: 01539 713379  
Email: [peter.knock@cumbriacc.gov.uk](mailto:peter.knock@cumbriacc.gov.uk)

The closing date for comments is 31 August 2009.

# NHS Cumbria News

## Swine Flu and the National PANDEMIC FLU SERVICE

National Pandemic Flu Service website:  
[www.direct.gov.uk/pandemicflu](http://www.direct.gov.uk/pandemicflu)

Information 0800 1 513 513  
Treatment 0800 1 513 100

The latest local NHS Cumbria information on Swine Flu can be found on their website, <http://www.cumbria.nhs.uk/News/SwineFlu.aspx>

## Extra £2million for Psychological Therapies

NHS Cumbria has successfully secured £2million to continue its expansion of psychological therapies for mild to moderate mental health problems. The money has been awarded by the North West's Strategic Health Authority (SHA) to NHS Cumbria as part of a government initiative called 'Improving Access to Psychological Therapies' which has been established to help people with anxiety disorders and depression.

The money has been awarded to recognise the success of the current service which has already doubled in size within the last 18 months and is now helping 8,500 people each year.

The new service called 'First Step' will help train and employ 49 new clinicians working within GP practices, health centres and community hospitals across Cumbria.

For more information about the primary mental health service in Cumbria and to access self help resources visit:  
[www.cumbriapartnership.nhs.uk/help/primarymentalhealthservices](http://www.cumbriapartnership.nhs.uk/help/primarymentalhealthservices).

## Children's Health Service Changes

From April 2010, services for children and families will be commissioned from one lead health service provider, in order to improve access to joined-up health services.

It will make it easier for children and families who currently have to navigate several different NHS Trusts when accessing treatment. Instead, families will only have to deal with one organisation. Health service investment in children and families' services in Cumbria is likely to increase as a result of the change.

Existing Cumbria NHS Trusts will have until October 2009 to bid to become the new lead provider. Children, young people and their families will have the opportunity to help determine the best NHS organisation to become the lead provider. The paper on improving children's health services which was considered by NHS Cumbria's Trust Board is available at:  
<http://tinyurl.com/mdv4rk> (pdf file).

## New Drug, Alcohol and Sexual Health Advisory Service

A new service called 'Dash' has been launched in Cumbria this month, providing young people with information and advice on drugs, alcohol and sexual health. Dash has been created by a range of partners in Cumbria who make up the Risk Taking Behaviour Partnership.

The Risk Taking Behaviour Partnership has also launched a new project in west Cumbria to offer help and support to young people who turn up at A&E, or who get into trouble with the police as a result of alcohol and drug misuse. If successful this project will be rolled out across Cumbria.

To contact the Dash team, call your local Connexions Centre. Details available at:  
<http://www.connexionscumbria.co.uk/contact/contactlist.aspx>.

## **Chronic Fatigue Service Expands**

North Cumbria Chronic Fatigue Syndrome / ME service, based at Keswick Community Hospital, is offering an expanded service. There are 150,000 sufferers of Chronic Fatigue Syndrome or ME in the UK.

The service has been running for three years alongside existing treatments and includes: lifestyle management, graded activity, rest and relaxation techniques and cognitive behavioural therapy, the service also now offers a five week introductory fatigue management programme. The service also runs clinics in Penrith, Carlisle and Whitehaven, when needed.

To find out more, contact Keswick Community Hospital on 017687 67033 e-mail: [cfs-team@ncumbria.nhs.uk](mailto:cfs-team@ncumbria.nhs.uk).

## **Around the Localities**

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

#### **Refurbishment at Penrith Community Hospital**

Improvements to Penrith Hospital are planned to provide separate shower facilities, better kitchen and washing facilities, a dedicated room for visitors and a new patient assessment unit. The £300,000 investment will improve patient privacy and dignity and will also address concerns expressed by the Patient Voice Group.

Nine of the sixty beds at the hospital will be removed to make space for the facilities, recent investment in community health services means that clinicians are confident this won't affect the operation of the hospital. Work is expected to start soon.

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).

## **Help Make a Difference to Cancer Care in Eden**

The Eden Cancer Patient and Carer group is looking for more members to help influence cancer services in Cumbria.

Anyone who has been affected by cancer in some way either as a patient, carer, friend or relative is welcome to join. The Group works alongside local healthcare professionals, bringing the patient voice to various meetings across the cancer network enabling people's experiences to shape cancer services for current and future cancer patients.

For further information contact: Susan Collins; 01900 324235 e-mail: [susan.collins@cumbriapct.nhs.uk](mailto:susan.collins@cumbriapct.nhs.uk) or Chris Clark; 01768 210835 e-mail: [chrisclark@greenvale.karoo.co.uk](mailto:chrisclark@greenvale.karoo.co.uk)

### **New Carlisle Sexual Health Service**

Young people in Carlisle will now find it easier to access sexual health advice when they need it. NHS Cumbria is running new contraception and sexual health clinics for under 20's at Connexions in Carlisle. If the scheme proves popular it could be rolled out across other parts of North and West Cumbria.

### **South Cumbria**

#### **New Ulverston GP Contract Announced**

Dr Murray and Partners are the successful bidders for Bayside Practice in the recent tender process which was triggered by the resignation of its sole GP last autumn. Both surgeries are located at the Ulverston Health Centre on Stanley Street. Dr Murray and Partners have said the addition of the Bayside Practice will give them the size necessary to develop more clinics and other health services.

## **New Radiotherapy Service Recommended For South Cumbria**

NHS experts, looking into the feasibility of developing extra radiotherapy capacity, have recommended that any new service should be based in the Morecambe Bay health area.

NHS Cumbria has been working with other primary care trusts in the region to explore how a new cancer service could reduce journey times for patients. One site already identified as a possible location for the new service is the Westmorland General Hospital in Kendal. The team must now do further work to make sure a new service would work hand-in-glove with existing services in the region, and see enough patients each year to make it safe and viable.

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

## ***West Cumbria***

### **New GP led Unit in Copeland**

The Copeland Unit (formerly the Buttermere Ward) at West Cumberland Hospital in Whitehaven, is now open, offering patients assessment, treatment and rehabilitative care in a community setting. This care is now delivered by a team of GPs, nurses and therapists employed by NHS Cumbria.

The twenty bed unit will act as a 'step up' point for patients referred to hospital by GPs and a 'step down' towards care at home for those leaving acute hospitals and in need of rehabilitation. The unit opened for business under NHS Cumbria on Sunday 5 July. A formal opening of the unit is planned for later in the summer.

Similar facilities are already running in acute hospital locations in Carlisle, Barrow and Kendal.

## **New Breathe Easy Group in West Cumbria**

A new Breathe Easy group has been set up in West Cumbria to support people with lung conditions. Breathe Easy is part of the support network of the British Lung Foundation. There are 200 Breathe Easy Groups across the UK, with local groups based in Kendal and now west Cumbria.

The groups offer a support network for people who suffer from lung conditions, and enables them to make friends and meet other people in a similar situation, so helping to breakdown isolation. The West Cumbria Breathe Easy Group meets once a month on a Monday at Workington Community Hospital.

If you wish to attend the West Cumbria Breathe Easy Group or if you'd like more information, please contact Bill Barnes, Chairman on 01900 818419 or e-mail [billbarnes@dsl.pipex.com](mailto:billbarnes@dsl.pipex.com).

Visit [www.lunguk.org](http://www.lunguk.org) for more general information.

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

# National Health and Wellbeing News

## Mental Health Improvement Programme (MHIP) News Updates.

To promote the sharing of information across the mental health community in the North West the Mental Health Improvement Programme (MHIP), NHS North West, sends out news items about activities relating to mental health and mental health service development.

The items are sent in the form of a regular e-bulletin, going out to an extensive network of contacts. To subscribe to the newsletter, please e-mail:  
[subscribemhipnews@northwest.nhs.uk](mailto:subscribemhipnews@northwest.nhs.uk)

## PROMISE Network Launch

'Promise' is a new network of third and independent sector providers of mental health services in the North West. 'Promise' is co-ordinated by Voluntary Sector North West (VSNW) as part of NHS North West's Mental Health Improvement Programme (MHIP)

You are invited to the launch event on the 7th September 2009, 10am to 3pm, at the Gujarat Hindu Society, Preston, where you can find out more about 'Promise' and the regional landscape for mental health service delivery.

The launch event is open to all third and independent sector providers of mental health services within the North West. For more information about 'Promise' visit <http://www.vsnw.org.uk/activities/networks/promise>

A flyer and booking form are available online <http://www.vsnw.org.uk/noticeboard/?id=221>

## Positive Action Awards Northwest

Nominations are now being taken for the Positive Action Awards Northwest 2009. The awards provide an opportunity for people to nominate employers, businesses, service providers or individuals that deserve recognition for promoting independence, delivering accessible and/or inclusive services, or maintaining exemplary employment practices for disabled people and/or carers.

Anyone may submit nominations for the awards and may nominate as many different people, companies and organisations as they wish. However, the people they nominate must be based in the Northwest of England. Nominations are welcome for the following categories:

### Employment:

- Large (over 500 employees)
- Medium (50 – 500 employees)
- Small (less than 50 employees)
- Voluntary sector and charities

### Service Categories:

- Transport
- Visitor attraction
- Eating or drinking out
- Leisure
- Recreation or sport
- Health or NHS
- Voluntary organisations including charities
- Housing
- Local authority or Government department
- An open category for any other

### Individual Categories:

- Unpaid Carer
- Disabled Person

Closing date for nominations is 29<sup>th</sup> August 09. You can nominate online at: <http://www.positiveactionawards.org.uk/nominate.shtml> or by contacting Warrington Disability Partnership on 01925 240064 for an application form.

## **Don't Walk Away**

'Don't Walk Away' is an awareness campaign aimed at young people. It includes a Poster, First Aid Advice 'When things go wrong' and a DVD. It raises awareness and teaches youngsters about the dangers of alcohol.

For more information, please go to:  
<http://www.nwas.nhs.uk/internet/PatientCare/PublicHealthCampaigns/DontWalkAwaycampaign/tabid/183/Default.aspx>.

If you'd like a copy of 'When things go wrong' or the presentation used in the campaign you can go to:  
<http://www.alcoholpolicy.net/2007/07/post.html>

## **Keeping Independent**

The Disabled Living Foundation (DLF) has updated 9 of its 48 fact sheets containing advice in independent living solutions. They cover clothing and footwear, including clothing ideas for wheelchair users and equipment to assist with dressing.

DLF fact sheets are free and can be downloaded from [www.dlf.org.uk](http://www.dlf.org.uk) or by contacting the Helpline on 0845 130 9177 or e-mail: [advice@dlf.org.uk](mailto:advice@dlf.org.uk).

## **Guide on finding Care from the Alzheimer's Society**

Alzheimer's Society has a new guide to choosing a care home, which features the essential issues to consider when deciding on a care home for a person with dementia. It lists questions families can ask the care home staff and includes blank pages for notes on the places you visit.

"Putting Care Right – your guide to choosing a care home" can be obtained by calling the Alzheimer's Society's dementia helpline on 0845 3000336 or downloaded from [www.alzheimers.org.uk](http://www.alzheimers.org.uk).

## **Recruitment, selection and retention**

Skills for Care have developed a toolkit to support small and medium sized employers with their recruitment.

The toolkit aims to help employers achieve the key objectives of effective recruitment and selection.

It includes useful checklists, best practice skills advice for the recruitment process and practical 'tips' where relevant. Website:  
[http://northwest.skillsforcare.org.uk/news/news\\_archive/Toolkit\\_launched\\_aimed\\_at\\_improving\\_recruitment\\_and\\_retention\\_for\\_small\\_medium\\_employers.aspx](http://northwest.skillsforcare.org.uk/news/news_archive/Toolkit_launched_aimed_at_improving_recruitment_and_retention_for_small_medium_employers.aspx)

## **Employing Personal Assistants**

Skills for Care, together with Association for Real Change (ARC), have developed a toolkit to support people to employ their own personal assistants. The toolkit helps small employers deal with the basic issues and legalities of employing their own staff, such as Employing a personal assistant, Being a good employer and Sorting out problems.

[http://northwest.skillsforcare.org.uk/news/news\\_archive/Toolkit\\_to\\_help\\_people\\_employ\\_their\\_own\\_personal\\_assistants.aspx](http://northwest.skillsforcare.org.uk/news/news_archive/Toolkit_to_help_people_employ_their_own_personal_assistants.aspx)

## **Skills for Care launch online funding guide for employers**

Skills for Care have launched a unique interactive online funding guide after employers complained they were struggling to find their way through the dizzying maze of training resources.

In response to those complaints Skills for Care has created an easy to use guide pulling together for the very first time more than 50 regional or national funding sources.

The online funding guide can be found at [www.skillsforcare.org.uk/funding](http://www.skillsforcare.org.uk/funding)

## **Foundation Degree in Social Care Opportunities with Skills for Care**

A new and exciting project supported by Skills for Care, NHS North West and Foundation Degree forward has started to take shape in the North West.

The aim of the project is to devise a framework for a Foundation Degree in Social Care with a specialist pathway in Dementia. The new qualification that arises from this will be underpinned by social care principles and standards. It will meet workforce requirements around specialist needs and potential new roles to support people with dementia and will reflect the workforce development implications of the personalisation agenda.

For further information:

[http://northwest.skillsforcare.org.uk/events/events\\_listing/Develop\\_a\\_framework\\_for\\_a\\_foundation\\_degree\\_in\\_social\\_care\\_with\\_a\\_specialist\\_pathway\\_in\\_dementia.aspx](http://northwest.skillsforcare.org.uk/events/events_listing/Develop_a_framework_for_a_foundation_degree_in_social_care_with_a_specialist_pathway_in_dementia.aspx).

## **What is DIS-ENT?**

DIS-ENT is a new internet forum dedicated to enterprise and disability. The forum enables you to search and add to the resources area, contact other entrepreneurs, broker new deals, create new opportunities, find new ways of doing business. Please go to [www.dis-ent.org.uk](http://www.dis-ent.org.uk) to see how you can get involved.

## **DH Third Sector Investment Programme: Innovation Excellence and Service Development Fund 2010-11**

The Department of Health is offering funding from one to three years to support projects with a clear focus on supporting and driving forward new ideas, excellence and developments in services in the health and social-care field. For further information: [http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_103016](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_103016)

## **'Campaigning is OK!'**

Early in 2009 Novas Scarman, with a wide range of local, regional and national partners (including NAVCA) ran nine events on support for campaigning. About 600 people took part and a short guide has been published to help community and voluntary organisation develop skills and support for effective campaigning.

For more information go to:

[www.navca.org.uk/localvs/infobank/ilpunews/campaigningreport.htm](http://www.navca.org.uk/localvs/infobank/ilpunews/campaigningreport.htm)

The Campaigning and Advocacy work stream, led by NCVO, now offers a course leading to a qualification in campaigning.

For further information:

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

## **National Coalition for Independent Action**

The campaign to protect the independence of voluntary organisations has launched its new website, including its latest newsletter.

[www.independentaction.net](http://www.independentaction.net)

## **Social care Green Paper – The King's Fund insight and analysis**

New expert insight and analysis is available from The King's Fund following the publication of *Shaping the Future of Care Together*, the government's Green Paper on reform of social care funding and delivery.

Does the Green Paper on social care reform follow the right principles, offer the right options, and map out the right way forward? Their social care expert Richard Humphries sets out why NHS managers and staff should be interested in the Green Paper.

To view their response, please go to:

[http://www.kingsfund.org.uk/research/topics/social\\_care/social\\_care.html](http://www.kingsfund.org.uk/research/topics/social_care/social_care.html)

## **Assessing improvements to stroke services since and identifying current gaps in service**

The National Audit Office (NAO) is asking people with stroke (and their carers) in England about their experience of services for people with stroke.

This study of the opinions of people with stroke (and their carers) is part of NAO fieldwork into the provision of services for people with stroke. The NAO will report its findings to Parliament in 2009, and hopes to identify ways in which stroke services could be improved.

The deadline for taking part in this NAO survey is Friday, 28th August 2009. To enter the NAO's stroke survey, please go to: [https://www.surveymonkey.com/s.aspx?sm=CP6NeFmdf0EjBDbRbRwVJQ\\_3d\\_3d](https://www.surveymonkey.com/s.aspx?sm=CP6NeFmdf0EjBDbRbRwVJQ_3d_3d)

## **New Directory of Mobile Phone Numbers**

A company has begun offering a directory service that allows people to find the mobile phone numbers of people they don't know. Run by 118800, it will cost £1 and use a database of numbers it said are freely available for purchase in the public domain.

To remove your number visit:  
<http://www.118800.co.uk/removeme/remove-me.html>

Removal is recommended by the BBC:  
[http://news.bbc.co.uk/1/hi/programmes/working\\_lunch/8091621.stm](http://news.bbc.co.uk/1/hi/programmes/working_lunch/8091621.stm)

## **Care Quality Commission.**

In our last bulletin we reported on the Quality Care Commission, our sincere apologies for any confusion caused, the item should have read the Care Quality Commission.

# **Cumbria LINK Work Update**

## **Annual Report**

The first Cumbria LINK Annual Report has been published and is available on our web site [www.cumbrialink.org.uk](http://www.cumbrialink.org.uk). Please let us know if you would like us to send you a hard copy, see contact details on the back page.

## **Governing Body Membership**

The Governing Body are working to review the Terms of Reference for the Cumbria LINK based on feedback from last years consultation and the experience gained since last October.

There are 5 vacancies on the Cumbria LINK Governing Body and we will be contacting the wider LINK Membership to invite nominations. Membership is open to all individuals on our mailing list. Further details on the election process will be posted to you in the near future together with nomination forms. If you would like to know more about what's involved please call Jane Macfarlane for more information on 01228 512513.

## **Barrock Court Nursing Home**

Cumbria LINK visiting team completed its first Enter and View visit to Barrock Court Nursing Home near Penrith. The team were pleased to report no areas of concern but they were able to make some recommendations aimed to improve residents' involvement in any future changes and activities.

The full report was sent to the Care Quality Commission, PCT, Adult Social Care and the Manager of Barrock Court. Cumbria LINK provided a summary of the report to the residents involved in the visit. The report is available to download from our website.

## **Westmorland General Hospital**

Cumbria LINK is working with the Health and Wellbeing Overview and Scrutiny Task Group who are looking at the implementation of changes to Acute Medical Services in Morecambe Bay. The Cumbria LINK will be making a visit to the Langdale Wards and the Primary Care Assessment Services to ask people currently using these services for their views.

We would like to hear from you if you have experience of the changes at the Westmorland General Hospital.

## **Last Chance to have your say on public transport to the Sands Centre**

We will be closing our on line poll at the end of August. If this issue affects you visit our website and take part in this poll now.

## **Barrow Street Survey**

As a direct result of our Barrow Street Survey recommendations Cumbria's Health Promotion team are working to improve the availability of health information in the area.

## **West Cumberland Hospital Contractors Launch Workshop**

Cumbria LINK were invited to contribute to this event which was held on the 6<sup>th</sup> August and aimed at building understanding between the Contractors and Design team for the Hospital rebuild and other stakeholders. LINK was the only organisation present to represent the viewpoint of the wider public of Hospital users, past, present and future.

In his introduction the Project Director, David Hounslea, thanked the LINK for the Report we put together on Patient views of West Cumberland Hospital, which had been passed onto the Contractors. The Atrium and other design issues at the Cumberland

Infirmery were debated and Laing were urged not to repeat mistakes made there.

Greater Public Engagement was urged in morning discussion and the key afternoon workshop focussed on who exactly should be seen as Stakeholders and how were they to be involved. It was agreed that it was vital to incorporate in the Project the experiences of the various Patient support groups and also LINK itself.

By the end of August the Board are to produce a Communication and Engagement strategy to spell out how and when such Public engagement will be done. Elizabeth Kay, North Cumbria University Hospital Trusts Communications Manager is to take the lead on this writing of the Strategy. This is likely to lead on to the LINK conducting more survey work by the end of the year as the Design Team publish actual plans and seek public feedback.

Overall there is still anxiety that the Strategic Health Authority has not yet signed off the Outline Business Case, put back to early September, but Laing have been awarded the Contract and plan to spend up to £7 million on preparatory work, including some demolition before the end of 2009.

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

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