



Warrington Local Involvement Network

# Warrington Local Involvement Network Annual Report 2008—2009

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Warrington LINK  
Supported by



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## Welcome

Welcome to this 1st Annual Report of the Warrington Local Involvement Network. The Warrington LINK's aim throughout the year has been to reflect the expressed needs of service users in the local community. In trying to achieve this the Warrington LINK has.....

Made regular contact with <ul style="list-style-type: none"><li>• Over 200 voluntary and community groups</li><li>• Over 20 interested individuals and</li><li>• Statutory organisations including health and social care services</li></ul>	Set up 2 sub groups regarding: <ul style="list-style-type: none"><li>• Observation and Environment</li><li>• Mental Health - returning to work, volunteering or training</li></ul>	Informed and encouraged groups and individuals to participate in consultations and health and social care events
Set up the LINKs Core Group and produced LINK Governance Structures	Produced 9 editions of the LINK newsletter	Regularly attended OSC meetings and worked in partnership on hospital discharge
Organised 3 LINK events and contributed to a borough council LINK event	Launched and maintained a LINK website and a Facebook group	Attended a range of meetings including: <ul style="list-style-type: none"><li>• Networks and partnerships</li><li>• Voluntary and statutory groups</li></ul>
	Produced commentaries for the Healthcare Commission for each Trust	

## LINK Host Report

As the staff team from Black Health Agency we aim to support the LINK and the work it undertakes. The first year of the LINK has been very successful, with the LINK being involved in a range of activities, events and sub groups. The LINK and the staff team have kept the community informed about various health and social care issues, what work the LINK is undertaking and also what other groups are doing and what events are taking place. The LINK has also informed and encouraged groups and individuals to participate in many consultations. The LINK support team regularly attend a range of meetings and events within the community. These range from attending local voluntary groups, for example the Older People's Forum, to gain their views and experiences to attending local voluntary 'umbrella' organisations i.e. Youth Matter! to inform them of the work of the LINK and encourage the voice of local people. We have also attended strategic meetings to find out what is happening with local health and social care so the LINK can be kept informed and also links can be made with local commissioners and key Trust staff members. Specific activities that the LINK are involved in vary widely from signposting to linking other groups and services together so they can work together to setting up sub groups to look into specific issue. Read on for more information.

## Profile of Warrington

NHS Warrington follows the same boundaries as Warrington Borough Council and has a resident population of over 193,000. While Warrington is one of the fastest growing and most prosperous districts in the country, there are significant pockets of deprivation located in the town's central wards. The people living in these areas experience problems of high unemployment and poor health. However, Warrington residents as a whole experience far better levels of health and material wealth than many other industrial areas within the North West.

The health trusts in Warrington are NHS Warrington (previously Warrington PCT), Warrington and Halton NHS Foundation Trust, (previously North Cheshire Hospital Trust), 5 Boroughs Partnership Trust and the North West Ambulance Trust. Warrington's Social Services assist people to maintain autonomy, control and a quality of life that can reasonably be expected by anyone within our society, regardless of any difference. Warrington Borough Council is the only authority to have received Beacon Status for Dignity in Care.

## **LINK Members**

The LINK recognises that many people who would like to influence services don't have the time to join groups, but the LINK offers convenient ways to get involved. People and groups can just participate in a single issue, take an active role in a specific piece of work or be less active by answering surveys or providing information. A person or group can also be a contributor, and will be able to contribute to the work of the LINK by taking part in discussions, surveys etc but can not initiate work themselves. Or you can become more involved and take part on a regular basis, receiving regular updates on the work of the LINK and become involved in any aspect of the LINK work. In the past year the LINK has recruited many LINK members from a diverse range of groups and also interested individuals.

## **LINKs Core Group**

A Core Group has been established to help develop the work of the LINK. This helps to determine how it will discharge its statutory duties and responsibilities and how its activities will be carried out. This group is also responsible for 'signing off' the annual reports, and other reports and recommendations. There was a process of selecting people onto the Core group, in a democratic election process. 'Umbrella organisations' were contacted and asked for a representative. The organisations then nominated an appropriate individual. The 'core group' will be reviewed regularly and evolve. The core group has met 5 times, notes are available. The Core Group representatives are below

<b>Constituency</b>	<b>Representative</b>
Older People	Eileen Fitzgerald - Older Persons Engagement Group
Younger People	Gwen Lightfoot - Youth Matter! And CVS
Carers	Roz Coleman – Warrington Carers Centre
Disability	Jayne Horton – Warrington Disability Partnership
Learning difficulties	Lisa Michie - Macintyre
Homelessness	Opening Doors
Drugs, Substance Misuse	Dida Goode—Service Users and Carers Group CVS
Locality – Stronger Together	Neil Roberts – Stronger Together
Vulnerable Young Adults	Sue Blyth - Youth Matter! And YMCA
Mental Health	Val Brown - Warrington Mental Health Forum
BME	Hasan Kazi - WECA
Vulnerable Adults	Elaine Morgan – Vulnerable Tenants Support Scheme
Health Champions – Acute Care	Anne Turner - Governor
Health Champions – NHS Warrington	Pat Taylor
Health Champions – 5BPS	Phil Yarwood
Health Champions – Vulnerable Adults/ Food	Irene Thomason
Health Champion - Social Care	Alf Clemo
Health Champion - LTC	Eileen MacDonald

# LINK Events

The LINK have held 3 successful events for LINK members and the wider community. And have been involved in 1 event held by the borough council. Reports from the events are available from the LINK Host Organisation.

## LINK Launch—21st May 2008

### The Aims of the Event

The purpose of the launch event was to gather together representatives from voluntary and community groups, interested individuals and statutory organisations to start to discuss how the LINK should develop. This included models of a Local Involvement Network and potential ideas for future issues.

### What Was Achieved

The event successfully launched the Warrington LINK in the community, and gathered views on health and social care which were used in the future work of the LINK and in the setting up of the LINK sub groups.

During the discussions several issues arose consistently, hospital discharge, lack of appropriate information on health and social care, cleanliness within NHS Premises and mental health issues. These issues were taken forward to future events to discuss them in more detail and plan the way forward.

Others issues that were discussed included:

- Long Term Conditions, a LINK member now sits on the Long Term Conditions Board and feeds information back to the LINK.
- Children and Young People were also discussed and the lack of representation. The LINK is now working more closely with Youth Matter! to involve children and young people and those groups who work with them.
- Ethnic Communities and barriers to accessing care, Black Health Agency were commissioned to do a piece of work on BME Communities accessing Social Care Services. The LINK will be reviewing the report and following up any recommendations.



## ‘Making it Happen’ Event - Thursday 10<sup>th</sup> July 2008

### The Aims of the Event

To comment on and discuss the proposed LINK model and how the LINK should work.

### What Was Achieved

The LINK model was agreed upon. The establishment of a LINKs core group was seen as essential, with representatives from local groups, organisations and interested health and social care champions being invited to sit on the group. From this the work of the LINK will really start with work priorities being decided upon, from the launch event and other issues raised. Task and sub groups will be established to include the wider LINK membership.

# LINK Events

Third LINK Event - 12<sup>th</sup> November 2008



## The Aims of the Event

- Introduce the LINK to their website Community Voices Online
- Introduce the LINK Core Group to the wider LINK
- Give groups and organisations the chance to exhibit their work and share information and success stories

Exhibitors were:

Warrington Disability Partnership  
Warrington Carers Centre and the Young and Caring Project  
Trust the Process Drug & Alcohol Project

Stronger Together  
Older People's Engagement Group  
The Gateway  
Creative Support – Warrington Day Centre

## What Was Achieved

3 workshops took place on:

- Mental Health—returning to work, training or volunteering
- Cleanliness in hospital, residential homes and mental health facilities and
- Social Care, focusing on social isolation

In each workshop the main issues of the topic was discussed and how to take these forward. Draft action plans were produced on how the LINK can take the issues forward. From these sub groups were established, see page 8 for more details.



Members were also given the opportunity to raise other issues with the LINK. These issues will be shared with the Healthcare Commission for their Annual Health Check, see page 7 for more details.

## **Warrington Borough Council LINK Event—28th January 2009**

### The Aims of the Event

To introduce and discuss the LINK and how it can work with Warrington Borough Council staff and adult social care services. Staff that attended included Community Development Workers, staff from Residential Homes, Council Officers and staff working on relevant Council projects.

### What Was Achieved

- Staff increased their understanding of regional health agencies, e.g. Strategic Health Authority and how the council staff can work with these agencies.
- The aim of the LINK and the current work of the LINK was introduced to staff
- Practical examples on how the LINK and the different social care departments and staff can work with the LINK were discussed
- LINK staff met with key staff within the Social Care Services

# Other Activities & Networking

## Newsletters

The Warrington LINK produces a 6 weekly newsletter, regular features include:

- A consultation corner –this provides information on current local, regional and national health and social care consultations.
- News from the community which gives local groups and organisations the opportunity to share their work, events and issues.
- News and updates from local Trusts and Social Services
- The work of the LINK, including core groups and sub groups activities

## Discharge Planning

Expanding on the work of the Older Person's Engagement Group, OPEG, which was supported by the LINK, the LINK is now working with the OSC to develop the research. OPEG undertook a piece of work examining patient's experiences of being discharged from hospital. The LINK is now working with the OSC to expand this work to any patient being discharged from Warrington Hospital. A questionnaire was produced and patients in Houghton Hall and Padgate House were asked their experiences, using the hospital's Patient Advisory Group and Patient Information Group lay members, some of which are LINK members. A report will be produced with recommendations. The LINK will continue to follow this up.

## Young People

The Warrington LINK Community Engagement Officer worked with a young volunteer from Youth Matter! to set up a Warrington LINK Facebook Group to obtain the views and experiences of young people. The Facebook group is being promoted through Youth Matter! and other youth related organisations. Our aim is to encourage more young people to share their views and experiences through this Facebook Group.

## BME

The LINK team hosted a Black Minority Ethnic service users and carers lunch. This was to seek their views on access to social care. Feedback was included in an 'Uptake of Adult Social Care Services' Report (Oct 2008) commissioned by Warrington Borough Council.

## Mental Health

The LINK is working with Warrington's Mental Health Forum assisting with the issues around return to work for mental health service users. Also issues relating to accessibility to A & E facilities for mental health service users. The LINK is also involved in Anti—Stigma Campaign and a 'Time for Change' Network across the 5 Boroughs, to share best practice and information

## Drugs and Substance Misuse

The LINK is partnership working with Trust the Process Counseling, a drug and alcohol service, looking at access for service users with dual diagnosis, carrying out scoping / mapping of service availability.

## Events

Warrington LINK attended include:  
Schools Forum Conference,  
Care Services Improvement Partnership Workshop  
Prisons Working with the Third Sector  
Young People and Social Networking Sites

Healthier Warrington Consultations  
Case for Change Consultations  
Warrington Partnership Event  
CVS Networking Events  
5BPS Service User and Carer Annual Event  
Information was shared at these events about the LINK work.

# Other Activities & Networking

*Other groups that the LINK team has liaised / information shared with over the past months include:*

Patient Advisory Group  
Warrington's User and Carer forum  
Multi Cultural Forum  
Padgate Ladies Women's Guild  
Warrington Stroke Association  
Bold Street Writers Group  
British Cardiac Group  
Supported Lodging Scheme  
DATS team  
Warrington Pensioners  
Warrington's Older People's Forum  
British Cardiac Group

Youth Matter!  
Making Space  
National Youth Advocacy Project  
SNAPDRAGON – Drama Therapy  
Crossroads  
SAFE  
Richmond Fellowship  
Fire Service  
Breathe Easy  
St. Roccas  
Community Development Officers  
Turning Point

## **Working with the Healthcare Commission**

The Healthcare Commission is England's healthcare Watchdog. Each year they give a rating to every NHS Trust in England to show how it has performed over the past year, the Annual Health Check. The 2 main areas of assessment are Quality of Service and Use of Resources. The Annual Health Check is based around core standards which each Trust is expected to provide evidence that it has met. Outside organisations, e.g. the LINK and the Overview and Scrutiny Committees, can also provide evidence that the Trust have or have not met certain core standards. This evidence forms a declaration for each NHS Trust in England which the Healthcare Commission then assesses and announces its performance ratings for Trusts.

The role of LINKs is to listen to local people's views on their healthcare needs and experiences and feed this information back to the people who manage and assess healthcare services. This feedback formed the basis of the commentaries that were submitted by the LINK regarding NHS Warrington, Warrington and Halton NHS Foundation Trust and 5 Boroughs Partnership Trust. Copies of these reports are available.

LINKs and the Healthcare Commission worked together to make a difference by improving local healthcare services. This Partnership working will continue now the Healthcare Commission, the Commission for Social Care Inspection (CSCI) and the Mental Health Act Commission (MHAC) have merged to form the Care Quality Commission. The LINK host organisation will feed information on local people's views and experiences, back to the CQC. They will use that evidence to help assess whether health and social care services are meeting government standards.

## **LINK Website**

A Warrington LINK website is currently being developed. This will provide people with access to

- LINK newsletters and other documents
- Local and national health and social care news and information
- Local voluntary group's news and events

The LINK also has a Facebook Group where people can start and join in discussions relating to health and social care.

## **Governance Arrangements**

Governance Arrangements have now been finalised for the LINK. There was a 3 month consultation on the arrangements with LINK members and the wider community. The documents that are included in the Governance Arrangement are:

- The Governance Structure
- LINK Members Code of Conduct
- Travel Expenses
- Conflict of Interest

# ***LINK Sub Groups***

**From the 3 LINK events and other comments received from voluntary and community groups 2 sub groups have been set up**

## ***Observation and Environment***

The Warrington LINK Observation and Environment sub group will work on issues and concerns regarding cleanliness in hospital, nursing and residential homes and mental health facilities.

### ***What are the Aims***

- Develop an independent inspection programme
- Monitor rates of infection in hospital
- Monitor the cleaning of equipment between each patient, also the ambulance transfer of patients from and to hospital.
- Keep updated on the Hospital Deep Cleaning Programmes.
- Take part in PEAT visits
- Actively seek the views of patients, residents, carers in nursing/residential homes.
- Review hospital action plans

### ***What Has Been Achieved***

- A visit rational has been developed
- Members have been CRB checked
- A LINK member was involved in 3 PEAT Visits of Warrington Hospital and Houghton Hall and Halton Hospital

## ***Mental Health—Returning to Work, Volunteering and Training***

The Mental Health sub group will work on issues and concerns regarding support and services available to people with a variety of mental health problems in returning to work, training or volunteering.

### ***What are the Aims***

- To map/ scope what services are available to mental health service users in supporting them to return to work, or into training or volunteering. Also to assess what services have been lost or gained
- Survey mental health service users on their experiences of accessing services
- To research holding a 'Dispelling the Myth' event to employers
- 

### ***What Has Been Achieved***

The LINK will facilitate a month long pilot of the referrals of the 3 main organisations who offer support to review what information/ services are being requested. A suitable mapping which gives people a consistent message can then be produced.

Working with Warrington Disability Partnership, an employer's event is to be organised during Disability Awareness Week, to focus upon 'Dispelling the Myths'. This will be assessed after the event in July.

In addition the LINK was involved in The 'Time to Change' Campaign, this is England's most ambitious programme to end discrimination faced by people who experience mental health problems. Campaign material was disseminated to various groups and community centres.

The LINK is now also involved in a 'Time to Change' Networking group, across the 5 Boroughs Partnership areas. The network is a range of voluntary and statutory groups sharing information and best practice in how to tackle discrimination.

# Accounts

Warrington LINK expenditure for 2008—2009 was:

## Staffing

Salaries, travel, training/staff development, conferences and seminars, legal fees

£57,497

## Management Fee

£13,497

## Office

Rent, rates, H&L, cleaning, maintenance, computer repair

£5429

## Printing/postage

Postage, telephone, photocopies, equipment lease

£3730

## Publicity

Subscriptions, books, leaflets, posters, comment cards

£17,679

## LINK Participants

Meeting rooms/events, refreshments, sundry, premises hire, travel, training

£5378

## Total

£103,210

# Future Activity

LINK will continue the current work plan and also continue to ask LINK members and the wider community what their issues are to add to the work plan.

## Issue Referral

An action plan form has been devised to prioritise issues and concerns that are raised. This includes screening questions, including the definition of the issue, the source of the issue, if the issue has had any work done on it before and if there is a reference in the Joint Strategic Needs Assessment, sourcing supporting documents and further evidence will be gathered. Specific actions that can be taken will be noted, contact with key partners who can help resolve the issue and the decision if the any existing group within the LINK can carry the issues forward or whether there is a need to set up a task and finish group.

## Care Quality Commission

The LINK will continue to capture people's issues and comments, as well as the LINK then providing information and signposting where appropriate, these comments will be fed into the Care Quality Commission in a quarterly report. All outcomes will be captured and shared with the LINK. A bespoke database will be established to help the LINK do this.

## Prescription Charges

The British Medical Association has long called for a major review and overhaul of the current prescription charges and exemption categories system, which it thinks is outdated, iniquitous and detrimental to the health of many patients by acting as a barrier to their taking necessary medication.

To capture the views of the public on this issue the Warrington LINK is shortly going to carry out a survey to get public opinion in Warrington as to whether the Department of Health should abolish prescription charges in England altogether, as has already happened in Wales and will happen shortly in Northern Ireland and Scotland.

# Future Activity

## **Sub Groups**

The sub groups already established will continue their work and will continue to involve other LINK members. The Observation and Environment Group will continue to work through their work plan and will begin to enter and view NHS Premises to observe and assess the nature and quality of services and obtain the views of the people using those services.

The Mental Health Group will ensure the service mapping is as effective as possible and will disseminate to interested groups. The LINK will continue to be involved in the Time to Change campaign.

The discharge work will continue, with patients across Warrington Hospital being asked their views through June and July.

Further sub groups will be established from ideas and suggestions raised at the AGM and from the public's experiences that are raised with the LINK.

## **Promotion**

The LINK has endeavoured to create awareness and understanding of LINK's locally and has communicated relevant information to stakeholder groups and interested individuals. The LINK has ensured messages have been included in the appropriate partner organisations communication channels.

The LINK will continue to promote the LINK and its work within the wider community through face to face communication, the media and printed materials, including booklets, leaflets, fact sheets and posters.

## **Signposting**

The LINK will continue to offer support and signposting to its members and the wider community. This information will be captured with outcomes so any clusters of issues can be identified.

## **Stronger Together—Area Coordination**

Neighbourhood working is being rolled out across the whole of Warrington. The council, police and health authority want to hear what issues/concerns are in all areas of Warrington. There are Co-ordination Boards in place which are currently aiming to recruit residents to either sit on these Boards or get involved in other ways on a voluntary basis. This is a chance for local people to have their say on developing their community and also influencing how services might be delivered more effectively. The Warrington LINK is eager to ensure that they receive regular feedback from these Neighbourhood Boards. The LINK will be in discussions with Neighbourhood Managers to ensure an effective communication plan can be put into place, to capture issues and concerns around Health and Social care in different localities.

## **Dentistry (inequalities and closing the gap)**

It has been brought to the attention of the LINK that there are issues in Warrington, a high number of people simply don't go to the dentist, and are probably not taking their children- which all can lead to poor dental health. There is a need for NHS Warrington to market the benefits of seeing a dentist regularly. The LINK wants the public more positively engaged in Dentistry, unlike Doctors Dentists do not have patient participation groups. We need feedback from the wider community in Warrington on what dentistry is really like in Warrington. The LINK is committed to working together with NHS Warrington to work through enhancing public engagement/ feedback, possibly by helping to facilitate workshops/ focus groups.

Dental information updates will be included in our future newsletters. The type of information we are currently looking at supplying is:-

- Open list – access to an NHS dentist.
- Current pay bands – as of 1st April 2009.
- Disabled Access
- Information around PALs
- Plus any useful telephone contact numbers.



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