



Issue 1

Spring 2011

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NEWSLETTER

Welcome to the April edition of the WIN E-Bulletin. We hope you find this information useful. If you have any stories you'd like included in the next edition please email me on: luciewoodruff.wsun@btconnect.com

Special points of interest:

- An update on HealthWatch from Dot Kronda—WIN Officer.
- Healthy Lives, Healthy People—Public Health White Paper.
- Equality Update
- Transforming Community Services in Wiltshire
- Out and About in Wiltshire with Mary Rennie—WIN Support Officer—Older People
- Are you a Carer? Did you have your say?
- Report of the Health Service Ombudsman on 10 investigations into NHS care of older people
- End of Life Care—WIN makes a difference
- Dates for your diary

HealthWatch Update

2011 will bring significant changes for the NHS, local authorities and the people they serve. Over the next 12 months LINKs (WIN) will be transformed into a Local HealthWatch. The NHS white paper '*Equity and Excellence: Liberating the NHS*' set out the future direction of changing LINKs into a Local HealthWatch, with an expanded range of functions to be carried out by the new 'consumer champion'.

As plans for HealthWatch become clear we will see changes to WIN and what is expected of us.

There will be a national body located within the Care Quality Commission called HealthWatch England and a Local HealthWatch commissioned by Wiltshire Council, all to be in place by

April 2012.

HealthWatch England will provide advice to: The NHS Commissioning Board, Monitor and the Secretary of State. Health Watch England will strengthen the collective voice of patients and the public both locally and nationally by acting as a new consumer champion. They will provide direction, leadership and support for Local HealthWatch. They will also be able to escalate concerns about the quality of health and care services to the Care Quality Commission. The Local HealthWatch will ensure that the views and feedback from patients and carers are an essential part of local commissioning across health and social care services, independently of the Local Authority. They will be involved in obtaining the views of people about their needs for, and their experiences of, local



care services, supporting and involving local people in the commissioning, provision and scrutiny of local health and care services.

A Local HealthWatch representative will sit as an equal partner on new Health and Wellbeing Boards that Local authorities will have a duty to establish. The Board will advise and encourage the commissioners of Health & Social Care in Wiltshire to work closely together.

We are awaiting further transitional guidelines from the Department of Health and will keep you informed.

Healthy Lives, Healthy People—Public Health White Paper

The Government is planning radical new ways for tackling public health challenges.

Public health is about everything society does to prevent people getting ill, rather than treating

sickness. The White Paper proposes that a new integrated public health service—**Public Health England**—will be created and that funding and responsibility for public health outcomes will be transferred

to Local Authorities.

Read the full consultation document at www.dh.gov.uk/en/consultations/liveconsultations

Equality Update

The WIN Core group took part in an informative update on the Equality Act 2010.

Carl Davies from Equal Chances Better Lives (ECBL) gave a presentation outlining the implications of the new Equality Act and the Single Equality Duty.

The Act 2010 replaces the existing antidiscrimination laws with a single Act.

It protects the same groups of people that were covered by previous equality legislation, by reference to what are now called 'protected characteristics'. It applies to all organisations that provide a service to the public, or a section of the public (service providers).

It also applies to anyone who sells goods or provides facilities.

It protects people who have a 'protected characteristic' (these used to be called 'grounds').

It simplifies the law, removing inconsistencies and making it easier for people to understand and comply with it. It also strengthens the law in important ways to help tackle discrimination and inequality.

Equality Human Rights Commission

**Equality and Human Rights
Commission helpline – England**

Telephone: 08456 046 610
Text phone: 08456 046 620

Fax: 08456 046 630
8am–6pm, Monday to Friday
www.equalityhumanrights.com



Transforming Community Services in Wiltshire

In November it was announced that Great Western Hospitals NHS Foundation Trust had been appointed 'preferred provider' for community-based health services in Wiltshire. The Transforming Community Services project has moved into transition mode. Detailed work stream plans are now agreed between Great Western Hospitals NHS Foundation Trust, NHS Wiltshire and Wiltshire Community Health Services.

There are detailed project plans for a whole range of component parts, including finance, human resources, patient safety, quality and governance, estates and facilities, and communications and engagement.

The plans have been produced as a result of close work between the relevant specialists at the organisations involved in the Transforming Community Services project, and are being co-ordinated into one main project plan by the TCS project manager on the joint Project Support Team. The project plan includes key milestones and delivery dates, and progress will then be monitored by the Transforming Community Services Project Overview Group, meeting fortnightly.

As part of the transition process, each work stream is now headed up by a Great Western Hospital's member of staff, with significant support from a deputy counterpart based in Wiltshire Community Health Services or NHS Wiltshire.

From January 2011, each work stream lead will be required to produce a weekly summary of progress, in order that the Project Team can be 100% certain that the project is being delivered according to plan. The transfer is due to be completed by June 2011.

Out and about with the Mobile Library Van



**Wiltshire
Council's
Mobile Library**

One of WIN's remits is to try and reach people who are "seldom heard", so in November 2010 Mary Rennie, WIN Support Officer, Older People, went out with Wiltshire Council's Mobile Library Service - a large van stuffed to its roof with a huge range of books - to spread the word to its regular readers about WIN.

They set off from Trowbridge at 7.30am on a cold, bright and frosty morning, and visited sheltered accommodation in villages around Salisbury, covering Wilton, Harnham and Nunton, before visiting the Robert Stokes Almshouses, and St Nicolas and Brympton House in Salisbury.

Mary's impression:

"This was a most interesting experience. The mobile Library service is hugely appreciated by less mobile people, and those who cannot rely on a regular bus service to take them to the local library. It is a great way of getting to meet them!"



Are you a carer? Did you have your say?

The challenges of caring for a loved one are the most frequently raised issues at Mary Rennie's WIN outreach events, particularly when care takes place in the home, supported by outside agencies. Concerns are frequently voiced about the quality and consistency of carers, and their training for this important role. Another real concern is the availability of respite care for people who are caring for family members on a day to day basis.

In December 2010, Mary promoted WIN at the **National Carers' Rights Day** in Devizes.

This was a well attended and informative meeting, focussing on the important subject of Lasting Powers of Attorney.

If you would like more information on this subject, you can visit www.publicguardian.gov.uk

Later in the month, Mary Rennie attended Wiltshire Council's **Delivering Value for Patients – 7 Day Working update**. Care in the Home was a major discussion topic at this meeting, and Mary invited

attendees to respond to the **Equalities and Human Rights Commission Inquiry into Home Care of Older People**.

For more information, visit the website <http://www.equalityhumanrights.com/legal-and-policy/inquiries-and-assessments/inquiry-into-home-care-of-older-people>.



Many people are informal carers — not just paid professionals

Report of the Health Service Ombudsman on Ten Investigations into NHS Care of Older People

The Ombudsman's report hit the headlines earlier this month. <http://www.ombudsman.org.uk/care-and-compassion/home> What are your experiences? You can let Mary know mary.rennie@ageukwiltshire.org.uk

"The reasonable expectation that an older person or their family may have of dignified, pain-free end of life care, in clean surroundings in hospital is not being fulfilled. Instead, these accounts present a picture of NHS provision that is failing to meet even the most basic standards of care."

End of Life Care — WIN makes a difference!



Talking about death doesn't bring death closer. It's about planning for life.

In November 2009, WIN held a very successful Open Meeting with NHS Wiltshire 2009, to discuss the provision of **End of Life Care (EOLC)**. That was just the start of lots of changes for people in Wiltshire! Since then, an EOLC Implementation Group, which includes Neighbourhood Nursing Teams from throughout the county, Community Hospital nurses, palliative care specialists and representatives from the Hospices, has met every two months to monitor progress on implementing some of the ideas discussed at the meeting.

Improved training for GPs, nursing and care staff has been introduced, a database recording a patient's wishes, which can be accessed by all services involved in patient care, has been developed, *Just in Case* drug boxes are now available in the home, and forms giving details of people's wishes agreed.

The Implementation Group is an impressive example of team working. Outcomes from the EOLC Open Meeting have been taken up and are being put into action, to the benefit of local people. WIN **has** made a

difference!

This spring, the National Council for Palliative Care will be promoting a **Dying Matters Awareness Week**, from 16 – 20 May 2011. Look out for details in due course.

"How people die remains in the memory of those who live on."

Dame Cicely Saunders, credited with founding the modern hospice movement.



Date for the Diary

Contact WIN

C/O The Host Organisation:

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THE WIN SUPPORT TEAM

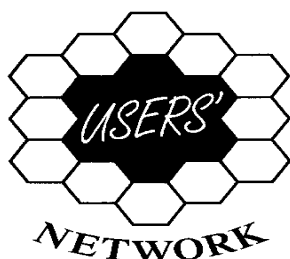
Dot Kronda—WIN Officer

Martin Fortune—WIN Support Officer

Mary Rennie—WIN Support Officer

Lucie Woodruff—WIN Administrator

WILTSHIRE & SWINDON



Monday 23rd May: WIN HealthWatch Implementation Task Group meeting 9.30am to 12pm at Seend Community Centre

Monday 6th June: The WIN chairs meeting 10.30am to 1pm at Seend Community Centre

Monday 13th June: WIN Outreach Group meeting 10am to 12pm at Seend Community Centre

Tuesday 14th June: North Wiltshire Equality Forum 10am at Corsham Fire Station—for attendance at this event please contact jordan@ecbl.org.uk

Monday 20th June: South West Diversity Partnership 2pm to 4pm at Wessex Community Centre, Salisbury

Tuesday 21st June: WIN AGM and Core Group meeting 10.30am to 1pm at The Wiltshire Scout Centre Potterne Wick. The meeting will be held in public

Wednesday 22nd June: Wiltshire Voluntary Sector Forum Network 9.45am to 12.30pm at St Johns Parish Centre, Trowbridge

Thursday 21st July: Regional LINKs Meeting 10am at the Riverside Christian Centre, Exeter

Wednesday 7th September: WSUN AGM 11am to 12.15pm at the Corn Exchange, Devizes

If you would like to submit an article for the next edition please do so by Friday 27th May 2011, sending it to Lucie Woodruff using the contact details on this page.