



Manchester LINK

ISSUE 11

AUGUST 2009

INSIDE THIS ISSUE:

LINKs Update

- Homelessness 2
- Finance Committee 2
- Manchester Adult Social Care Customer Engagement Consultation 3

Local News

- Launch of Pandemic Flu Service 4
- HIV Service User and Worker Consultation 4
- Mood Swings wins royal approval 5
- Primary Care Mantel Health Service review 5

National News

- Shaping the Future of Care Together— Get involved in the Big Care Debate 6

Dates for your diary

- Manchester LINK AGM 8
- Launch of Greater Manchester Forum for European Migrants and Citizens 8

Consultations

- New Horizons— Government consults on mental health and wellbeing 9

LINK challenges Trust's decision to close Cedars Ward

As a result of concerns which had been raised with the Manchester LINK and Manchester Mental Health Watchdog regarding the imminent closure of Cedars Ward it was decided that this would need further investigation by the Health and Well-being Overview and Scrutiny Committee.

The LINK was invited to attend the Overview and Scrutiny meeting which was held on the 16th July to present their case for the referral, senior managers from Manchester Mental Health and Social Care NHS Trust, NHS Manchester and NHS North West were also asked to attend to give their account of the process which was followed prior to the ward closure.

Manchester LINK's argument for the referral raised the fundamental question about involving service users, relatives, carers and relevant organisations in the proposals for change.

The OSC decision was that Manchester Mental Health and Social Care NHS Trust had not failed its obligations to consult on the closure as it

does not represent a 'substantial variation' (a major change in service provision), but it did find that the Trust has failed its obligations to inform the Overview and Scrutiny Committee regarding the proposals to close the ward.

As a result all the parties involved with the referral agreed that there needs to be a local definition of 'substantial variation' which will highlight the instances when a full public consultation is required prior to any decisions being made. It was also agreed that there needs to be a communications protocol to make sure that information is free flowing between Manchester Mental Health and Social Care NHS Trust; the LINK and Overview and Scrutiny Committee.

Members of the Manchester Mental Health Watchdog will be meeting Adrian Childs Director of Nursing and the Associate Director for Involvement who takes up post in early September at Manchester Mental Health and Social Care NHS Trust to discuss current issues .

If you, or someone you know, has been affected by this we'd like to hear from you. Contact Danny on 0161 214 3909 or danny@manchesterlink.org.uk



LINKs Update: Homelessness

Since Lydia's last report in the July newsletter, she has continued with her meetings and visits to groups and organisations working with homeless people in Manchester, but given more of an emphasis on meeting service users.

She has visited drop-ins and service user forums at: The Beacon (part of Barnabus) and the Booth Centre, with further meetings booked in including Lifematters and the Salvation Army.

At these meetings, as well as explaining what the LINK is about and finding out about issues, Lydia has been carrying out a basic consultation exercise asking service users what their top three priorities are in terms of improving health and social care services in Manchester, and asking them to provide solutions as to what could make services better for them.

Results from the consultation will be used to feed into pieces of work that the LINK can support.

A meeting was held on 28th July to

which workers from community groups and organisations, along with service users, were invited. Seven people were present at the meeting and discussed some of the main issues that had been fed to Lydia during her engagement work. Ways to address some of these issues were looked at and five specific pieces of work suggested. Lydia will spend some time putting the detail from the discussions down on paper and these will be taken to the next meeting, to be held at 2pm on 20th August, to be looked at in more depth.

If you work with homeless people or have recent experience of being homeless yourself, and would like to get involved with this, please contact Lydia on 0161 214 3909 or email lydia@blackhealthagency.org.uk.

It is planned that the LINK will host an event at the beginning of October which will ask people to sign up to specific pieces of work, to be carried out with the support of the LINK. Look out for more information in our future newsletters and mail-outs.

Finance Group

Within the LINK contract a budget has been provided to support members of the network in carrying out pieces of work that fall within the LINK remit of health and social care. A sub-committee of the Steering Group, the Finance Committee, has been set up to look at this more closely.

The Finance Committee met at the end of April, on 5th June and again on 24th July. The Terms of Reference has been drawn up and given

final approval by the Steering Group; a 'Recovery Procedure' has also been drafted and is awaiting final approval.

To date two grants have been approved, one towards to the costs of a joint event between the Service User Network for homeless people (SUN) and the LINK, which was held on 29th June. The other was a small grant which paid towards the cost of refreshments for the Somali Health event held on 25th April.

The committee will continue to meet regularly and on an ad-hoc basis as required.



LINKs update: Manchester Adult Social Care Customer

Engagement Consultation

As reported in our last newsletter Manchester Adult Social Care (MASC) in collaboration with the LINK is currently trying to find out how MASC can improve their engagement structures and allow more people to shape their services. Therefore, an event has taken place in July to talk to some of MASC's regular customers about their experience with advising MASC and to give them an opportunity to think about new ways of involving people.

Alongside the event MASC also send out questionnaires to customers who could not attend the event and the LINK distributed them more widely across our networks.

Despite the very short deadline for submitting responses 22 individuals and organisations have taken the time to share their views with us and make recommendations for improvements.

Some of these have highlighted how good engagement structures can be beneficial to both MASC and individuals/organisations for information sharing and making the most out of sparse resources. However, some responses have also commented on the lack of communication between MASC, the Voluntary and Community Sector, and individual customers.

In terms of whose voices MASC is currently missing a quarter of the respondents believed that Older People especially did not get a fair say. Other missed voices included those of "volunteers, workers, local residents, people with mental health needs, smaller voluntary organisations, individuals who require independent advocates who are proactive for them, people who have difficulties communicating by letter or tele-

phone and need support to have their voice heard, and people with learning disabilities who can't access information if it's not in easy read format".

Respondents to the questionnaire had lots of ideas for improvements in order to involve more people: Crucially a large number of respondents suggested to "go out into community centres, places of worship, health centres, supermarkets, venues that many people attend regularly to engage and get their views" and to "hold sessions in libraries, at allotments, at sheltered housing schemes, before or after tea dances, at GP surgeries, via the over 50s Forum" in order to engage with people "in their communities where people feel far more relaxed and comfortable". In the same vein someone suggested to "advertise in shops, bus shelters and post offices" to "approach landlords of pubs and put on events there" and to "feedback through local community newspapers".

It was also pointed out that more personal face-to-face interaction and door knocking was needed as well as better communication overall.

In addition, respondents felt that more time should be allowed to make engagement activities meaningful and to build up trust before launching straight into consultations.

Valeska has forwarded these responses to MASC who will use them to pull together a draft Engagement Strategy. This will then be opened up for comments from the public again and we will keep you informed about how you can take part.

If you would like to find out more or get involved, please contact Valeska on 0161 214 3981 or per email to valeska@blackhealthagency.org.uk.

Local News

PANDEMIC FLU SERVICE

The National Pandemic Flu Service is a new dedicated website (www.direct.gov.uk/pandemicflu) and phoneline (0800 1 513 100 or 0800 1 513 200 (Textphone)) for people to check their symptoms and get a unique number which will give them access to antivirals if necessary.

People who have swine flu symptoms will be given a unique access number and told where their nearest antiviral collection point is. They should then ask a flu friend – a friend or relative who doesn't have swine flu – to go and pick up their antivirals.

The flu friend must show their own ID as well as that of the patient. The authorisation number

and ID information will be checked to ensure it matches the information provided when the assessment of symptoms was completed.

Anyone who suspects they have swine flu is advised not to go to their GP or A&E.

People should contact their doctor direct rather than using the National Pandemic Flu Service if:

- they have a serious underlying illness;
- they are pregnant;
- they have a sick child under one year old;
- their condition suddenly gets much worse; or
- if their condition is still getting worse after 7 days (5 for a child).

**NATIONAL
PANDEMIC FLU
SERVICE**



HIV Service User and Worker Consultation

Manchester Adult Social Care (MASC) are carrying out an HIV Social Care Service Consultation exercise.

The aim is to ensure that Commissioners are aware of customer and carer views when developing the HIV Commissioning Strategy for Social Care in Manchester and in planning the expenditure of the AIDS Support Grant.

MASC will be consulting Service Users, Carers and workers and volunteers in the field of HIV and

related services

A final report, which you can have access to, will be produced. This will include the action plan for what will happen next

To find out how you can get involved talk to Judy Sutton, the consultation worker on 0161-273-2016 or by e mail at judy.sutton@manchester.gov.uk.

Adult Social Care

Mood swings wins royal approval



The Queen pays tribute to Manchester voluntary organisation

Mood Swings Network, a small Manchester based charity, has received the prestigious Queens Award for Voluntary Service which is equivalent to an MBE. This National Honour recognises the excellence of the work the charity does in supporting people recovering from severe emotional difficulties and helping their friends and relatives.

The Charity will receive a certificate signed by the Queen and an exclusive commemorative crystal. These will be

presented by Her Majesty's representative in Manchester, Mr Warren Smith at a special ceremony arranged by the Lieutenancy office. Group representatives have also received an invitation to a Royal Garden Party at Buckingham Palace in the summer.

Speaking of their success, Tom McAlpine the Chair of Mood Swings Network said, "We are thrilled to have received this prestigious honour for the work the charity does. Volunteers are the backbone of our organisation and this award is a tribute to them."



Tom McAlpine,
*Chair, Mood Swings
Network*

Primary Care Mental Health Services in Manchester

NHS Manchester's Mental Health Joint Commissioning Team is responsible for the commissioning of mental health services in Manchester. Service users, carers, voluntary sector, self help groups and GPs have been saying that it has been difficult to get the right services at the right time within primary care mental health services.

The Joint Commissioning Team is therefore responding to this feedback

by preparing to commission a new Primary Care Mental Health Service in Manchester which will be a new way of providing services.

If you would like more information and the opportunity to have your say on the proposed changes to Manchester's Primary Care Mental Health Service please contact The Engagement Team at NHS Manchester on 0161 765 4168 / 07813 209775 or at talking-health@manchester.nhs.uk. The closing date for comments is 6th September 2009.

Mental Health Improvement Partnership Bulletin

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 ex-

tensive network of contacts.

Past items can be accessed by clicking the links here: <http://www.northwest.nhs.uk/whatwedo/mentalhealthinthenorthwest>

You can subscribe to the email bulletins by sending an email to subscribemhip-news@northwest.nhs.uk

North West

National News

Shaping the Future of Care Together - Get involved in the Big Care Debate!

The government recently published the long-awaited green paper on long-term funding for social care. This proposes to establish a national care service in which anyone who meets a new England-wide eligibility threshold will be entitled to some state funding for their personal care.

However, as life expectancy rises and care costs become ever higher public funding will not be sufficient to cover the costs of social care in the future. Therefore, the Department of Health proposes to use money currently spent on Attendance Allowance, which is paid to all older people with care needs, to help fund the new service. Specifically, the Department of Health suggests that the state should fund a minimum of a quarter to a third of the care costs of those in need, with more state funding available for people who are less wealthy.

It also puts forward three possible models for how individuals would contribute to their care costs:

- A partnership model in which the state would cover a proportion of the care costs (a quarter to a third) and individuals paid for the rest;
- An insurance model in which the state would still pay for a proportion of the costs and invite people to pay into an open or a state-backed insurance scheme which would meet the remaining costs;
- A comprehensive model in which (in addition to the basic state contribution) everyone who reached retirement age paid a set amount into a

state insurance scheme regardless of whether they went on to need care.

All three proposals would end the current situation in which some people are required to spend upwards of £200,000 on long-term care and ensure everyone the same level of support independent of where they live.

The national care service as suggested in the green paper would not meet the costs of accommodation (as opposed to care) in care homes; although people of low means would continue to have these costs met.

The full text version of the green paper is available to download or order from <http://careandsupport.direct.gov.uk/greenpaper//> and you can request a short briefing paper from Manchester Alliance for Community Care (MACC) by calling them on 0161 834 9823 or emailing them at info@macc.org.uk.

If you would like to have your say, please join the Big Care Debate that will run until Friday, **13th November 2009**.

You can do this by attending a regional stakeholder event, commenting on the green paper on the Care and Support website available at www.careandsupport.direct.gov.uk or by picking up a leaflet from your GP surgery or pharmacy.

Alternatively, please contact Valeska at the Manchester LINK per email to valeska@blackhealthagency.org.uk or on 0161 214 3981 if you would rather have an informal chat with someone. She would also be happy to send you out hardcopies of the green paper and consultation documents.





Alzheimer's Society Campaign to increase funding for dementia

Dementia research in the UK is under prioritised and desperately underfunded. The government invests a staggering eight times less in dementia research than cancer research. That is why Alzheimer's Society is calling on the government to triple investment in dementia research.

Please add your voice to their campaign by emailing your MP today and ask him/her to contact their party's health spokesperson to ask what is their policy position on

dementia research, and do they support increased government funding for dementia research?

Please contact Di Keal on 01904 627 094 or per email to di.keal@alzheimers.org.uk if you would like to be more active in local campaigns or are interested in speaking to the media about your experiences of dementia. She would also like to hear from you if you receive any interesting responses from your MP.

Got an event you
want to promote?
Send us details on
[doggett@blackhealth
agency.org.uk](mailto:doggett@blackhealthagency.org.uk)

Back Fairer Fee Forum campaign to raise council care fees!

The Fairer Fee Forum (FFF) is urging independent care providers to back a campaign to raise council care fees, which could spark the first judicial review against all English local authorities.

The forum has been established to put pressure on councils to ensure fees meet the costs of providing adult care services, amid long-standing claims from independent care provider bodies, notably the English Community Care Association and United Kingdom Home-care Association that they fall well short and fail to keep pace with the rising cost of care.

A [report last year by independent analysts Laing and Buisson](#) found English councils increased fees by 2.7% in 2008-9 for older people's care homes, against an estimated inflation rate for care home costs of 3%-3.5%. However, the [Association of Directors of Adult Social Services defended last year's fee rises](#), arguing that below-

inflationary rises reflected the fact that some councils had paid historically high rates for care.

The FFF is designed to help providers challenge fee levels without identifying themselves and jeopardising relations with councils and currently gathers evidence from providers on fee levels and the costs of care around the country. These findings will be presented to all 152 councils and should authorities not respond by raising fees, FFF will lodge what it says would be the first judicial review against all councils with social services responsibilities in the country.

However, FFF challenged providers to "make the effort" to support the campaign and provide evidence, if they wanted to it to succeed.

If you would like to find out more about this campaign or provide evidence to FFF please visit their website available at <http://fairerfeeforum.org> or email them at admin@fairerfeeforum.org.

Dates for your diary



Are you interested in improving health and social care services in Manchester?

Then come along to the first Manchester LINK AGM to find out more about our work and how you can get involved!

At the AGM:

- Lindsey Dyer, Director of Service User and Carers Involvement for Mersey Care, will talk about innovative and creative service user involvement.
- We will present our Annual Report and leads from three LINK work streams - Homelessness, Dignity & Respect and Adult Social Care - will tell you more about their work.
- We will give you more information about getting involved in the three LINK working groups - Reading, Publicity and Finance - enter and view training and possible mystery shopper work.

If you are interested in coming along, please confirm your attendance for catering purposes.

Launch of Greater Manchester Forum for European Migrants and Citizens

On Saturday 5th September there will be a launch of a Greater Manchester Forum for European Migrants and Citizens.

This is a free event, it is open to everyone.

The event is being held at Sheung Lok Centre, Grosvenor Centre,

Grosvenor Street, Manchester, M13 9UB

If you would like to attend please confirm your attendance for catering purposes.

For more information and to book a place contact Tom Griffiths by Email: tom@sevamanchester.com or by Tel: 0161 237 5908



George House Trust Village Fete and BBQ

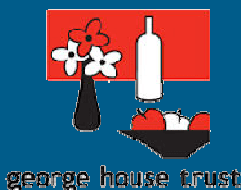
George House Trust will be holding a Summer Fundraiser on Sunday 9th August 12 - 6pm.

At the event there will be Stalls, Books/CDs, Cakes, Second Hand, Raffle and BBQ.

The event will be held at 77 Ardwick Green North, Ardwick, Man-

chester M12 6FX

If you want any more information on the fete or have good quality second-hand goods that you'd like to donate for sale, please contact Sue Fletcher, community fundraising coordinator, on 0161 274 4499 or email sue@ght.org.uk



Consultations

Are you being heard or do you want more people to hear what you have to say?

The Roby and People's Voice Media want to work in partnership to provide Community Reporter training to mental health service users and people suffering from stress, anxiety, depression and / or that are currently not in employment which is affecting their mental well-being.

You are invited to a session where we will present our project idea and invite your feedback and input on how this project should be developed, how you'd like it work and how you might like to get involved!

The Community Reporters' programme will give individuals training in:

- Interview skills
- Working in small teams
- Using video / audio equipment
- Creating a media campaign
- Using social networking technology for individual and groups benefits



You are invited to The Roby on the 12th August 2009 at 17:30 to meet a current Community Reporter, Teresa Wilson (People's Voice Media) and Ben Crouch (The Roby). Please RSVP to: info@theroby.org.uk or 0161 257 2653. Refreshments will be provided.

New Horizons - Government consults on mental health and well-being

The Department of Health are consulting on a new strategy for mental health services across the UK.

The Care Services Minister, Phil Hope, said: 'Better mental health and well-being is vital for a healthy society. People with mental health problems are more likely to do other things that damage their health, such as have a poor diet, smoke or take drugs. So promoting good mental health is a key part of tackling many other health inequalities.'

'Over the last ten years of the national service framework we've transformed mental healthcare but now we want to go further. Our aim is to build on re-

cent achievements, whilst simultaneously taking the next logical step – helping to prevent mental health problems from developing in the first place. New Horizons will help us do this.'

'We want to involve everyone in building mentally healthier communities, which is why it is important that people up and down the country tell us what they think about the ideas set out in New Horizons.'

For more information and to contribute to the consultation visit http://www.dh.gov.uk/en/Consultations/Liveconsultations/DH_103144



Tell us your story!

Have you got a story to tell about using health and/or social care services? Then we would really like to hear from you!

At the moment we are especially keen to find out more about care services people receive in their own homes. Therefore, if you or someone you know are using homecare services we would like to come and talk to you about your experience - good or bad - and what you think of the services you receive .

The LINK is an independent organisation and whatever you tell us will be strictly confidential. We will not share the information with your service provider or anyone else unless you ask us to do so.

If you would like to tell us your story or find out more about this project, please contact Valeska on 0161 214 3981, per email to valeska@blackhealthagency.org.uk.



Black Health Agency

2nd Floor, Gaddum House
6 Great Jackson Street
Manchester
M15 4AX

Phone: 0161 214 3909

Fax: 0161 839 8573

E-mail: manchesterlink@blackhealthagency.org.uk

Your Local Involvement Network is your independent monitor of local health and social care services - Providing a voice for service users and enabling you to shape the future of the services you receive.

Your LINK Team is:

Naheed Akhtar - LINK Manager

Valeska Matziol - Community Engagement Officer

Lydia Hurford - Community Engagement Officer

Danny Gough - Community Engagement Officer

Anthony Doggett - LINK Administrator

The Manchester Local Involvement Network has its own website and Facebook page. On them you are able to keep up to date with LINK news, publicise your own groups work or get involved with discussions.

The website address is: www.manchesterlink.org.uk

To find the Facebook page search for 'Manchester LINK' while in Facebook.

