

Central
Bedfordshire
Council
Priory House
Monks Walk
Chicksands,
Shefford SG17 5TQ



**TO EACH MEMBER OF THE
SOCIAL CARE, HEALTH & HOUSING OVERVIEW & SCRUTINY COMMITTEE**

24 June 2010

Dear Councillor

**SOCIAL CARE, HEALTH & HOUSING OVERVIEW & SCRUTINY COMMITTEE - Monday
28 June 2010**

Following Chairman's Briefing and further to the Agenda and papers for the above meeting, previously circulated, please find attached the following information:-

10. Local Involvement Network (LINK) Update

Please find attached a bulletin, received immediately following Chairman's Briefing which has been attached for information.

14. Work Programme 2010 - 2011 & Executive Forward Plan

Please find attached a revised work programme which should replace the copy issued with the agenda.

Should you have any queries regarding the above please contact Democratic Services on Tel: 0300 300 4032.

Yours sincerely

Martha Clampitt,
Democratic Services Officer
email: martha.clampitt@centralbedfordshire.gov.uk

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JUNE 2010

Bedfordshire **LINK UP**

Bulletin
ISSUE 20

Bedfordshire Local Involvement Network (LINK) in partnership with Central Beds and SEPT.

Notes of Mental Health Discussion Day held on Wednesday, 26 May 2010 at Chalgrave Memorial Hall, Tebworth, Bedfordshire.

Below is the feedback from the interactive sessions and questions from participants to panel members on the day.

Participants addressed the following areas:

1. **What key priorities and issues should stakeholders focus on?**
2. **What do Mental Health services mean for you and what needs to be done differently?**

How can we better understand the needs of service users and communicate with them?

In the main, discussions focussed on:

- **Carers**
- **Users of Mental Health Service**
- **GPs**
- **Reducing the stigma**
- **Accessibility**
- **Communicating and Listening**
- **Housing**
- **The Role of others**
- **Terminology**



Carers

- Users and Carers needs are very different
- There is a lot of onus placed on carers; they often end up as the co-ordinator with little support
- Carers needs should be considered
- Little information given to carers
- Carers want the person/people they care for sorted out first
- Some support not available – not known about or easily accessible
- Identify carers and give them a voice and to ensure they do not become ill/sick during their time as carers
- More support/recognition and a voice for the carer and their family network

Bedfordshire Local Involvement Network

Supported by Voluntary Action Luton. 15 New Bedford Road. Luton. Beds. LU1 1SA. Tel: 01582 733418 and speak to a member of the LINK Support Team. www.bedfordshirelink.org.uk

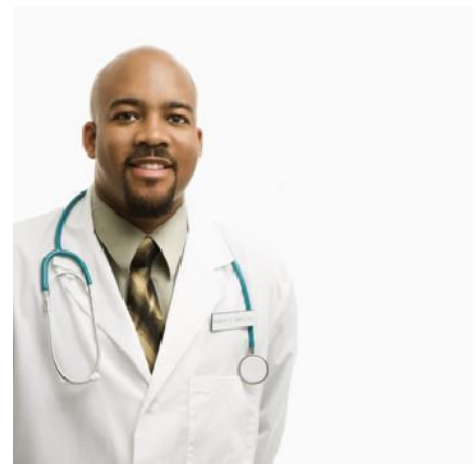
- Better communication with carers regarding their entitlement to a carers assessment
- Care plan is essential – ensuring that carers are involved in the needs of the 'cared for'/ patient
- Crisis number that carers/service user/members of the public can call
- Ensure that carer is responsible for administering whatever care plan has been put into place
- More thought given to transition from child to adult – parents looking after children who are now adults with mental health illness

Users of Mental Health Services

- What is a mental health issue – issues now different to 30 or 40 years ago
- Service should not dictate to service user
- Don't pay lip service
- Comprehensive care plans written, but often not followed through!
- Listen to people in the community about what they want, what do the carers want, what do service users want. Find out the issues!
- Monitoring and support of those that are not acutely ill but need checking on – early intervention
- Timely intervention essential from the right personnel
- What is considered a mental health issue in one culture is different in another
- It is time to ensure that the provision is shaped by the public and users
- Support services needed outside 9 – 5pm

GPs

- Training for GPs essential
- More holistic approach needed
- Improving access to Psychological therapies (IAPT)
- GPs to also focus on mental health issues
- Information sharing with service users
- Liaison services between mental health services and GP; providing services in GP surgeries
- Consider needs of carers
- Are GPs aware of mental health issues and services?
- Development of patient panels in GP surgery



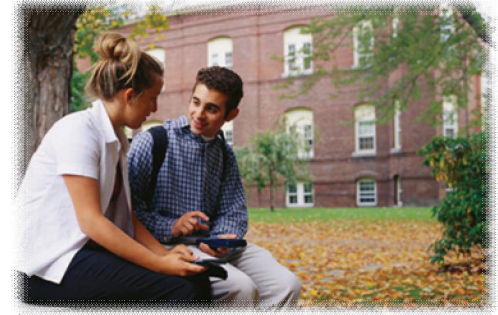
Reducing the stigma

- Mental health should not define you
- Too many labels which lead to prejudice and creates barriers
- More money should be spent to reduce stigma
- Don't pigeon-hole people – see them as a whole
- Appropriate intervention at the right time
- Not enough resources
- Personalised budgets not easy to understand and may not always work

Accessibility

- Access in rural environment; look at the needs of service users in each geographical area
Monies to be allocated according to mental health need, rather than population size
- Lack of commissioning services for Aspergers – gap in service provision
- Raise awareness of services available
- Joining up of services
- Consistent approach, ensuring there are pathways into care
- Transport – criteria for access/eligibility for patient transport

- More help for children with special needs – study done by PPI Forum in 2006 – lack of therapy and support still not there
- Therapies useful – more should be available/ accessible



Communication / Listening

- Services need to be proactive in communicating, assisting stakeholders to interpret and manage information
- Clear and simple information
- Listening and acting on information – feedback and responding to feedback
- Use of peer support
- Building relationships
- Trying to understand and communicate well
- Sharing information
- Co-operation between different organisations
- Listen! Be heard, doing something about it
- Service providers need to be well informed of services provided
- Ensuring service users know where to access information, ie. Service directory for Bedfordshire
- Using existing information system ie. Telephone directory, internet pages

Housing

- Everyone entitled to suitable housing.
- Supported living
- Housing is a priority. Improved housing will improve well-being and health which in turn improves a person's quality of life
- Aftercare important



The Role of others

- Role of volunteers and charities important
- Role of LINKs
- Role of voluntary organisations in influencing statutory organisations.
- Peer support
- Encourage and empower service users to self-manage their care
- Monies to be allocated according to need – more resources into these services
- Joining up services
- Self-management, Expert Patients Programme set up. "Caring in Confidence" Course now running
- Sharing the weight.

Terminology

- Often inappropriate with clinical abbreviations and jargon particularly in policy documents
- Simple terms and plain English needed

This feedback will be circulated to all those who plan and deliver mental health services in Central Bedfordshire and to all the participants who attended the event on 26 May 2010.

Thank you for your contribution to the event.

CJ Bonser/4 June 2010

What's on in the LINK?

The LINK team is busy on your behalf, representing the people of Central Beds and promoting the good work that is going on to support NHS Health and Social Care in the county.

During the next few months we will be promoting Beds LINK and look forward to meeting some of you at these events.

Tuesday 22nd June 2010

Beds LINK Board Meeting

Barton Village Hall

1030 a.m. to 1.30 p.m.

Friday 2nd July 2010

Mental Health & Learning Difficulties Working Group Meeting

Stocksfield Room

Rufus centre. Flitwick

10.00 a.m.—12.00 pm

Wednesday 14th July 2010

LINK promotion outside ASDA Biggleswade

Volunteers welcome

10.00 a.m. to 12.00 p.m.

Come along to this promotion and find out about the work of the LINK

Thursday 15th July 2010

Primary Care Working Group Meeting

Stocksfield Room

Rufus Centre. Flitwick

10.30 a.m. —1.30 p.m.

New members welcome

Tuesday 16th July

Acute Services Working Group Meeting

Stocksfield Room

Rufus Centre, Flitwick

10.00 a.m. to 12.00 p.m.

Saturday 31st July

Linslade Canal Festival

11.00 a.m. to 5.00 p.m.

Games for children and promotion of Beds LINK working programmes for Social Care, Mental Health & Learning difficulties, Primary Care and Acute Care and Ambulance Users Group

If you would like any more information about the above meetings or events, please call

BEDFORDSHIRE LINK SUPPORT TEAM on

Tel: 01582 733418

Or email

Beds-links@valuton.org.uk

Draft Work Programme for Social Care, Health and Housing Overview & Scrutiny Committee 2010 – 2011

Ref	Indicative Overview & Scrutiny Meeting Date	Report Title	Issue to be considered	Comment
1.	2 nd August [®]	Members Site Visit to Silsoe Horticultural Unit and Biggleswade Learning Disability Day Centre		
2.	13 th September	Quarter 1 Budget Monitoring Report	To receive the Budget information for the Social Care Health and Housing Directorate.	The Committee will receive a statement of the position Directorate's budget for Q1
3.		Review of Choice Based Lettings and draft Allocations Policy	Current position of the Council's development of a Choice Based Lettings and draft Allocations Policy	Central Beds Council is changing the way it allocates properties from a points based system to a system of choice based lettings (CBL). The key difference between CBL and the traditional way of allocating housing is that properties which become available for let are advertised in a variety of ways such as on the internet and in council offices, instead of being offered to the person on top of the waiting list. Choice Based Letting will make the allocating of social housing properties simpler as it allows people to make a choice about where they want to live.
4.		Draft Empty Homes Strategy 2010	The key aim of the Strategy is to bring empty homes back into use and it acknowledges the concerns of the community about empty homes and the associated issues that relate to the image of the region.	Update from the 13 th August 2009 meeting

Ref	Indicative Overview & Scrutiny Meeting Date	Report Title	Issue to be considered	Comment
5.		Safeguarding Vulnerable Adults Annual Report	The Committee is asked to consider the 2010 / 2011 annual report of the Adult Safeguarding Board for Bedfordshire.	
6.		Resource Allocation System: Implementation of individual budget schemes	The Committee will receive guidance about the measures CBC will be taking to ensure the implementation of individual budget schemes in adult social care is fit for purpose.	<p>The Individual Budgets pilot project is a cross - govt initiative, led by the Department of Health working with the Department for Work and Pensions. Plans for piloting Individual Budgets were set out in the White Paper on community services Our health, our care, our say (Department of Health, January 2006). The Individual Budgets pilot projects will test ways of:</p> <ul style="list-style-type: none"> <li data-bbox="1496 759 2085 959">i Bringing together different streams of income, which may include social care funding, the Independent Living Fund, Supporting People funding, Disabled Facilities Grants, Integrated Community Equipment Services and Access to Work. <li data-bbox="1496 959 2085 1023">ii Providing people with a transparent allocation of resources <li data-bbox="1496 1023 2085 1086">iii Providing support through a broker or advocate
7.		Updated position of the development of the Lets Rent Housing Option	The Committee will receive the current position in the development of this housing option which assists the homeless to acquire and remain in high quality sustainable homes in the private sector.	Update from the 5th November 2009 meeting

Ref	Indicative Overview & Scrutiny Meeting Date	Report Title	Issue to be considered	Comment
8.		Tenants Services Authority (TSA) Annual Report	The Committee will receive a Briefing Note discussing how the Council will comply with the TSA's standards,	Subsequent reports will require landlords to include an assessment of their performance against the national standards in the previous year, including tenant scrutiny of performance and the use of external validation, peer review and benchmarking.
9.		Report of the Task Force Review of the Charging Policy for Care Services		The Committee is requested to review the Task Force's current position prior to the policy's consideration at the Executive's 28th September meeting.
10.	18th October [®]	NHS Bedfordshire Estates Strategy: Premises Development	Consideration of consultation process of the master plan consultation and associated consultation proposals	Update from the 8th April 2010 OSC, where the PCT's Estates Strategy was received by the OSC. The PCT will be reviewing the Estates Strategy in lieu of the current capital and revenue allocation. The PCT has 5 strategic locations in mind for prospective sites for GP hubs . The Committee asked to consider the proposals as the consultation will run concurrently from July / August 2010 – March / April 2011

Ref	Indicative Overview & Scrutiny Meeting Date	Report Title	Issue to be considered	Comment
11.		NHS Summary Care Record	NHS Beds will provide the Committee with a report on the NHS Summary Care Record programme, illustrating the ways in which it intends to ensure patient privacy is upheld in light of potential breaches of ICT servers. The Committee will also receive an explanation as to why Milton Keynes Council has opted to advise patients to opt out of the programme.	The NHS is introducing the NHS Care Records Service (NHS CRS), to improve the safety and quality of your care. Over time, the NHS CRS will begin to provide healthcare staff with quicker access to reliable information about patients to help with your treatment, including in an emergency. The purpose of NHS CRS is to allow information about you to be accessed more quickly, and gradually to phase out paper and film records which can be more difficult to access. There are two parts to your record: <ul style="list-style-type: none"> i Detailed records - held locally ii Summary Care Records (SCR) – held nationally
12.	22nd November	CQC performance ratings for NHS Bedfordshire	The Committee to receive a report on areas of performance not met	The PCT to inform Members of the corrective action being taken to address areas of underperformance and to ensure standards of patient care are maintained.

Ref	Indicative Overview & Scrutiny Meeting Date	Report Title	Issue to be considered	Comment
13.		Pharmacy Needs Assessment (PNA)	This guidance was developed to support PCT's in producing their PNAs, which must be published by 1 st February 2011. It will help PCT's develop a plan for how they will prepare their own PNA to deliver improved services for patients in the Central Bedfordshire area.	The world class commissioning programme is designed to raise the ambitions of primary care trusts (PCT's) to deliver better health and wellbeing for the population. PCT's' commissioning priorities are driven by the joint strategic needs assessment (JSNA) and the pharmaceutical needs assessment (PNA) is a key component of the JSNA. The PNA must therefore be owned by the PCT's commissioning team as an intrinsic part of the overall assessment of the local community's needs. Members are asked to consider the PNA as a key tool for identifying what is needed at a local level to support the commissioning intentions for pharmaceutical services and other services that could be delivered by community pharmacies and other providers.
14.		Draft Budget 2011/2012	To receive the Directorate's 2011 / 2012 Budget.	To receive and consider the Social Care Health and Housing Directorate's budget proposals for 2011 /2012
15.		Quarter 2 Budget Monitoring Report	To receive Q2 Budget information for the Social Care Health and Housing Directorate.	The Committee will receive a statement of the position Directorate's budget for Q2.
16.	20th December [®]	** Site Visit to be arranged unless Members request a meeting is convened **		
17.	24th January	Annual Performance Assessment for Adult Social Care	Members will be informed of the corrective action being taken, in line with the Recovery Programme, to address areas of underperformance and to ensure standards of care are maintained.	Performance in adult social care services is subject to an annual assessment by the Care Quality Commission (CQC). The CQC require that the outcome of the performance assessment is reported to the CBC's Executive.

Ref	Indicative Overview & Scrutiny Meeting Date	Report Title	Issue to be considered	Comment
18.		Miller Pattison Insulation Scheme	Update report requested to consider the implications of cold calling the Council's more vulnerable residents	
19.	28th February ®	NHS Bedfordshire Estates Strategy: 6 month progress report	Update considering the consultation process of the master plan consultation and associated consultation proposals	
20.	28th March	Quarter 3 Budget Monitoring Report	To receive the Budget information for the Social Care Health and Housing Directorate	The Committee will receive a statement of the position Directorate's budget for Q3
21.	13th June	Quarter 4 Budget Monitoring Report	To receive the Budget information for the Social Care Health and Housing Directorate.	The Committee will receive a statement of the position Directorate's budget for Q4

Other Items not scheduled:

- i Impact of the "Transforming People's Lives" Scheme
- ii Urgent Care Strategy Consideration of consultation process and associated document. Possible JHOSC with Bedford Borough Council to run concurrently from June/July – November 2010
- iii LSP: Healthier Communities Strategy
- iv Update on the transfer of Community Health Services
- v Quality Accounts Framework
- vi Quality Improvement & Productivity Plans (QUIPP)
- vii Hospital Discharge Planning

Previous Work Programme Items				
1.	20 th May 2010 [®]	Site Visit to Townsend Court		
2.	28 th June	Joint Strategic Needs Assessment (JSNA)	To review the current JSNAs Executive Summary	The Joint Strategic Needs Assessment is designed to ensure collaborative understanding and joint working within and across health and social care, to drive the transformation of services to best meet the local needs of individuals and communities in the Central Bedfordshire region.
3.		Adult Social Care Scoping Reviews & Locality Profiles	Outcomes of Dr Foster Research	
4.		Adult Social Care Recovery Programme Update	Updated position of the Adult Social Care Recovery Programme, with particular reference to the 11 areas in need of improvement, as it enters into phase 2 of its development.	The Recovery Programme was established in October 2009 to take ASC to safe sustainable service delivery concentrating on 11 recovery areas in need of improvement: <ul style="list-style-type: none"> i. Safeguarding of Vulnerable Adults ii. Mental Health Services iii. Carers iv. Commissioning v. Managing the Social Care Market & Contract Monitoring management vi. Workforce Strategy vii. Staffing Arrangements viii. Partnerships ix. Performance Management Arrangements x. Budget xi. Financial Management

Executive Dates:

~~13 July 2010~~

2 November 2010

8 February 2011 (BUDGET)

31 May

17 August 2010

7 December 2010

15 March 2011

28 September 2010

11 January 2011

5 April 2011

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