
Meeting: Social Care, Health and Housing Overview and Scrutiny Committee
Date: 23 January 2012
Subject: **BEDFORDSHIRE LINK REPORT**
Report of: Operations Manager, Bedfordshire LINK
Summary: The report proposes to update members on the key work items of the LINK in Central Bedfordshire, for consideration and note as required.

Advising Officer: Max Coleman and Charlotte Bonser, Bedfordshire LINK & Host
Contact Officer: Charlotte Bonser
Public/Exempt: Public
Wards Affected: All

CORPORATE IMPLICATIONS

Council Priorities:

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| <p>1. <ul style="list-style-type: none">• Supporting and caring for an ageing population• Creating safer communities• Promoting healthier lifestyles.</p> |
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Financial:

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| <p>2. Not applicable.</p> |
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Legal:

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| <p>3. Not applicable.</p> |
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Risk Management:

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| <p>4. Not applicable.</p> |
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Staffing (including Trades Unions):
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| <p>5. Not applicable.</p> |
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Equalities/Human Rights:

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| <p>6. Not applicable.</p> |
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Community Safety:

7. Not applicable.

Sustainability:

8. Not applicable.

Procurement:

9. Not applicable.

RECOMMENDATION:

The Committee is asked to:-

1. **To consider and note the report.**

Ensuring that Central Bedfordshire residents see themselves reflected in high level discussions regarding mental health provision.

10. As the acute mental health provision is based in Bedford and Luton, and most of the piloting of new proposals for MH happens in these localities, it does leave Central Bedfordshire service users and carers feeling as if they are not really provided for or important.
11. LINK has raised the issue with SEPT Directors at meetings on 20 December 2011 and 4 January 2012.
12. As outcome of this meeting, SEPT Directors have acknowledged at committed to be sensitive to how they explain provision/developments in mental health, ensuring that all localities are treated equitably.

Continuing to highlight service user and carer voice requesting improved respite provision.

13. At the last OSC meeting on 12 December, LINK raised the above issue that service users and carers had been raising at Carer's Delivery Partnership, Weller Wing Stakeholder Group and individual telephone calls to the LINK office.
14. Service users have highlighted an urgent need for more respite beds, both "step down" and respite for carers.
15. LINK raised this at an extraordinary meeting with SEPT on 20 December.
16. The outcome of the meeting was SEPT stated that it was the responsibility of the commissioners within the LA and NHS to provide respite beds.
17. LINK would ask members to note the above concerns and their relevance to current work being led by Central Bedfordshire commissioning on respite.

Service users and carers report a lack of clarity on mental health pathway.

18. Service users, carers and the voluntary sector have raised concerns about what happens to a person coming out of secondary mental health provision.
19. Through the Weller Wing Stakeholder meetings, LiNk mental health survey and calls to the LiNk office, the LiNk has become aware that there are problems with accessing the right support and knowing how to do this.
20. As an outcome of the extraordinary Weller Wing Stakeholder meeting, the LiNk and service users/carers were informed by SEPT that this is the role of the SEPT Care Co-ordinators, and that SEPT would investigate if this is not working effectively.
21. LiNk will monitor progress of the above at the regular LiNk meetings held with SEPT.

Dignity and care in the acute setting

22. The LiNk has recorded a limited number of concerns about basic nursing care and dignity issues in local hospitals from members of the public and LiNk members via written and face-to-face communication.
23. Due to confidentiality, the LiNk is not able to provide more specific information at this time, but would ask members to note these occurrences because of the distress experienced by the individuals concerned.
24. The LiNk will further explore this issue via its Health Working Group and link with the existing relevant NHS meetings.

Telecare charges – concern from older people’s groups

25. The LiNk recognises that the consultation has concluded and a decision to charge for this service has been introduced.
26. LiNk would ask members to note its dissatisfaction with this decision because of the vulnerability of many of these older people, as detailed in the consultation response and subsequent letter to Cllr Hegley sent at the request of older peoples groups in Central Bedfordshire.

Background papers and their location: None