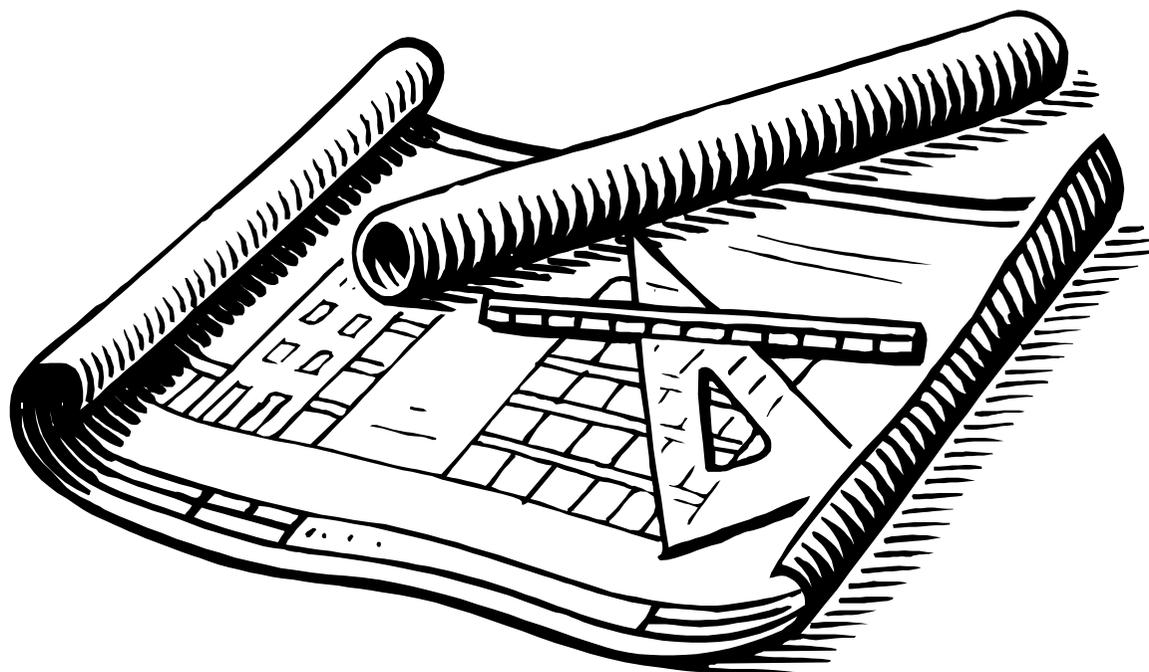




Cheshire East LINK Work Plan for 2011/12



Version 2.4 - Modified 29/5/2012

Health Care Incorporating Enter and View activity.

<p>Priorities:</p> <p>1a) Enter and View visits to primary and secondary care, nursing/care homes to encompass:</p> <ul style="list-style-type: none"> • Care of Vulnerable • Essential Standards of Care • Access to appropriate treatment, Nutrition and Hydration • Safeguarding Issues • Care of Dying pathways • Cleanliness, Dignity and Respect <p>1b) Enter and View Training</p>	<p>2a) Review of Complaints / Pals contacts from providers in order to identify trends.</p> <p>2b) Review of Maternity Services</p> <p>2c) Review of Paediatric Services</p> <p>3. Consultations</p> <p>a) CEC review of premises based care for those with learning disabilities</p> <p>This allows for rearrangement of priorities as issues arise.</p>
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Topic	Action	By whom	Time scale	Progress	Outcome	Completed
Priority 1a Care of the Vulnerable	Use powers of Enter and View to visit:	CE LINK Authorised Representatives	Ongoing commitment	(47 visits undertaken during 2011 - 2012)	All Reports to CQC and commissioners	Will always be on going
	Acute Hospitals Primary Care Mental Health and Learning Disabilities Nursing/Care Homes Premises based Support Services Private provision of NHS Care			Ongoing Completed visits are placed on website	Placed on CE LINK website Any problems identified - Discussed with Provider	
	Work plan to CQC Regular meetings with CQC	Portfolio Holder / LST	2 monthly update	Ongoing	CQC kept informed	

Health care - continued

Topic	Action	By whom	Time scale	Progress	Outcome	Completed
Priority 1b Enter and View Training	Basic E and V training	LST	As necessary	Ongoing	More Trained Representatives	
	Vulnerable Adults	Trainer	Jan 2012			
	Safeguarding	LA	To be arranged			
	Report Writing	LST / Lead	July 2012			
	Disability awareness	To be arranged	To be arranged			
	Dementia awareness	LA	May / June 2012			
Priority 2a Complaints/PALS Trends	Regular review	Health Care Sub- Group	Monthly	Ongoing (1 provider each month)	Any trends discussed with provider. Improved service.	
Priority 2b (i) Review of Maternity Services - MCHFT	Request Information on Service	Lead / LST	1 week	Received – one issue outstanding	Understanding of service provision	
	E and V Visits (unannounced)	Authorised Representatives	March 2012	Visit has taken place	Reassurance re service provision	
Priority 2b (ii) Review of Maternity Services - ECNHST	E and V Visits (unannounced)	Authorised Representatives	During 2012		Reassurance re service provision	
Priority 2c (i) Review of Paediatric Services MCHFT	E and V Visits (unannounced)	Authorised Representatives	2012		Reassurance re service provision	

Topic	Action	By whom	Time scale	Progress	Outcome	Completed
Priority 2c (ii) Review of Paediatric Services ECHNST	E and V Visits (unannounced)	Authorised Representatives	012	Unannounced visit has taken place. To be followed up by arranged visit.	Reassurance re service provision	
Priority 2d E and V Documentation	View Documentation to ensure fit for purpose	Portfolio Holder and sub group	2012	Authorised Representatives' Enter and View Protocol reviewed and approved by Committee	Documents fit for purpose	

Priority 3a Consultations – Health and Social Care in Knutsford “the Knutsford Project”	Ensure bi weekly update on website	LST	Throughout consultation period	On going	Information given	
	E and V visit to Knutsford Community Hospital	Authorized Representatives	2012	On going	Current provision identified	
	Listen to public views	CE LINK members / LST	During consultation period	On going	Public wishes identified	

Social Care Work Plan

Priorities.

1. Transition to Adult Social care, 2. Empower Card, 3. Carers Assessments, 4. Follow up on Personalisation Events, 5. Accessing information, 6. Consultations

Topic	Action	By whom	Time scale	Progress	Outcome	Completed
1. Transition to Adult Social Care	Planned discussion forums to be organized (events) to be held in Spring. Open forum activity- alternative methodology (workshop discussion groups) agreed with executive – sub group to finalize arrangements.	Social Care Sub Group	March / May 2012	As scheduled	To be completed by Summer 2012	Ongoing
2. Empower Card	To monitor positive progress made by Cheshire East Council.	Social Care Sub Group	on going	Cheshire East Council – Implementation currently paused by local authority.	Positive contacts made progress being made with continued dialogue with CEC. Final report on review due December 2012.	
3. Carers Assessments and Outcomes	Monitoring of Carers Assessments and outcomes	Social Care Sub Group To go out to members	on going	Monitor and ask for evidence of case. A member to report back from interagency carers	A CE Council officer attended Meeting in May.	
4. Follow up on Personalisation Events	Continue to monitor the experiences of service users and their carers and liaise with senior representatives of Cheshire East council to ensure their voice is heard.	Social Care Sub Group	Next meeting	Collect feedback evidence base to monitor situation.	To be linked to feedback from Transition Events	
5. Accessing Information	Cheshire East Council information stream – emphasis on website. Is this appropriate for the large groups of diverse users? What information is available and in what formats?	Social Care Sub Group Cheshire East Council lead	On going	Discussed with CE Director of Adult Services.	A CE LINK representative is making contact and investigating the progress made.	
6. Consultations	Response as appropriate	Social Care Sub Group				

Mental Health Work Plan

Priorities

1. Supporting 'Stay in Work and Return to Work' leaflet
2. CWP Patient Recovery Strategy
3. Dementia Awareness
4. Re-provision of in patient services.

Topic	Action	By whom	Timescale	Progress	Outcome	Achieved
1. Challenging Stigma Supporting 'Stay in Work and Return to Work' leaflet.	Planning for Employment report to form basis of challenging stigma in employment. Involve employers at sub group level to evolve better communication and involvement in events.	Mental Health sub group, LINK, Employers and Partners	Ongoing	Planning for Employment report discussed at Sub Group level. Task and Finish Group formed	Significant change in awareness and support in employment Leaflet printed awaiting distribution	Leaflet distributed. Still available as a resource.
2. CWP Patient Recovery Strategy	Involvement with CWP in terms of information Cheshire and Wirral Partnership (CWP) to involve users and carers in patient's recovery.	Meeting – Sub group	Ongoing	Move now gone ahead. Presentation by CWP. Recovery strategy in the implementation phase. Phase 1 currently implemented.	Greater Carer Involvement / wider involvement of Carers.	
3. Dementia Awareness	Monitor – Pathways through Hospital, Admissions/Discharges. Promote awareness to provide support for community.	Mental Health – Sub Group Relevant partner agencies	Ongoing	Monitoring	Wider awareness and signposting for appropriate community awareness/support. Alzheimer's Society and relevant agencies to gain referrals	
4. Re-provision of In patient Mental Health Services (New build in patient facility)	Monitor and contribute to debate and discussion. Involvement in meetings at all levels.	Mental Health sub group	Ongoing	Meetings attended and involvement in future consultation.	Service suitable for all service users across Cheshire East.	Re-started

Engagement Work Plan

Priorities

1. Involve the wider membership in the work of the LINK
2. Working with Partners in Health and Social Care
3. Working with organisations to widen LINK involvement

Topic	Action	By whom	Timescale	Progress	Outcome	Achieved
1. Involve the wider membership in the work of the LINK	Target members to see if any would be interested in taking up a role on any of the Sub-groups. Identify groups with a lack of representation within LINK membership. Increase membership at all levels	Community Engagement Workers/Team	Ongoing dependent on projects outlined in the Work Plan	Presentations to relevant key stakeholders. Ongoing engagement plan to continue engagement process.	Increased activity from base membership. More involvement at events and issue based activity.	
2. Working with Partners in Health and Social Care	Continue to work closely with Partners in East Cheshire Council, Central and Eastern PCT and all Third Sector Organisations, networking through other Social Care and Health events. Meetings with presentations along with specific targeted events.	Community Engagement Workers/Team. Partners.	Ongoing.	Wide organisational membership/joint activity. Presentation – CVS Events etc	Increased awareness of partnership activity throughout Cheshire East. Well received	
3. Working with organisations to widen LINK involvement	Improve contacts with organisation members, keeping them informed through News letter, events and activity. Organise and plan a day for organisational members to be brought up to date on everything the LINK is doing, and to encourage participation on sub-groups where relevant.	Community Engagement Team along with East Cheshire LINK Committee and members.	Ongoing.	Partnership working events.	Greater awareness and partnership approached with organisational members.	

Communications Group Work Plan

(Currently under review – CE LINK awaiting Local HealthWatch developments)

1. Annual Report, 2. Representation on Shadow Health and Wellbeing Board, 3. Enhancing Communications, 4. Development of communication, 5. Other representation, 6. Facebook

Topic	Action	By Whom	Timescale	Progress	Outcome	Achieved
1. Annual Report	Preparation and production of Annual Report 2011/12	Communications group / Task and Finish	By June 2012			
2. Representation on Shadow Health and Wellbeing Board Communications Group	Names forwarded	Sub Group Lead	Ongoing			
3. To enhance the requirements of the LINK by how it handles incoming communications from the general public, and how enquiries are dealt with and communicated via the Support Team to the relevant bodies	Explore options in the light of probable increase in activity.	Communications Group and Support Team	Ongoing	On going following Support Teams activity	On going	
4. To develop lines of communication to enable relevant information to be displayed on Partner websites and reciprocal arrangement.	Communication Group to contact Trusts focal point	Communications Group	Ongoing	Awaiting feed back after initial contact with Trust focal points	Procedures for determining appropriate Hyperlink inclusions agreed	
5. Representation of CE LINK at functions with respect to information stands	Communications Group to contact focal points.	Communications Group/LST	On going	Feedback received from PCT, MCHFT, Waters Green and Eagle Bridge	On-going Stands to be made available.	
6. Facebook	Maintain a dedicated CE LINK facebook page.	Communications Group / LST	Established	Developed by Support Team and presented to Communications Sub Group September 2011	Communication with a wider audience including younger generation.	On going

Local HealthWatch Transitional Work Plan

Priorities

1. Local HealthWatch Implementation
2. Involvement with Shadow Health and Wellbeing Board (SHWBB)

Topic	Action	By whom	Timescale	Progress	Outcome	Achieved
Local HealthWatch	CE LINK is now an integral part of Local HealthWatch Steering Group.	LINK Committee members + elected representatives from core membership	12 Months	Ongoing		Representation of CE LINK on Local SHWBB and Local Healthwatch steering group
SHWBB	Representative on this group	Chair				

Appendix 1 Project cost breakdown

Section / Project	Allocated funds	Breakdown of costs where applicable
Health Care		
Priorities: 1a) Enter and View visits to primary and secondary care facilities	£1000 (approx based on £50 per visit) = 20 visits	Travel Expenditure Meetings
1b) Enter and View Training	£1200 calculated on 2011/12 figures (Target recruit and train 12 new reps) E and V (formal Training) - Training 2 days Safeguarding – 1 day Report Writing – 1 day Materials Update training – Enter and View get together (all reps)	Travel Expenditure Possible external trainer Meeting rooms Refreshments
2a) Review of Complaints / Pals contacts from providers in order to identify trends	£2800 - 12 scheduled monthly Health Care meetings and additional task and finish meetings as required. Specific Enter and View activity (not necessarily accounted for under item 1a above.) Figure does not include potential room hire costs	Meetings Travel Expenses
2b) Review of Maternity Services		
2c) Review of Paediatric Services		
3. Consultations a) CEC review of premises based care for those with learning disabilities b) Health and social care provision Knutsford c) Other		
	Total Allocated - £5000	Total Spent

Social Care		
1. Carer Respite,	£250 Increased awareness – further report distribution	Report production – Printing and distribution.
2. Transition to Adult Social care,	£750 allocated towards future events (Excludes £500 allocated from 2011/12 budget carried forward. To provide for already scheduled events.)	Event costs Travel costs Refreshments Additional Costs
3. Empower Card,	£3200 - 12 scheduled monthly Social Care meetings and additional task and finish meetings as required. Providing consultations – experts on topics such as Empower as required Figure does not include potential room hire costs	Travel
4. Carers Assessments,		Meetings
5 Referral Administration Fee,		Visiting speakers Experts
6.Follow up on Personalisation Events,	Monitoring – Task and finish covered by above	
7.Accessing information,	£500 Meetings / visits as appropriate – mail shot to collect data	
8. Consultations	Monitoring – Task and finish covered by above	
	Total Allocated - £4700	Total Spent
Mental Health		
1.Supporting 'Stay in Work and Return to Work'leaflet	£750 - to cover costs of printing and distributing two further batches of information – "Healthy Mind" leaflet	Printing and Production Distribution inc travel
2.CWP Patient Recovery Strategy	£2000 - 12 scheduled monthly Mental Health meetings and additional task and finish meetings as required. Figure does not include potential room hire costs	Travel
3.Dementia Awareness		Meetings
4.Re-provision of in patient services.		
	Total allocated £2750	Total Spent

Engagement		
1. Involve the wider membership in the work of the LINK	£1500 - Excludes staff time in production	Mail shots – general printing costs
2. Working with Partners in Health and Social Care	£500 – e.g. meeting with high level and senior contacts.	Travel Meetings Refreshments
3. Working with organisations to widen LINK involvement	£500 – attendance at meetings with partners eg. MCHFT, Commissioning group etc	Travel Meetings
	Total allocated - £2500	Total spent
Communications		
Annual Report	£1500	Production and distribution costs.
Publicity	£3000 – equates to printing and distributing 3 editions of LINK newsletter. – To members, GP surgeries + partners and orgs. (Further distribution to LAPS teams etc would involve additional £300 per newsletter)	Newsletters and distribution
Website	£250	Hosting service
	Total Allocated - £4750	Total Spent
Additional Items		
Committee meetings in Public	£4500 – 12 monthly meetings + extra meetings as required	Venue Refreshments Travel Papers Publicity
	Total Allocated - £4500	Total Spent
Combined Total Work plan	£24,200	

Figures above do not include any additional activity that might be considered as new project work.