

Manchester LINK Annual Report 2008 - 2009



Welcome



I am very pleased to introduce myself, and the Manchester LINK for this first Annual Report in 2009. My name is Michael Kelly, and I was elected Chair of the LINK's Steering Group for its first year of existence. The LINK has groups and individuals in membership – I am an individual member.

Setting up the LINK has been an interesting and complex activity – the Black Health Agency (BHA) is the Support Organisation, and their help has been essential in the process. The membership has also needed to be active and patient in the establishment of an effective and organised LINK, contributing to the development of good rules of governance for the LINK, and procedures for determining its structure and activity – not all of this is complete, but the LINK now has a Steering Group, a mission and organising process, and is now working on establishing working groups to investigate, monitor, and report on the very extensive and varied Health and Social Care Services in Manchester, to link with the core Commissioners and Providers of these services, and to clarify and agree our relationship with the City's Overview and Scrutiny Committee.

The last year has been much to do with preparation and discussion – the next year should be about activity to contribute to the improvement of Health and Social Care Services in the City.

Profile / background



Manchester is a bustling and cosmopolitan city with distinct cutting edge districts. It is home to a diverse mix of people of all ages and cultures, and the city proudly touts its credentials as the UK's second city. Along with its wealth of culture and tradition Manchester also has some less than satisfactory credentials: it has one of the lowest life expectancies in the country for men, and it is one of the worst performing areas in terms of poor health and deprivation across England.

Local Involvement Networks (LINKs) have been set up to give everyone a say in how their health and social care services are planned and provided. Recent evidence has shown that: 'Local health and social care services tend to improve if peoples' views are listened to and acted upon'. (National Centre for Involvement, 2008).

LINKs replaced the Public and Patient Involvement Forums (PPI Forums). The Manchester LINK is overseen by a Steering Group which was elected in October by LINK members. The work of the LINK is supported by Black Health Agency. The Manchester LINK was set up in April 2008 and the LINK Support Organisation has been working with a Transitional Board since that time. The Transitional Board Members were in place before the LINK was established as they had been part of the group working on one of the DoH Early Adopter Pilot Sites.

Steering Group

In December the LINK elected a Steering Group which includes individuals and organisations from across Manchester. The Steering Group's job is to guide the work the LINK carries out.

The elected Steering Group members and the groups they represent are:

Groups:

Harry Fleming – Friends of Withington Community Hospital

Stephen Hughes – Manchester People First

Michelle Jackson – United Response

Martin Rathfelder - Socialist Health Association

Mike Wild – Manchester Alliance for Community Care

Dave Williams – Manchester Carers Forum

Individuals:

Salle Dare

Michael Kelly

Ros Nesbitt

Marisha Palm

Gian Rattu

Marie Raynor

Richard Wright



LINK Host Report

It has been a busy year for the Manchester LINK. Manchester had a head start from most other local authorities because it was a LINK early adopter area. Because of this, a fast working council, and a hard-working Transitional Board run by volunteers and staff from voluntary and statutory organisations, Manchester LINK was able to start work on 1st April 2008. The Transitional Board continued to guide the LINK until the Steering Group was elected in December. This allowed the LINK to start work straight away.

Throughout the year the LINK has set up its Governance Framework, held elections for a Steering Group, hosted three large scale events, written a report and made recommendations about Equality and Diversity Training for statutory health and social care staff, and submitted nearly 200 comments into the Healthcare Commission's Annual Health Check. The LINK have been out to over 100 events and written and distributed 10 newsletters to over 700 contacts. The LINK worked with a number of other organisations to produce the 'How the NHS works' DVD and have distributed over 300 copies. This is a short film to help people who are new to the UK learn about NHS. The LINKs three Community Engagement Officers have also started to look in more depth at issues around Homelessness, Mental Health and Adult Social Care.

LINK Events



Launch Event

The Launch Event for the Manchester LINK was held on 4th June. Well over a hundred people came to the meeting, many of whom had not been involved in anything like it before. The aim of the event was to introduce the LINK to people who may not have heard about it and to learn from local people in Manchester what they want the LINK to do and how they want to get involved. We held a full session during the day with presentations, workshops and discussions and a shorter session in the early evening for people who were working or who could not make the day time event for other reasons. From the event the LINK was able to take away key issues around health and social care, how people felt these could be dealt with and ideas on what would make people want to get involved.



Big Tent Event

The Manchester LINK held the Big Tent Event on 7th October in Piccadilly Gardens, Manchester City Centre. The aim of the event was to introduce the LINK to as many people as possible with a particular emphasis on attracting those who may not have heard about it before. It also provided an opportunity to give local people the chance to put their questions to a number of health and social care professionals who are involved in planning, commissioning (paying for) and delivering services. We asked a number of local organisations and groups to come along and join us and we had such a good response to this that we didn't have the space in the tent to accommodate them all. It was difficult to count the number of people who passed through the Tent during the time it was up but a fair estimate would be that we attracted well over two hundred people.

The day was officially opened by Sir Richard Leese, leader of Manchester City Council, who spoke positively about the value of peoples' involvement in shaping their own services and how he welcomed the establishment of the LINK in Manchester.



The main event of the day followed - a question time session with Health and Social Care professionals, hosted by Andy Crane from Channel M, which was also broadcast on Channel M. This gave people the opportunity to put their questions to senior health and social care staff. The question time session was very popular.

Manchester LINK Christmas Party

The LINK Support Team held a Christmas party to bring together the LINK members who might not normally have the chance to meet each other. The party was well attended, with over 30 people dropping in throughout the day.



Service User Network for Homeless People

(SUN) Event

SUN kindly let the LINK Support Team attend their Christmas party on 15th December 2008 and the LINK contributed by providing them with a hot buffet. About thirty people, who are either currently or ex-homeless, attended the party. Members of the group were asked to identify some issues that they have with health and social care services within Manchester, and to say what their ideal solutions would be to these. A report was produced from this and later shared with the network.

These issues will be fed into all those collected on the piece of work around homelessness, and used to influence pieces of work to be carried out by the LINK membership with the support of the LINK Support Team.

Lydia from the Support Team fed back on progress on the homelessness piece of work at the SUN drop-in on 18th May 2009.

Annual Health Check Event

This event was organised to give people another opportunity to give us their feedback for the Healthcare Commission's Annual Health Check. It took the form of two afternoon sessions that were designed to be informal and allow people to simply walk-in, talk to a member of the LINK about the piece of work and then either fill in a feedback form or tell us directly about their experience. At the beginning of the first session Sarah Penkethman from the Healthcare Commission and Michael Kelly, the chair of the LINK, explained the roles of both organisations and rationale behind the event. Even though the event was not as well attended as hoped, the LINK Support Team managed to collect the views of a number of people.

'Speak Your Mind' Event

The Manchester Mental Health Watchdog held the 'Speak Your Mind' event on the 24th March 2009 at the Mechanics Centre, Manchester. The purpose of the day was about improving mental health services by listening to people's views about what it's like to use services. The event allowed people to have their voice heard, share experiences of mental health and social care services provided in the city of Manchester, and to put their questions to a panel of experts who are involved with the planning, commissioning and delivery of services. The views that were collected on the day will be used to shape the work plans of both the Manchester Mental Health Watchdog and the Health and Wellbeing Overview and Scrutiny Committee (OSC).



Events Attended

The LINK Support Team regularly contribute to events across Manchester to let people know about the LINK and to find out from the people of Manchester what they would like the LINK to look at. Over the year the support team have attended over 100 events. These include:



Service User and Carer Drop In Sessions

The LINK support team have attended a number of drop in sessions or group meetings covering different areas of Health and Social Care in Manchester. At the drop in sessions, the LINK community engagement workers generally give presentations to the service users to explain what the LINK is and does. They will then listen to the service users or carers to find out their experiences.

An example of this was when members of the LINK Support Team attended the weekly Arise Project drop-in at the Zion Centre to find out more about the project and the issues facing its members. The LINK staff consulted the group and asked about the issues affecting them in terms of accessing health and social care services within Manchester. One of the main issues that came up was around dentistry – not only in terms of finding an NHS dentist to register with, but also dentists attitudes towards people who are HIV positive.

The support team have also visited the Thalassaemia Project, the Indian Senior Citizens Centre, service user groups at the Roby, Generation Project hot pot lunches, Service User Network (SUN) meetings, and more.



Voluntary Sector Health and Social Care events

Throughout the year the LINK support team have tried to raise the LINKs profile throughout the voluntary sector in Manchester. To do this they have attended many voluntary sector run events to get in contact with other groups and organisations. Some of these include MACC Health and Wellbeing events; open days at The Roby, The Zion Centre and Breakthrough UK; and the launch of Europaia, a new Community Association for European migrants. The support team have also attended the Life After Stroke and 'Beyond We Care Too' conferences as well as consultation events regarding the Common Assessment Framework for Adults and End of Life Care in Manchester.

Meetings with statutory organisations

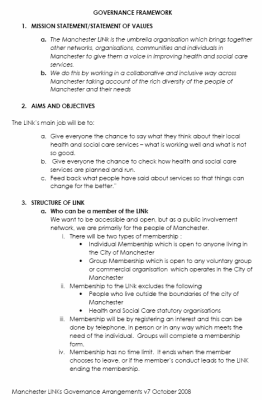
The LINK support team arranged meetings with statutory services to develop a working relationship.

A meeting was held with all Patient and Public Involvement leads and Adult social Care Reps to discuss how the LINK will relate to and work with statutory organisations. Following on from this, the LINK has kept in regular contact with PPI and Adult Social Care representatives.

What we've done

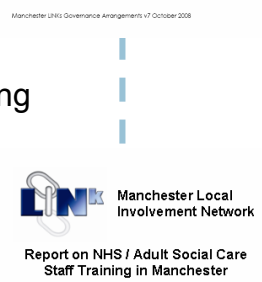
Governance Framework

The Manchester LINK set up a Governance sub group so that they could put together their Governance Framework. The Framework was put together by a group including the LINK support team and a small group of LINK members. This was then sent out for consultation and was agreed in October 2008. The Framework covers the LINKs mission statement, aims and objectives, structure of the LINK, code of conduct and meeting rules. As Manchester was ahead of a many LINKs, it was able to share the Governance Framework with other LINKs to help them get started.



NHS/ Adult Social Care Staff Training Report

At the Launch Event a number of groups noted that their experience of using services was often negatively affected by the attitude and assumptions made by members of staff. It was felt that some members of staff don't appear to recognise the individual needs of specific groups and generally adopt a one-size-fits-all approach when dealing with people using either health or social care services. It was suggested that the LINK take up the issue and look at the package of staff training that was delivered to staff by the NHS Trusts and Adult Social Care Services to identify whether improvements could be made in the way staff relate to specific groups.



The scale and extent of the exercise was limited and does not allow the LINK to draw any firm conclusions. There are some clear examples of good practice but also some areas where we think that providers could look again at their current practice. This would be with a view to improving staff awareness and understanding of issues relating to equality and diversity, and the impact this can have on the patient/service user experience. The findings and recommendations were sent to the Trusts and the Local Council.

Healthcare Commission Submission

The Annual Health Check is an annual assessment put together by the Healthcare Commission where each NHS Trust rates themselves against a set of core standards on the care they provide. The Manchester LINK worked with the Healthcare Commission by collecting the views of patients, their families and carers about the care given to them by the NHS and feeding them into the Annual Health Check. The views and experiences provided were shared with the NHS Trusts and will be used by the Healthcare Commission to monitor healthcare services across Manchester.

The LINK will continue this work by working with Care Quality Commission (CQC) which is taking over from three agencies: the Healthcare Commission, Commission for Social Care Inspection and Mental Health Act Commission. The CQC will regulate health and adult social care services, whether provided by the NHS, local authorities, private companies or voluntary organisations.

What we're doing



Finance Committee

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: lead on the monitoring of the finances of the LINK, and matters relating to the disbursement of funding to worthy causes who have made applications to the LINK for financial support in carrying out pieces of work.



Publicity Group

The publicity group has been formed to look at developing the Manchester LINK website, the publicity materials which are produced by the LINK, and how to get these to hard to reach communities.

The group will also be looking into running a promotional campaign which could result in posters being displayed on public transport within Manchester. In addition, the group will be receiving media training with the hope of gaining radio and television air time.

If you would like to join the publicity group, get in touch with Danny - his contact details are at the back of this report.

Reading Group



The reading group will be set up as a virtual group. This means that we will not hold regular meetings but instead communicate by email and phone. Members will be sent documents such as service leaflets, consultations, and policy briefs and invited to comment on how easy they are to understand. The LINK will then feed your views back to the relevant services or publishers and make recommendations if appropriate. This way we are hoping to ensure that documents relating to health and social care services are accessible to everyone.

Since we are interested in your personal opinion you do not need any previous experience and everybody is very welcome. Indeed, the more the merrier! Also, you won't be expected to comment on every document all the time and can participate as and when it suits you.

If you would like to join the reading group, get in touch with Valeska - her contact details are at the back of this report.

'How the NHS works' - re-print with added languages

The LINK Support Team worked in partnership with Reache Northwest, Communities and Local Government, Manchester PCT, Salford PCT and Connecting Communities Plus to produce the 'How the NHS works DVD'. The DVD was a great success with over 300 copies being sent over the country to different Voluntary, Community and Statutory groups and organisations.

In the next year Black Health Agency will be adding another two languages —Chinese-Mandarin and Chinese-Cantonese — to the DVD and will re advertise the DVD so it reaches a wider audience.



Homelessness

At the LINK Big Tent Event held at Piccadilly Gardens in October 2008, a homeless man called Wayne interrupted the proceedings and grabbed the microphone stating that services were not as accessible as they might be. The Support Team carried out some initial research and the Steering Group decided that they wanted to take this further as a piece of work. Richard Wright from the Steering Group was nominated to be involved with this work stream.

Homelessness itself is a very big issue and covers everything from 'Beggars and rough sleepers', to people who find themselves destitute as a result of failed asylum applications or even granted asylum applications, all the way through to people who are 'sofa surfing'.



As the lead from the Support Organisation on this piece of work, Lydia has spent a lot of time contacting over 40 groups and organisations that work with 'homelessness' within Manchester. She has already met with a range of people from different community groups and voluntary organisations, staff from various departments within Manchester City Council and leads within the NHS Trusts, to find out what is going on in terms of service provision within Manchester. Lydia will write up a report from her visits, detailing any issues around access to care that have arisen. These will be used to set a consultation exercise which will be taken to service users for further discussion.



A joint event is being held with the Service User Network at the end of June 2009 and the LINK will host a 'Question and Answer' session with service providers taking questions from service users. The LINK is also running a workshop for service users to discuss issues that homeless people have in accessing health and social care services, and to determine a piece (or several pieces) of work that the LINK can support to be carried out.

Further consultation work will be carried out at other service user events, such as the Substance Misuse Network event on 25th June, and at drop-ins and service user forums. Once the results have been analysed, the LINK will be in a po-

sition to start on pieces of work. Results from these pieces of work will ultimately be presented to statutory service providers with recommendations about how the services can be improved.

Look out for updates on this workstream in the regular newsletters sent out every month. If you would like to know more in the meantime, contact Lydia at the Support Organisation – her details are given at the back of this report.

Adult Social Care

Since becoming part of the support team in December Valeska has taken the lead on adult social care to develop the LINK's work in this area. Following initial research she has met with a number of groups, organisations and key people within Manchester Adult Social Care (MASC) and attended relevant events.

Through these meetings and events Valeska has identified three provisional strands of work:

1. Improved Working with the Local Authority

This stream consists of a number of different activities and projects, e.g.

a) Improving Access to Adult Social Care Services

Following a fair amount of negative feedback regarding access to social care services in terms of general lack of information, difficulty to understand the system, gate-keeping practices and so on Valeska is looking into how the LINK could help with this. In a first step she is meeting with the relevant MASC staff.

b) Developing the MASC Consultation Strategy

MASC are currently developing a coherent consultation strategy to run across all their different customer groups (e.g. carers, people with physical or learning disabilities, people with HIV/Aids, older people, etc.). Therefore, an event for customers from every group will take place in July to gather their input into how consultation could be improved. Valeska is involved with the planning of this event and any follow-up activities.

c) Warwick Business School Research on Local Authorities working well with LINKs

MASC have invited me to participate in this research that consists of several day long action learning sets during which LINK support workers and Local Authority leads come together to share good practice. I have attended one of these days already and will attend another one in September. For this Jill Meredith from MASC and I will prepare a presentation on "Engaging stakeholders and adding value to existing local involvement arrangements".

2. Promoting the LINK within social care settings and to social care customers

In order to engage more people with an interest or experience of social care in the work of the LINK, Valeska has written social care re-



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CITY COUNCIL



lated articles for various newsletters and started to contact groups or organisations that could spread the word to people who are house-bound and less likely to find out about the LINK. Also, the LINK has been invited to contribute to training for community members in the area of health and social care (e.g. Take Up Champions, Great Health Champions, etc.). Finally, Valeska is trying to arrange for LINK information to be routinely given at MASC and PCT training courses.

3. Personalisation

As personalisation currently is the driving policy agenda within social care and will also become more influential within health care settings the LINK needs to develop a firm understanding of this agenda and of how service users as well as providers can be supported through the change process.

The provisional work streams are subject to ongoing review and are expected to evolve as Valeska is meeting with more groups and individuals. Indeed, if you are part of an organisation working within adult social care or if you use relevant services, please get in touch with her (see end of this report for contact details). She would love to hear about your experiences, what you think about the current work strands, and how you could become involved in the work.

On a more personal note Valeska would like to thank everyone involved in the LINK for making her feel very welcome over the past few months and offering plenty of support and encouragement.

Dignity and Respect

Being treated with dignity and respect is fundamental to all aspects of health and social care and as such needs to be integral to the work of the LINK. As a dignity champion Valeska has researched policies, current initiatives and Manchester specific projects as well as starting to meet with relevant Manchester Adult Social Care (MASC) staff and other interested organisations. Following a recent meeting with interested members of our Steering Group, domiciliary care services were identified as a possible area for a focused piece of work as members of the group felt that users of domiciliary care were particularly vulnerable. In a next step we will meet with the dignity lead from MASC in order to discuss current projects being undertaken in this area and how the LINK can contribute to that. From there we will develop a more detailed work plan. Valeska has also put together some relevant resources and articles for a special focus on Dignity & Respect in the June 2009 edition of the LINK newsletter.

If you have any ideas or suggestions for how the LINK can progress this work stream or would like to become involved, please get in touch with Valeska – her contact details are at the back of this report.



MANCHESTER
MENTAL
HEALTH
WATCHDOG



Manchester Mental Health Watchdog

The Manchester Mental Health Watchdog was the first working group of the Manchester LINK to be setup in April 2008. Its membership is made up of service users and carers, interested individuals as well as representatives from mental health organisations.

The group have been looking into a number of issues within the City of Manchester which include service user involvement, Crisis Resolution and PEARL Service, and Individual Budgets.

Manchester Mental Health Watchdog held the Speak Your Mind Event in March 2009, which allowed service users and carers to share their experiences of mental health services with members of the Health and Wellbeing Overview and Scrutiny Committee as well as a panel of mental health and adult social care professionals.

Future work will involve members being trained so that they are able to undertake 'enter and view' inspections, as well as training with relation to Individual Budgets. The Watchdog will also continue to look at current issues within Manchester such as service users being charged for the use of day centres, and developing working relations with Manchester Mental Health and Social Care Trust and the Overview and Scrutiny Committee.

The work for the next year will be classed in four key areas which are:

Dual Diagnosis
User and Carer Involvement
Service Provision
Issues that arise

The Manchester Mental Health Watchdog are keen to build relations with key organisations and groups through the City of Manchester, and have representation at a number of meetings including:

- * The Health and Wellbeing Overview and Scrutiny Committee Mental Health subgroup
- * Manchester Mental Health and Social Care Trust Board meetings
- * Joint Commissioning Executives Stakeholder Engagement Forum
- * Manchester Users Network

The purpose of the Manchester Mental Health Watchdog is to listen to what people think of services as they are now by holding events, attending meetings and having a presence in the community, and making recommendations to the relevant agencies based on what you have told us.



LINK Accounts

Manchester Local Involvement Network Income and Expenditure 1st April 2008 to 31st March 2009.

As reported by Black Health Agency (the 'host organisation') to Manchester City Council in contact monitoring

	Income/ Expenditure	Balance
Income:		
Contract income Manchester City Council	£287,709	
Additional income Manchester City Council (from unspent set-up allocation)	£7,106	
Total Income		£294,396
Expenditure:		
Staffing: salaries, staff travel, staff training, conferences and seminars	£157,122	
Management fee: Senior management support, HR, finance, IT and publicity	£39,612	
Overheads: Rent, rates, heat and light, equipment lease, maintenance, depreciation	£27,096	
Running Costs: Postage, telephone, printing, copying, subscription to CVO, sundries	£44,667	
Set up costs: office equipment/PCs	£2,579	
LINK Activities:	£4,381	
Meeting room hire, refreshments at events		
Major events – 'Big Tent Event'	£10,496	
LINK participants travel and expenses	£872	
Total Expenditure		£286,825
Balance to transfer into 2009-2010 budget		£7,571

Your LINK Team is (clockwise from the top left in the pictures below):

Karen Tucker—LINK Manager (on maternity leave)

Naheed Akhtar - LINK Manager

Lydia Hurford - Community Engagement Officer

Danny Gough - Community Engagement Officer

Valeska Matziol - Community Engagement Officer

Anthony Doggett - LINK Administrator



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BLACK HEALTH AGENCY

