

## CARERS TOGETHER



Summer 2008

Volume 12 Issue 2

# DO YOU CARE?

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Produced by

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**The views in this  
newsletter are not  
necessarily those of  
Carers Together**

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Anne and Ann

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## USEFUL NUMBERS FOR CARERS

AGE CONCERN Hampshire - Information/advice	0800 328 7154
AL - ANON for relatives	020 7403 0888
ALCOHOLICS ANONYMOUS	0845 769 7555
ALZHEIMERS SOCIETY - Helpline	0845 300 0336
BRITISH RED CROSS - Medical Loan	01962 877732
CARERS ACTIVE LISTENING LINE (CALL)	08000 3 23456
CARERS ACTION PLANNING FOR EMERGENCIES	01794 519495
CHILDLINE	0800 1111
DWP - Job Seeker Direct	0845 60 60 234
DWP - Pensions Service	0845 60 60 265
ELDER ABUSE	0808 8088 141
HAMPSHIRE COUNTY COUNCIL - Information	0800 028 0888
HAMPSHIRE COUNTY COUNCIL	01962 841841
HEADWAY (Acquired Brain Injury)	023 9273 1931
LOCAL POLICE STATIONS - ALL	0845 045 45 45
MENCAP Helpline (Learning Disability)	0808 808 1111
NHS DIRECT	0845 46 47
PARENTLINEPLUS	020 7284 5500
PARKINSON'S DISEASE SOCIETY HELPLINE	0808 800 0303
SCOPE HELPLINE	0808 800 3333
SOCIAL SERVICES DIRECT	0845 600 45 55
SAMARITANS	0845 790 90 90
SENIORLINE	0808 808 7575

### Do you have an issue to raise or a comment to make? LET US HAVE YOUR VIEWS - HAVE YOUR SAY

Why not send in an article, or write to us at **Carers Together?**  
We will withhold your name and address from the newsletter at  
your request, but cannot print anonymous letters/articles.

### COPY DATE FOR THE NEXT ISSUE - 14 October 2008

Send your copy by email: info@carerstogogether.org.uk or by post

### ADVERTISING IN THIS NEWSLETTER

Carers Together are happy to include some advertising for organisations  
who offer a service to carers. 'Do You Care?' is distributed to 5,000  
addresses across Hampshire. There is a small charge towards our costs  
and space is limited to half a page or less per advertisement. Should any  
organisation wish to use this facility please contact Carers Together.

### Key to special rate phone numbers

	Dialling code	Cost
Freephone	0500	Free
Freephone	0800	Free
Freephone	0808	Free
Lo-call rate	0845	Local call rate
National-call rate	0870	National call rate



Copies of all documents saying 'obtain from DH' are available free from: Department of Health  
Publications PO Box 777 London SE1 6XH Response line: 08701 555 455  
Fax: 01623 724524 Email: doh@prolog.uk.com Website: www.dh.gov.uk



## Editorial

I hope you are all enjoying the summer. Although the weather is inconsistent - it is good to see plants growing and take part in summer activities when you can. Outings, trips and holidays all help carers cope better, so do try to take advantage of any breaks offered.

Look out for some new innovative ideas and proposed actions both national and local in this edition. The National Carers Strategy has been launched and there is some money attached to it. Although the amount sounds large, when divided between every authority it shrinks in size. Also it is not 'ring-fenced' so technically need not be spent on carers issues. (See back page)

Our own carers support services (pages 4-8), county issues (pages 9-11). A new pilot project by Hampshire Partnership Trust and Carers Together to provide information on prescription to Trust service users and carers (page 3).

More consultations (pages 12 - 16). These include the National Dementia Strategy, a national framework for greater citizen engagement, the proposed NHS Constitution, volunteering, disability equality, funding the third sector, care support and independence.

Change is still on the agenda. Self care, self directed support, Dignity in Care, delivering care closer to home - all pointing to the changes planned and proposed in the movement towards personalisation. (pages 17-19). Our NHS our future: next stage review has a number of important working groups and areas for action (pages 20-21). People are living longer but need better personalised care at end of life (page 22).

Information and news in brief (pages 23-25); Children's views on advocacy (page 25); stroke information (page 26); Alzheimer's information (page 27).

The Commission on Personalisation is still meeting - the third event looked at provider services and the view of service users. The next one, on 19 September, is about the local authority. To send views or attend contact: 01962 847200 or Email: [personalisation.commission@hants.gov.uk](mailto:personalisation.commission@hants.gov.uk)

Comments and letters from readers are welcome. It is also good to welcome carers and other interested people to our Carers Centres in Romsey, Basingstoke, Horndean, Meon Valley, New Forest (now open at Fenwick2) and Southampton (now open at Unity 12 in Rose Road). All make carers and others welcome and provide information, advice, advocacy and support to carers. Our Romsey office has meeting facilities and internet access for carers to use on any working day and there is a special supported internet group session twice a month.

*Editors*

### Information on prescription

#### Are you caring for an older person with a mental health problem?

#### Do you use or access older people's mental health services?

Look out for the new leaflet jointly produced and provided by Hampshire Partnership Trust (HPT) and Carers Together. Entitled 'Information Prescription' it is for new and current service users and their relatives, friends, neighbours and carers.

It is intended to help patients and carers gain access to further information that may be of help and support to them. It provides sources of information and a list of suggested useful information that can be self selected and ordered.

It is being made widely available across Hampshire and Southampton including from older people mental health teams, wards and out patients and from Carers Together.

This pilot project is running from August to December but if popular or useful may continue longer.

#### Are you a carer of any age living in Hampshire?

Do you need to offload stress, chat about your concerns and problems, speak to a friendly person who understands how you feel? Just hear a friendly voice or find information about services available to support you? Call our Carers Active Listening Line (CALL) anytime between 9.00am and 11.00pm 365 days per year for an empathetic chat with one of our dedicated listeners.

**Freephone number 08000 3 23456**

## BASINGSTOKE & ALTON

Summer is here at last. Do come and join us at the Carers Cafés listed below:

Alton Carers Café	1 <sup>st</sup> Wednesday of each month	12.30pm - 2.30pm	The Methodist Church
Bordon Carers Café	1 <sup>st</sup> Wednesday of each month	10.00am - 11.30am	Forrest Community Centre
Carnival Hall Basingstoke	3 <sup>rd</sup> Thursday of each month	10.30am - 12.30pm	
Oakley Carers Café	4 <sup>th</sup> Tuesday of each month	2.30pm - 4.00pm	
South-Ham Carers Café	2 <sup>nd</sup> Tuesday of each month	1.00pm - 3.00pm	West Side Community Centre
Alton drop in	4 <sup>th</sup> Wednesday of each month	3.00pm - 4.00pm	Wilson Surgery
Whitchurch/Overton Carers Café	4 <sup>th</sup> Wednesday of each month	12.00noon - 2.00pm	the cottage next door to the Methodist Church

For more information contact me on 01256 353290

Welcome to the new staff covering the Carers Action Planning for Emergencies (CAPE) project at Carers Together. Heather will be the CAPE worker in the Basingstoke area. Some of you have already met Heather at the Carers Café in Basingstoke.

### DATES FOR YOUR DIARY

- Basingstoke Carers Forum** held at Parklands in the conference room.  
Thursday 24 July 1.00pm - 3.00pm, Tuesday 23 September 1.00pm - 3.00pm
- Disability Steering Group** Wednesday 30 July 2.00pm - 4.00pm held Basingstoke & Deane offices
- Alton Relaxation Day** booked for Saturday 4 October – Details to follow.

Carers Week was a busy week for all. The Carers Lunch was very enjoyable.

The Picnic in the park planned for May was cancelled due to rain but the visit to Burkham House gardens was sunny and fun. Thank you Dianna Norman for a lovely morning.



The Charity pools match in June at The Royal Oak was a great afternoon. My thirteen year old nephew Josh was in the final but lost to Alan. Well played all.

To all the regulars and staff thank you for your help and support.



I do hope you all have a very happy and healthy summer

Michelle Armitage, Basingstoke & Alton Development & Support Worker.

Tel: 01256 353290 Email: michelle.armitage@carerstogether.org.uk

### CAPE - Carers Action Plan for Emergencies

Hi - We are up and running. After a positive and successful trial period, we officially launched the new Carers Action Planning for Emergencies project, known as CAPE on Monday 16 June 2008.

I am Bev the Project Manager and I have been in post since 1 May 2008. Some of you may know me from Carers Together as I also coordinate the Carers Active Listening Line. I am working with a team of 5 project workers and together we aim to visit carers in Hampshire to assist them with their emergency plan which will hopefully offer peace of mind, support and information. Those who register the plan may be eligible for up to 48 hrs of free care should an emergency arise.

We are all keen and eager to get out there and we will be contacting those who have already expressed an interest in the service very soon. Any carer who would like support to develop their emergency plan should contact the office for more information and to refer themselves for this free service.

Bev Hoare, CAPE Project Manager, Tel: 01794 519495 Email: bev.hoare@carerstogether.org.uk

## HAVANT & PETERSFIELD and THE MEON VALLEY

Hello Everyone! I hope the sun is shining on you this summer!

### **ARTS AND CRAFTS** St Joseph's Church Hall 134 West Street Havant **10.30am-12.30pm**

Because arts and crafts are so popular on Relaxation days Mikala Holland (Mental Health Carer Support Worker) and I started Arts and Crafts sessions in April, we are starting bi-monthly but will change to monthly if carers wish. We have some very talented carers who are willing to share their knowledge and skill with others and even if like me, you are not very artistic you will find some crafts possible. You are welcome to just come to watch and chat if you wish. One of our ladies collects scrap wool to knit items for charity, so if you have any spare wool please bring it along.

**Future Sessions 19 August, 21 October and 16 December.**

**CARERS WEEK** - The theme of Carers Week this year was "Carers can't afford to be ill". So to promote Carers well-being we had three social events during the week.

The sun was definitely shining on us on Tuesday. In the morning 24 Carers met up in the garden of The Pavilion Tea Room at Stansted Park. Carers were pleased to share their snacks with the chaffinches and thrush that wandered from table to table.

On Tuesday afternoon the local Carers Support Workers helped to produce a cream tea for 34 Carers at Sunnyside Hall Hayling Island. Special thanks to three carers, Kathy for baking the delicious scones and Kim and Lynn for their hard work in the kitchen.

The sun was not quite so bright on Thursday for the Carers Lunch but the Sinah Warren Hotel provided a splendid lunch (as always) with entertainment for the afternoon. A couple of carers even managed to play a game of bowls between showers. 46 Carers joined the three Mental Health Carers Support Workers, the Alzheimer's Support Worker and myself for one of the highlights of the year.

### **HAVANT AND DISTRICT CARERS FORUM 10.30am -12.30pm**

Third Tuesdays bi-monthly St Joseph's Church Hall 134 West Street Havant

Further to the theme of "Carers can't afford to be ill" is the question **What happens if the Carer is too ill to Care?** The forum meeting on 15 July included speakers from the Carers Action Planning for Emergencies (CAPE) project, plus further discussion on how to plan for the possibility of you as a carer being seriously ill or having an accident. **15 July, 16 September, 18 November**

### **CARERS AWARENESS SESSIONS**

Due to my health problems, at the same time as the training officer left (due to loss of funding) it was not possible to organise the Carers Awareness Sessions for 24 April to 5 June.

The sessions will now take place in the autumn. Dates, venue etc. will be published when confirmed.

**CARERS WALKS** - I have had a few enquiries from carers about Carers Walks taking place in the area. I regret that these walks are only open to Mental Health Carers as they are organised and run by the Mental Health Carers Support Workers. There are 'Walking to Health' walks available throughout the area. For Walks to Health within the former East Hampshire Primary Care Trust area, please call the Walking to Health Coordinator at East Hants PCT 023 9224 8807. For Walks to Health in and around Havant, please contact Ross McClean on 023 9244 6406.

**If carers would like the opportunity to walk with other carers please contact me giving your name telephone number and good walking days, I will then organise monthly or fortnightly walks. (I could do with the exercise!)**

### **SUMMER PICNIC - Tuesday 26 August 1.00pm to 3.00pm**

After the torrential rain last year I thought we would try later in August. Question is do I need to book a wet weather alternative? Details to be sent out soon!

**Sylvia Hutchins** – Merchistoun Hall 106 Portsmouth Road Horndean PO8 9LJ  
Tel: 023 9259 5455 Email: sylvia.hutchins@carerstogether.org.uk

## NEW FOREST

As you will probably be aware much of my time since I last wrote has been taken up with the move of the Carers Together offices to Fenwick 2 the new Health and Well Being Centre in Lyndhurst. The project to revamp the old community hospital and make it a vibrant going concern has done a wonderful job. Many of you who attended the official opening day in April will have seen my new office and the new Resource room that is being set up and run by Carers Together, SCA and Volunteers.

Thanks to the ladies of Barton on Sea Golf club the carers in the New Forest have also been able to enjoy some outings to Exbury in April and an excellent visit to Wilton House during Carers week. We were fortunate to have a beautiful day for our visit and everyone enjoyed the day.

There are still some funds in the Carers Forum kitty from Barton and so they are hoping to do a trip to Milestones in October and another shopping trip to Portsmouth in early December.



Wilton House



Two fully booked boat trips on the Alison MacGregor will have taken place when you read this, mainly for the Hythe and Waterside Carers Groups, and you will soon be getting your invitations to the Relaxation Day on 6th September.

During Carers Week I held a drop in Day at Fenwick 2 in the new Resource room two of the CAPE project workers came for the day and several carers put their names down for a visit.

The cafés are all busy and well attended and I now have a new Stroke Carers Group starting in July just a reminder they are:

1st Wed Fordingbridge - am

1st Thur Lyndhurst - pm

2nd Mon NEW Stroke Carers Group at Fenwick2 - am

2nd Thursday Ringwood - am

3rd Tuesday Lymington - am

3rd Wednesday Alderholt - am

3rd Thursday Totton - pm.

Brock/Sway - lunchtime

New Milton Carers - pm

Milford Stroke Carers - pm

Hythe - pm

Drop in on 7 July, 11 Aug, 1 Sept, 13 Oct then every 1st Monday at Fenwick2.

### **Vicky Hamilton Vey - note new contact details**

Tel: 023 8028 6342 Email: [vicky.hamiltonvey@carerstogogether.org.uk](mailto:vicky.hamiltonvey@carerstogogether.org.uk)

### **60 years of the National Health Service: a proud past and a healthy future**

This book was published on 2 July 2008 by the Department of Health. It is a short history of the NHS to celebrate its 60th birthday, based on the remarkable experiences of staff who have worked for the NHS over decades, as well as patients whose lives have been transformed through treatment. It tells the story of how the NHS came about, how it has developed over the years and its focus for the future. Obtain from DH (see page2) quoting product number: 287248 or find on: [www.dh.gov.uk/en/News/NHS60/index.htm](http://www.dh.gov.uk/en/News/NHS60/index.htm)

## SOUTHAMPTON

### Out and About

The Shirley Warren Carers Group ventured outside (not very far!) in May to the garden of the Shirley Warren Action Church, which was redesigned recently. We had beautiful weather and an enormous amount of food!

We also had an excellent trip to Forest Falconry where we all had the opportunity to have a Snowy Owl and a European Eagle Owl called Mascara fly to us. We were also introduced to some of the other birds that Forest Falconry own. Many thanks to Forest Falconry for inviting the group and sharing their expertise.



### News

At last I have found an office in Southampton! I will be based at: Southampton Centre for Independent Living, Unity 12, 9-19 Rose Road Southampton SO14 6TE

I have recently moved into the new office and am getting organised and settling in. When I am settled and organised, I'll be holding a drop in sessions regularly if you would like to pop in, have a chat, coffee and look through the information resource – I have a huge amount of information on holidays, benefits, transport, the list goes on...

### Carers Week – 9- 15 June



On Monday, the Award Ceremony and drop in Pampering Session run by Southampton City Council was a wonderful success with lots of carers being treated to head massage, hand massage, reflexology, facials and pedicures, and many carers receiving a special award too.

A very long day at West Quay followed on the Tuesday where Carers Together had an information stand up at their health day. We didn't seem to speak to that many people on the day, but have already had some follow up contacts, which is great.

On Wednesday morning, a coffee morning was held for carers at Sembal House which included games, a raffle and lots of cakes to try. The morning raised over £200. A small group of carers has already got together to provide some expert advice to the Sembal House Modernisation Steering Group. If you would like to join us, please give me a call.

### Cafés

Below are the details of the Cafés that Carers Together runs. There are lots of other resources for carers in Southampton that I am pulling together in a directory, which I'm hoping should be completed in the next few months. Please give me a call if you would like to come to a Café – just to check that we're still holding it at the same venue...

Shirley Warren	1 <sup>st</sup> Wednesday at 1.00pm	Shirley Warren Action Church
Mental Health Café	3 <sup>rd</sup> Tuesday at 10.30am	Bedford House
Parent Carers Group	3 <sup>rd</sup> Thursday at 10.00am	Unity 12, Rose Road
Bitterne	1 <sup>st</sup> Thursday at 1.30pm	Peartree Church Hall Committee Room

**Wendy Meredith** 9 Love Lane, Romsey, Hampshire SO51 8DE

Tel: 01794 519495 Mobile: 07921 700496 Email: [wendy.meredith@carerstogogether.org.uk](mailto:wendy.meredith@carerstogogether.org.uk)

## CARERS OUTREACH COORDINATOR

Hi Everyone

I can't believe it is time for the summer newsletter already, the last couple of months have just seemed to keep getting busier.

I have attended lots of events promoting Carers Together and the work we do, including information days throughout the county and visiting new and existing carers support groups.



I attended the Hampshire Good Neighbours Award ceremony at the Great Hall in Winchester and took our information stand. Chat to a Friend and Chat with Group of Friends was promoted as one of the partnership projects of Hampshire County Council Older People's Wellbeing Team with Carers Together. We now have 3 new facilitators trained and are in the process of setting up new groups. As it is the National Year of Reading I am working with the Library Service to set up book reading groups over the telephone - if anyone is interested please give me a ring on 01794 519495

I attended the open day at the new Fenwick2 in Lyndhurst as our Carers Support Worker for the New Forest area has a wonderful new office there. She is working with Fenwick2 to set up a comprehensive information and drop in service for carers and others.

Carers week was enjoyable but exhausting. Carers Together had displays, promotional events and outings across the county including a day at West Quay shopping centre, pamper days and cream teas.

I have continued to provide advocacy support for carers. There seems to be an increasing need for this service. Although stressful at times, it is very rewarding for the carer and me when we get a good outcome.

Over the next few months I shall be getting out and about to identify hidden carers and promote or provide support where it is needed.

Hope you all enjoy the rest of the summer.

**Tracey Eldridge** Carers Outreach Co-ordinator Tel: 01794 519495

Email: [tracey.eldridge@carerstogether.org.uk](mailto:tracey.eldridge@carerstogether.org.uk)

## Carers Active Support Service (CASS)

This flexible responsive service is offered by Carers Together and managed by Kim Upstill who works part-time on a Tuesday, Wednesday and Friday.

The service provides Respite Care for carers, but can also provide Companionship to those living alone or in isolation.

The sitters, who have all been CRB checked, are a wonderful group of kind, capable, warm and understanding people. Together they cover the Winchester Area, which has the same boundaries as Adult Services and the NHS. However, the aim is to extend these boundaries.

Access to the service is as simple as a telephone call to the Carers Together Office on 01794 519495. You do not have to go through Adult Services (Social Services).

There are no eligibility criteria, only one of need. There are no client or carer assessments. There is no financial assessment, however there is a charge of £8.50 an hour but with no restriction on the number of hours received.

Please be advised that this is not a hands-on service, so no personal care can be undertaken.

We are very aware of how people's lives are changed when they become a carer. This service allows carers to leave their cared-for person, with peace of mind and confidence.

Please feel free to contact Kim about any help you may need. Tel: 01794 519495 and leave a message or Email: [kim.upstill@carerstogether.org.uk](mailto:kim.upstill@carerstogether.org.uk)



## ROMSEY

Carers Support in Southern Test Valley changes and develops to meet the needs of individual carers. New information leaflets about local services will be available in the next few weeks and carers can drop in for information or for individual support any weekday between 9.30am and 4.30pm into 9 Love Lane Romsey SO51 8DE

Tel: 01794 515126 or 519495 Email: [admin@carersromsey.org.uk](mailto:admin@carersromsey.org.uk)

The Carers Cafe continues to meet on the first and third Friday of each month and to offer peer support to carers in the area. The group have a speaker at alternate meetings and these have ranged from an enlightening talk on waste management to an encouraging talk on the help available from Victim Support after a crime. The group always offer lunch after each meeting, usually a ploughman's, but also includes outings to local restaurants for a meal giving carers a welcome break from everyday chores. It is a friendly informal group and all carers are welcome.



In June a new venture was launched - **Dance to Keep Fit**. The purpose of this is to support carers, older people and people with disabilities to come dancing in Romsey with a qualified ballroom dance teacher. To have fun and socialise with the opportunity to do some exercise by learning a new dance step or practicing an old skill. 28 people came together for the first session and feedback was very positive. Any person with an interest in ballroom dancing or doing some fun exercise to music is welcome to come to the sessions on the fourth Friday of each month at Woodley Village Hall, Romsey.

For information about the Carers Café or Dance to Keep Fit in Southern Test Valley or for individual support - contact Rory on Tel: 01794 519495 Email: [rory.heatley@carerstogether.org.uk](mailto:rory.heatley@carerstogether.org.uk)

For information about the Carers Café in Southern Test Valley or for individual support  
Tel: 01794 515908 or 519495 Email: [admin@carersromsey.org.uk](mailto:admin@carersromsey.org.uk)  
or pop into 9 Love Lane Romsey any weekday between 9.30am and 4.30pm

### 2008 Dance session Dates

27 July	24 October
22 August	28 November
26 September	26 January 2009

### 2008 Carers Café Meeting Dates

01 August	05 September	21 November
15 August	19 September	07 November
	03 October	05 December

## ALTON

# SPECIAL NEEDS INFORMATION DAY

Saturday 11 October 2008 - 10.00am - 3.00pm  
Alton College, Old Odiham Road, Alton GU34 2LX

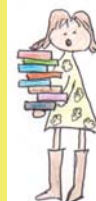
For parents and carers of children with special needs and professionals involved in supporting them.

Displays and workshops on a variety of topics related to special needs - e.g. dyslexia, autism, communication, behavioural difficulties, emotional literacy, social stories and direct payments.

More information contact: Parent Partnership Service:  
Tel: 01962 845870 Email: [enquiries.pps@hants.gov.uk](mailto:enquiries.pps@hants.gov.uk)

**contact a family**  
for families with disabled children

Parent Partnership Service





## Developments with Hampshire Local Involvement Network (LINK)

Hampshire County Council and the Hampshire Primary Care Trust (PCT) are pleased to announce that the Health Advocacy Partnership Ltd has been offered the position of the new host for the Hampshire's Local Involvement Network (LINK). The Health Advocacy Partnership is a not-for-profit company, formed to provide staff and administrative support to voluntary members. The partnership formerly worked with Patient and Public Involvement Forums (PIIFs) whose duties came to an end in March 2008. To replace these forums, the government has introduced LINKs, networks of local people, groups and organisations, to enhance the ability for local people to be heard across NHS and social care services. LINKs will provide everyone in the community with the chance to say what they think about local health and social care services, to influence how services are run and to provide feedback on what is working and what is not.

The host LINK organisation will start work on 30 September 2008. In the meantime Hampshire County Council has established an interim committee comprising representatives from the NHS, former Patient and Public Involvement Forums, voluntary organisations across Hampshire and Hampshire County Council.

For more information about the Hampshire LINK **please see the flier and form enclosed with this newsletter**. If you are interested in taking part in the work of the Hampshire LINK, please express your interest by completing and returning the form to the address shown.

For more information about Local Involvement Networks see one of the sites below:

Hampshire County Council website: [www.hants.gov.uk](http://www.hants.gov.uk) or

Hampshire Primary Care Trust website: [www.hampshirepct.nhs.uk](http://www.hampshirepct.nhs.uk)

NHS Centre for Involvement website at: [www.nhscentreforinvolvement.nhs.uk/local\\_involvementnetworks](http://www.nhscentreforinvolvement.nhs.uk/local_involvementnetworks)

Department of Health website at: [www.dh.gov.uk/patientpublicinvolvement](http://www.dh.gov.uk/patientpublicinvolvement)

## Towards a healthier future

### A ten year vision for healthcare across NHS South Central

This vision document launched in May 2008 outlines the case for change for the local NHS. Jim Easton Chief Executive South Central Strategic Health Authority said 'This vision sets the foundations for the local NHS for the next decade and beyond, ensuring that future generations benefit from world class services. The challenge is turning vision into reality in NHS South Central'.

'This document marks an important step in the process. For the last ten months, groups of clinical staff have been working on a vision for each of the eight pathways which represent the stages in a person's life when they will need the NHS. At the same time we have sought the views of over 10,000 local people on their priorities for the NHS. We have now brought these views together into this vision document for the future of your healthcare in NHS South Central. We believe it presents a compelling set of ideas for the improvement of the NHS in our area: to make the best in care the standard everywhere; to make it easier as well as quicker to access care; to finish the job on the issues that matter most to the public like cleanliness and safety; to get the right balance between highly specialist care when needed most and more local care where needed most; to play our role in encouraging healthier communities and individuals; to be a greener NHS. But this is not a finished process. To make the review a success we need to engage with you about this vision and then begin to implement it. We all have a stake in the NHS, as taxpayers and as users of its service - whether as individual, community group, elected representative, patient, carer, NHS organisation or staff member.'

Your comments would be welcome. Details of how to contribute are in Section 8 of the document.

Please contact us via one of the following means: write to:

Next Stage Review Team South Central Strategic Health Authority First Floor  
Rivergate House Newbury Business Park London Road Newbury RG14 2PZ

Email: [NSRTeam@southcentral.nhs.uk](mailto:NSRTeam@southcentral.nhs.uk) Website: [www.southcentral.nhs.uk](http://www.southcentral.nhs.uk)

Choice & Control



## **An Introduction to Self Directed Support In Basingstoke**

Hampshire County Council is developing and running a new way of working for the future of social care, which gives people more choice and control over how they want to live their life. It will involve you more from the start of an assessment process. It tells you how much money is available to spend on the care and support you need - called a Personal Budget

Currently it is only being offered to people who live in the Basingstoke area. Later in the year they will be looking at how everyone in Hampshire can have Self Directed Support. To find out more please speak to your care manager or contact Basingstoke Adult Services Office Sun Alliance House 37-41 Wote Street Basingstoke RG21 7LU Tel: 01256 362000 Textphone: 01256 814276 Fax: 01256 320884

## **Self Directed Support and Families**

This newsletter is about the important things families of people with a learning disability need to know to have more choice and control in their lives. Published by Valuing People find on: <http://valuingpeople.gov.uk/dynamic/valuingpeople60.jsp>

## **Hampshire Primary Care Trust and Hampshire County Council Joint Hampshire Commissioning Strategy for Older People's Mental Health 2008 - 2013**

Both authorities are keen to ensure a high degree of engagement of stakeholders in strategic development and continued involvement in the governance arrangements. Carers need to be involve in planning care for the older person with mental health needs. Find on: [www3.hants.gov.uk/adult-services/op-mh-consultation-document.htm](http://www3.hants.gov.uk/adult-services/op-mh-consultation-document.htm)

## **Would you like to support Carers Together? Have you thought of volunteering to help?**

We welcome expressions of interest from volunteers to work with us and help develop and expand our services. This help could be at our carers cafes, in our offices, emotional or practical, befriending individual carers, advocacy, helping with our outreach and a range of other tasks.

Please contact Rory or Tracey if you would like to know more about the different wide ranging volunteering opportunities available.

See page 2 for full contact details.

## **Excellence and fairness: Achieving world class public services**

The Cabinet Office Strategy Unit, working with departments across government, has published a report on the next stage of improving public services.

The report sets out some of the progress made in public services over the last decade and the way in which achieving world class standards across all public services will rely on three broad sets of measures:

- **Empowering citizens** who use public services: extending choice & complementing it with more direct forms of individual control, such as personal budgets, opportunities for people to do more themselves, stronger local accountability, and providing greater transparency over service performance.
- Fostering a **new professionalism** in the public service workforce, which combines increased responsiveness to service users, consistent quality in day-to-day practices, higher levels of autonomy from central government wherever those at the front line show the ambition and capacity to excel and greater investment in workforce skills.
- Strong **strategic leadership** from central government to ensure that direct intervention is more sharply concentrated on underperforming organisations, while the conditions are created for the majority to thrive more autonomously.

Priorities will include

- increasing choice and introducing the opportunity of personal budgets in new areas of public services, including looking at their potential in parts of the NHS, and extending their use in areas like adult skills, social care and disability
- giving all service users - patients, parents and local residents - clear and comparable information about service quality
- improving access across public services e.g. GP practices and extended schools – so they fit in with busy lifestyles
- giving service users a real say over services, through partnership with professionals e.g. jointly-agreed care plans
- establishing new powers for local people so they can hold key local services, such as policing, to account.

Find on: [www.cabinetoffice.gov.uk/strategy/work\\_areas/public\\_services.aspx](http://www.cabinetoffice.gov.uk/strategy/work_areas/public_services.aspx)

## CONSULTATION

### **National Dementia Strategy**

**Launch date: 19 June 2008**

**Closing date: 11 September 2008.**

The Department has launched a public consultation on a National Dementia Strategy. This consultation draws on evidence from a wide range of reports and stakeholders, a series of listening events involving over 3,000 people and the recommendations of an External Reference Group. It invites everyone to give their views on the ideas set out in the document, as well as contribute new ideas to the debate.

The aim is to ensure significant improvements across three key areas in relation to dementia services: improved public and professional awareness; earlier diagnosis and intervention; and a higher quality of care.

There are a number of recommendations, some of which relate directly to carers, such as:

- Continuous support and advice to be provided for those diagnosed with dementia and their carers.
- Home care services to better meet the needs of people with dementia and their carers.
- Short break services to better meet the needs of people with dementia and their carers.
- Commissioning and planning mechanisms to be established to determine the services needed for people with dementia and their carers, and how best to meet their needs.

As part of a Formal Consultation period an event will be held on 21 August in Kent & Medway NHS & Social Care Partnership Trust Headquarters, West Malling, Kent.

To find out more call Fiona Proffitt by 8 August on 01483 246544 or email: [fiona.proffitt@csip.org.uk](mailto:fiona.proffitt@csip.org.uk).

For more information about the strategy, obtain the consultation documents and dates of consultation events contact:

David Corcoran  
8E13 Quarry House  
Quarry Hill  
Leeds LS2 7UE  
Tel: 0113 254 6888

Email: [Dementia.strategy@dh.gsi.gov.uk](mailto:Dementia.strategy@dh.gsi.gov.uk)

Find on: [www.dh.gov.uk/en/Consultations/Liveconsultations/DH\\_085570](http://www.dh.gov.uk/en/Consultations/Liveconsultations/DH_085570)

### **A national framework for greater citizen engagement**

**A discussion paper – published July 2008**

Engagement at the local level tends to focus on everyday issues which often have a direct impact on people's lives. For example, people report that they would like greater influence over how their local council allocates its budget and the Government is exploring such opportunities further. However, at the national level, policy-making is often several steps removed from everyday experience. The Government believes that, where appropriate, national policy needs to be more accessible to people through greater use of engagement mechanisms that provide opportunities for people to participate across the UK.

This discussion paper sets out the case for a framework for the use of engagement mechanisms by national government. The aim of the framework would be to provide clarity on where they fit with Parliament and Government. The Government is confident that, over time, the application of these mechanisms of engagement will help re-invigorate and strengthen popular participation in the political process and help build the public's confidence in our democracy.

The proposals within this paper are published for discussion. In particular, the Government is seeking views on the proposals for:

- Citizens' summits
- Citizens' juries
- A petitioning mechanism for Parliament

A paper summarising the responses to this discussion document will be published in October 2008. The response paper is available on: [www.justice.gov.uk/index.htm](http://www.justice.gov.uk/index.htm) Please send your response by 1 October 2008 to:

Laura Beaumont  
Ministry of Justice  
Governance of Britain Division  
6.06 Selborne House  
54-60 Victoria Street  
London SW1E 6QW  
Tel: 020 7210 1727 Fax: 020 7201 7777  
Email: [laura.beaumont@justice.gsi.gov.uk](mailto:laura.beaumont@justice.gsi.gov.uk)

Representative groups are asked to give a summary of the people and organisations they represent when they respond.

## CONSULTATION

### Government Consults About Making Compact Statutory

**Launch date: 09 July 2008**

The Government has asked the Commission for the Compact to begin a consultation on whether the agreement should be backed by law.

Third sector minister Phil Hope asked the commission to carry out a three-month consultation on whether the Compact, a voluntary agreement that sets out how public bodies and third sector organisations should treat each other, should be toughened by statutory powers.

It is part of an ongoing review of the Compact that could see the five codes of practice rewritten and possibly amalgamated into one document. Speaking at an event in London to launch the consultation, Hope said it was a "watershed moment" for the Compact and that calls for the Compact to be placed on a statutory footing had "recently gained pace".

Issues such as whether the Compact should apply to other third sector organisations, including social enterprises, and whether a minimum consultation period of 12 weeks was still necessary in the age of email and the internet would also be considered, said Hope. If feedback from the consultation suggested that introducing statutory powers was the way forward, then the Government "would be prepared to start work immediately towards making it happen", said Hope.

For more information go to: [www.thecompact.org.uk](http://www.thecompact.org.uk)

### Consultation on the NHS Constitution

**Launch date: 1 July 2008**

**Closing date: 17 October 2008**

This consultation seeks views on a proposed NHS constitution that aims to empower both staff and patients, containing clear pledges on the ways in which the NHS will strive to go beyond the stated rights to improve the working environment. It has been developed from the bottom up, with the active engagement of staff, patients and the public.

The proposed NHS Constitution, marking 60 years of the NHS, is about safeguarding its core principles and values for the next generation, whilst setting a clear direction for the future. It reaffirms rights to NHS services, free of charge and with equal access for all, and it enshrines patient rights to choice and to NICE-approved drugs recommended by clinicians.

The Department of Health is consulting widely on its contents and how to put it into practice. Find the draft Constitution and the consultation document, along with leaflets and booklets explaining more on: [www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_085814](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_085814)

Send your comments to:  
NHS Constitution Room 611a, Richmond House  
79 Whitehall London SW1A 2NS

Email: [nhsconstitution@dh.gsi.gov.uk](mailto:nhsconstitution@dh.gsi.gov.uk)

Gateway number:10074

### Consultation on Assessment of Adult Social Care

**Launch date: June 2008**

**Closing date: 8 August 2008**

The way in which councils are assessed on their performance in providing social care for adults is set to change. The Commission for Social Care Inspection (CSCI) is seeking views on proposed modifications to its performance assessment of adult services in 2008-09. John Fraser, CSCI's Director of Quality, Performance and Methods, said: "Councils' commissioning and delivery of adult social care are vital to local people who use these services, and their families and carers. It is our job to reflect policy changes and ensure that what we assess is contemporary and relevant."

Four key areas where the emphasis will change:

- more power to be given to individuals to take control and commission their own services;
- more power for councils to set their own priorities to meet local needs, with less central direction;
- a potentially universal entitlement to advice and information and to a range of support and care services, and better access to community services and personal care;
- health and social care services to be delivered together effectively for people who need both, particularly those with complex support needs.

Download the consultation document and questionnaire from: [www.csci.org.uk/professional/default.aspx?page=8004](http://www.csci.org.uk/professional/default.aspx?page=8004)

## CONSULTATION

### **Towards a strategy to support volunteering in health and social care**

**Launch date: 3 June 2008 Closing date: 30 September 2008**

'Towards a strategy to support volunteering in health and social care' engages organisations across the public and third sectors in health and social care, who involve volunteers, to inform a final strategy and implementation plan.

There is a long history of volunteering in the NHS and social care services. The NHS's 60th anniversary provides a unique opportunity to recognise the role of volunteers and to create a strategy to support volunteering in health and social care.

This document, built on expert insight from stakeholders across the public and third sectors, aims to articulate a clear vision of how volunteering fits into the health, well-being and social care system. It proposes the essential elements for a strategy to support delivery of that vision, along with possible solutions to perceived obstacles to their delivery. It is also directly informed by Baroness Julia Neuberger's report, as the Government's Volunteering Champion, of her review of volunteering in health and social care. Publication of the final strategy is expected early 2009.

Contact details: Sharon Fontaine Third Sector Partnership Team Room 5E40 Quarry House Quarry Hill Leeds LS2 7UE Tel: 0113 254 5122 For more information and to download the consultation document go to: [www.dh.gov.uk/en/Consultations/DH\\_085186](http://www.dh.gov.uk/en/Consultations/DH_085186)

### **Disability equality survey - 23 June 2008**

Are you a disabled person using social care services? Have you used social care services in the past? If so, your views are needed for a new survey. The information you provide will be confidential and your answers anonymous. Fill in the survey online or get it in different formats. The survey will be open until **25 July 2008**. Fill in this survey if you are:

#### **A disabled person**

There is no age limit on disability equality – the law applies equally to older people who have become disabled people in later life as it does to younger adults. We want replies from:

- o People with learning difficulties
- o People who use mental health services or experience mental distress
- o Deaf and hard of hearing people
- o Blind and partially sighted people
- o People with physical impairments

#### **People with long term health conditions, such as diabetes, epilepsy, HIV and dementia using a "regulated" social care service**

You can be paying for your own care or receiving care through social services. We want to hear from you if you are using or have used one of these services:

- o Home care
- o Residential or nursing care homes
- o Adult placement
- o Respite care
- o Direct Payments or an Individual Budget to meet social care needs

#### **Why are CSCI doing the survey?**

They are producing a bulletin for social care providers to help them make their services contribute towards disability equality. This is part of a series of bulletins – "Putting people first: equality and diversity matters". To write the bulletin they need the views of disabled people about disability equality and social care. If you are interested in receiving a copy of the bulletin:

Telephone Robert Marshall on: 020 7979 2101 Email: [robert.marshall@csci.gsi.gov.uk](mailto:robert.marshall@csci.gsi.gov.uk)

#### **Filling in the survey**

The information you provide in the survey is confidential and your answers will be anonymous. They will not use any names in their final report. If you need help completing the survey, or wish to discuss your participation: Telephone Lucy Wilkinson on: 0113 220 4646

Email: [lucy.wilkinson@csci.gsi.gov.uk](mailto:lucy.wilkinson@csci.gsi.gov.uk)

## CONSULTATION

### **The Empowerment Fund Consultation on proposals for funding third sector organisations to empower communities across England**

**Launch date: 7 July 2008**

**Closing date: 30 September 2008**

The draft Prospectus sets out the rationale for the fund and proposals to operate it. Comments are welcome on all aspects of the Draft Prospectus, and some specific questions have also been posed. These are listed below.

#### **Consultation Questions**

- a Are the proposed set levels of funding (see draft section 2.3) appropriate?
- b Do the empowerment themes (see draft section 3) of the draft merit support from the Empowerment Fund, given its objectives?
- c Should any themes in the draft be omitted or others included if the Empowerment Fund is to achieve its objectives?
- d Are different arrangements required for community involvement in planning?
- e Do you have any comments on the design of the application form (see Annexe A)

This consultation is being run by Communities & Local Government. The consultation period runs for 12 weeks to 30 September 2008. We anticipate publishing a final Prospectus within 1 month of the close of the consultation.

The consultation paper should be read with the Impact Assessment which is also available. We welcome comments from everyone and in particular from third sector organisations on the paper and the Impact Assessment.

**Related documents:** Communities in Control: real people, real power (White Paper) and Third Sector Partnership Board: Consultation Paper

### **Third Sector Partnership Board Consultation Paper on the third sector's strategic voice within Communities and Local Government**

**Launch date: 7 July 2008**

**Closing date: 30 September 2008**

The Department of Communities and Local Government (CLG) is proposing to create a revitalised and enhanced CLG Third Sector Partnership Board to be at the core of its future strategic engagement with the third sector. It will build on the successful experience of the current Partnership Board, and involve:

- giving the Board the role of being the principal forum through which the third sector can, in a consistent and strategic way make its contribution to the design, development, implementation and evaluation of many activities that the Department undertakes
- providing the Board with an expanded membership which will have the necessary expertise and experience to undertake the role that we are now proposing for it
- putting in place new ways of working and support for the Board which will enable it, effectively and efficiently, to fulfil its role

The Department is now consulting on the proposals in the document. The responses received will help shape future development of the Third Sector Partnership Board. Subject to the consultation the department intends, after discussion with members of the current Partnership Board, to put the new arrangements in place by end of 2008.

This is a public consultation open to anyone and in particular third sector organisations, including national representative bodies.

### **Communities in control: real people, real power**

**White Paper launched - 9 July 2008**

This White Paper is about passing power to communities and giving real control and influence to more people. Key themes are power, influence and control: who has power, on whose behalf is it exercised, how is it held to account, and how can it be diffused throughout our communities.

It is about democracy and how democratic practices/ideals can apply to complex, modern society. It is intended as a catalyst for change and its success will be measured over the medium term. It includes plans for implementation. Some elements will be subject to formal consultation during the summer months. Some of the policies within the White Paper will require legislation and these will feature in the Community Empowerment, Housing and Economic Regeneration Bill 2008-09. Comments welcome by email to: [communityempowerment@communities.gsi.gov.uk](mailto:communityempowerment@communities.gsi.gov.uk)

**Find all three above documents on: [www.communities.gov.uk](http://www.communities.gov.uk)**

## CONSULTATION

### Care, support, independence: meeting the needs of a changing society

**Published date: 12 May 2008 The debate will run until November 2008**

This document, issued jointly by the Secretaries of State for Health; Innovations, Universities and Skills; Work and Pensions; Children's, Schools and Families; the Cabinet Office; Communities and Local Government; the Chief Secretary for the Treasury, has a forward by the Prime Minister. It sets out the case for an open debate about the long term future of England's care and support system that helps people to be independent, active and healthy throughout their lives. The system needs to change because we are all living longer and have different demands and expectations.

#### Care and support

- helps people to be independent, active and healthy throughout their lives - to do day-to-day things like: living in their home, working, cooking, shopping, caring for their family
- includes a wide range of services including: meals on wheels, home adaptations, benefits for disabled people, occupational therapy, day care, care homes, support for carers

Any of us might need care and support at some time in our lives. The main users of care and support services are: people who have had an accident, people who have a long term illness, disabled people, older people.

#### Why do we need a new care and support system?

There are two main reasons:

- We are living much longer than we used to. There are more older people. Disabled people are living longer, healthier lives. Although this is good news, it means that there are more people needing care and support and they need it for a longer period of time.
- The Government has listened to what people want from care and support - expectations have changed - we all want more choice and flexible, personalized individual care and support.

Quotation from 'Putting People First': "People want, and have a right to expect, services with dignity and respect at their heart. Older people, disabled people and people with mental health problems want equality of citizenship in every aspect of their lives, from housing to employment to leisure. The majority of people want to live in their own homes for as long as possible."

#### What should a new care and support system do?

By listening to what people want from care and support, the Government has created some key principles for a new care and support system. A new system must:

- give people independence, choice and control
- make sure that everyone can get the care and support they need and that everyone gets some support from the Government but that funding is targeted at those most in need
- be affordable for the Government, individuals and families in the long term

#### Why does the Government want to have a debate about care and support?

A new care and support system will affect every adult in England. Many of us will need care and support when we get older or we will have family members or friends who will need it. The Government believes everybody should be able to have their say about how a new system should work as everybody will be affected by these changes. During the debate, you can give your views on the three key issues that need to be discussed and register if you would like to receive updates on how the debate is progressing:

- Improving care and support
- Paying for care and support
- Delivering care and support

Your comments will be used to inform the Government's plans to change the care and support system. These plans will be outlined in a future Green Paper.

Contact details:

Care and Support Team Room 543, Richmond House 79 Whitehall London SW1A 2NS

Email: [careandsupport@dh.gsi.gov.uk](mailto:careandsupport@dh.gsi.gov.uk) Find on: [www.careandsupport.direct.gov.uk](http://www.careandsupport.direct.gov.uk)

## **Common Core Principles to support self care a guide to support implementation**

Self care includes both self care and self management:

- o Self care is about individuals taking responsibility for their own health and well-being.
- o Self-management is about individuals making the most of their lives by coping with difficulties and making the most of what they have. It includes managing or minimising the way conditions may limit their lives and doing what they can to feel happy and fulfilled.

Supporting self care is about working in partnership in a process of two-way communication, negotiation and decision making in which both the individual and the care professional contribute to the care planning process to achieve the best possible outcomes for the individual; it is not about care professionals handing over responsibility to individuals.

The 'Common Core Principles to Support Self Care' aim to help health/social care services give people control over, and responsibility for, their own health and well-being, working in partnership with health and social care professionals. They put people at the centre of the planning process and recognise that they are best placed to understand their own needs and how to meet them. The Principles are intended to support self care in its broadest sense and to include but not be limited to individuals living with a long-term condition or complex needs. They are consistent with the policy directives of the White Paper 'Our health, our care, our say', the seven outcomes in 'Putting People First' and a wide range of other policies/initiatives. The 7 outcomes will be used to structure goal-setting for health, social care and related activity in Local Authority Agreements.

This document, the resources document and future publications to support the 'Common Core Principles to Support Self Care' are or will be available on the following websites:

DH Long Term Conditions            [www.dh.gov.uk/en/Healthcare/Longtermconditions](http://www.dh.gov.uk/en/Healthcare/Longtermconditions)

DH Self Care                            [www.dh.gov.uk/en/Healthcare/Selfcare](http://www.dh.gov.uk/en/Healthcare/Selfcare)

Skills for Health                      [www.skillsforhealth.org.uk](http://www.skillsforhealth.org.uk)

Skills for Care                         [www.skillsforcare.org.uk](http://www.skillsforcare.org.uk)

Contact: Skills for Care Albion Court 5 Albion Place Leeds LS1 6JL

Tel: 0113 245 1716      Fax: 0113 243 6417      Website: [www.skillsforcare.org.uk](http://www.skillsforcare.org.uk)

or Skills for Health 2nd Floor Goldsmiths House Broad Plain Bristol BS2 0JP

Tel: 0117 922 1155      Fax: 0117 925 1800      Website: [www.skillsforhealth.org.uk](http://www.skillsforhealth.org.uk)

## **State of social care**

### **'Sharp divide between people who do and do not qualify for social care'**

#### **'People not receiving support from councils are struggling with a poor quality of life'**

This third annual report (January 2008) of the Commission for Social Care Inspection (CSCI) to Parliament gave a comprehensive overview of the state of social care in England. The report is in two parts - one shows that those who qualify for council support are having better experiences than before; the other shows that people who fall outside the system, including self funders, have poor quality experiences that can leave them struggling to cope. People who only five years ago qualified for council-arranged help are now excluded and left to fend for themselves. Their poor experiences of trying and failing to get sufficient help contrast starkly with those who qualify for council arranged care. The report explores the experiences of people not deemed eligible for state supported social care. It shows that many younger disabled people and frail older people are 'signposted' to voluntary services or forced to rely on help from family/informal arrangements that can break down at short notice. People unable to rely on families/friends and unable to pay for services are left to cope with everyday life, while some become virtually trapped in their home.

**Fair Access to Care Services** - Local councils increasingly only help those with 'substantial' or 'critical' needs. Although they use a national set of rules (Fair Access to Care Services - FACS ) to decide who is eligible for support the report includes new research, which shows that who does or doesn't get help varies, not only between but also within the same council. In practice the criteria can be interpreted in different ways by local staff. It says "FACS is used as a crude tool to limit demand leading to overwhelmingly poor quality life experiences for those deemed ineligible".

Find on CSCI website: [www.csci.org.uk/about\\_us/news/state\\_of\\_social\\_care\\_2007\\_ne-1.aspx](http://www.csci.org.uk/about_us/news/state_of_social_care_2007_ne-1.aspx)

## SCIE Practice guide 09: Dignity in care

Since he took office Ivan Lewis, the Care Services Minister, has been talking to a wide range of people, including providers of care services, organisations who represent people who use services, people who use services themselves and their carers.

Through these listening events and an online survey, a lot has been learned about what dignity means to older people. Two things in particular have become very clear. The first is that being treated with dignity really matters to people, but the second is that people are not clear about what they should expect from a service that respects dignity.

The Dignity Challenge is a clear statement of what people can expect from services that respect dignity. It is backed up by a series of 'dignity tests' that can be used by providers, commissioners and people who use services to see how local services are performing. It lays out the national expectations of what constitutes a service that respects dignity, based on the learning of the last nine months. It focuses on ten different aspects of dignity - the things that matter most to people.

Ivan Lewis is now challenging everyone - who receive services, those who provide services, and those who commission services - to see how services measure up to the Challenge.

### Who is being challenged?

- It is a challenge to service providers to ensure their services respect dignity.
- It is a challenge to commissioners to ensure they commission only services that respect dignity
- It is a challenge to the public to test how their local services measure up and to tackle rather than tolerate services that don't respect dignity.

### The Dignity Challenge

High quality care services that respect people's dignity should:

- 1 have a zero tolerance of all forms of abuse.
- 2 support people with the same respect you would want for yourself or a member of your family.
- 3 treat each person as an individual by offering a personalised service.
- 4 enable people to maintain the maximum possible level of independence, choice and control.
- 5 listen and support people to express their needs and wants.
- 6 respect people's right to privacy.
- 7 ensure people feel able to complain without fear of retribution.
- 8 engage with family members and carers as care partners.
- 9 assist people to maintain confidence and a positive self-esteem.
- 10 act to alleviate people's loneliness and isolation.

For more information or to order dignity challenge cards, call Dignity in Care Tel: 0207 972 4007 or Email: [dignityincare@dh.gsi.gov.uk](mailto:dignityincare@dh.gsi.gov.uk). State the number of cards you would like and a full postal address. Find the guide on: [www.scie.org.uk/publications/practiceguides/practiceguide09](http://www.scie.org.uk/publications/practiceguides/practiceguide09)

If you are interested in becoming a Dignity Champion, call the Dignity in Care line or visit the Dignity in Care Champions Network website to register: <http://networks.csip.org.uk/dignity>

This SCIE guide contains a wealth of information, advice, best practice and other resources to help support organisations to drive up standards of dignity in care. Under each Challenge statement is a selection of ideas from practice so you can read about how others have tackled these issues - each section includes more.

**Note:** The Dignity in Care Campaign, launched in 2006, by Ivan Lewis MP, aims to eliminate tolerance of indignity in health and social care services through raising awareness and inspiring people to take action. Originally for older people it has been extended to mental health and could refer to any individual who accesses services.

Sir Michael Parkinson was announced as National Dignity Ambassador on 20 May 2008. This appointment and the commitment to put patient dignity and respect at the heart of the NHS Constitution, represent major advances for the campaign. More information and to sign up as a Dignity Champion: [www.dh.gov.uk/en/SocialCare/Socialcarereform/Dignityincare/index.htm](http://www.dh.gov.uk/en/SocialCare/Socialcarereform/Dignityincare/index.htm)

## **Delivering Care Closer to Home: Meeting the Challenge**

The document is a resource for commissioners and others interested in shifting care closer to home. It aims to share local emerging practice, how national enablers can support shifting care, and highlights new products developed to support local commissioners and providers.

The strategic case for a shift in care closer to home – and into homes – has been widely accepted for some time and was a focus for ‘Our health, our care, our say’ in 2006. Recognising a strategic need and opportunity to shift care closer to home is not, however, the same thing as delivering the necessary changes. Two principles are fundamental to shifting care effectively and substantially:

- Working across the whole health and care economy;
- Recognising that the local context is critical in defining priorities and maximising the strategic benefits and effectively managing costs.

There is no single way to bring care closer to home but there is a need to look at themes and processes, consult locally and recognise that the outcome will be different in different settings and areas. From discussions with a range of stakeholders including clinicians, Primary Care Trusts (PCTs), SHAs and Local Authorities and the third sector, it is possible to identify a number of themes most of which are likely to be relevant to most local areas as they face up to the challenge.

Many of these themes were brought together in a King’s Fund simulation exercise, commissioned by the Department of Health (DH), working with the East of England health and care economy.

The objective was to understand the process and impacts of shifting care, focussing on the interactions and behaviours of individuals and organisations. The report is available from [www.kingsfund.org.uk/publications/kings\\_fund\\_publications/windmill\\_2007.html](http://www.kingsfund.org.uk/publications/kings_fund_publications/windmill_2007.html).

The critical elements of the challenge that emerged were:

- Challenge 1 – Bringing care closer to home in a way that both involves people as partners in designing services and delivering their care, and which reaches all of the population, addressing inequalities;
- Challenge 2 – Ensuring that services closer to home form part of integrated care pathways for users, making effective links between health, social care and other services;
- Challenge 3 – Building commissioning capacity and capability, working with communities to establish the outcomes that matter to them and the most appropriate ways of meeting them;
- Challenge 4 – The development of leadership, both clinical and managerial, to grasp the strategic opportunities, work with local communities to co-design change, and to see change through;
- Challenge 5 – Developing community premises/estates fit for the future as well as the present;
- Challenge 6 – Workforce - putting in place the roles, skills and planning to facilitate services that support people at home and in the community;
- Challenge 7 – Greater use of technology to provide more care in community settings/at home

## **A charter for patients with long-term conditions**

Working in partnership with your practice nurse, you should expect:

- Your practice nurse to have knowledge and understanding of your condition and be able to relate this to your circumstances
- To attend consultations with a practice nurse, who treats you with dignity and respect
- Your practice nurse to empower you to manage your long-term condition with confidence
- Sufficient time for you to ask questions, receive relevant information and to make joint decisions about your care and treatment
- Your practice nurse to be able to refer you quickly and appropriately if your condition changes
- To have the confidence to ask your practice nurse if she has received certified training relevant to your long term condition.

For more information go to: [www.educationforhealth.org.uk](http://www.educationforhealth.org.uk) Telephone: 01926 493313

Education for Health is the UK’s leading education charity for health professionals working with patients with long term conditions. It aims to provide a consistent, comprehensive and innovative approach to professional health training across the fields of cardiovascular disease, allergic conditions, diabetes and respiratory health, with the ultimate objective of transforming lives worldwide.

## **Our NHS our future: NHS next stage review**



In July 2007 Lord Darzi was asked to lead the NHS Next Stage Review. His interim report in October set out a vision for a world class NHS that is fair, personal, effective and safe. The Review has been led locally by clinicians in each NHS region and local clinical working groups have looked at the clinical evidence, engaged with their local communities and developed improved models of care for their regions.

### **High quality care for all: NHS Next Stage Review final report Published: 30 June 2008**

Final report of Lord Darzi's NHS Next Stage Review. It responds to the 10 SHA strategic visions and sets out a vision for an NHS with quality at its heart.

### **A consultation on the NHS Constitution Published: 30 June 2008**

The proposed NHS Constitution, marking 60 years of the NHS, is about safeguarding its core principles and values for the next generation, whilst setting a clear direction for the future. It re-affirms rights to NHS services, free of charge and with equal access for all, and it enshrines patient rights to choice and to NICE-approved drugs recommended by clinicians.

### **NHS Next Stage Review: Our vision for primary and community care Published: 3 July 2008**

High-quality care needs to be a consistent part of everyone's experience of primary and community care. Services need to evolve to reflect changes in healthcare and society. This document sets out a vision for how services will continue to grow and develop over the next ten years. It is a vision of a continuously improving service, where essential standards are guaranteed and excellence is rewarded. See Page 19

### **Health informatics review report Published: 10 July 2008**

This report builds on the Next Stage Review by describing how informatics is supporting the delivery of better, safer care of patients, improving the NHS through better research, planning and management, and empowering patients to make informed choices about health and care.

### **A high quality workforce: NHS Next Stage review Published: 30 June 2008**

As part of the Next Stage Review, the future of the NHS workforce has been considered. This document explains how the main findings in the final report will be taken forward.

### **What matters to staff in the NHS Published: 19 June 2008**

This wide ranging research study identifies the major emotional and behaviour drivers contributing to staff engagement and motivation to provide high quality patient care and has informed the Next Stage Review and the development of the draft NHS Constitution.

### **Strategic Health Authorities' visions for better healthcare Published: 11 June 2008**

Each of the nine Strategic Health Authorities (SHAs) involved in the Review published their visions for better healthcare during May/June 2008. These vision documents will be the basis of Lord Darzi's final Our NHS, our future report, which will enable and support their delivery.

### **NHS Next Stage Review - Leading Local Change Published: 9 May 2008**

This national document was published ahead of 9 local SHA strategic visions to set them within the wider context of the Next Stage Review, thank the clinicians involved in their development, emphasize the importance of clinician led evidence based change and set out the principles governing local service change. New guidance on local reconfigurations also published.

### **Changing for the Better: Guidance undertaking major changes to NHS services: 9 May 2008**

This best practice guidance has been developed in order to provide clear guidance for patients, the public and NHS staff on the processes underpinning changes to acute NHS services.

Obtain all the documents from DH (see page 2) or download from [www.dh.gov.uk](http://www.dh.gov.uk)

### **60 years of research in the NHS benefiting patients**

This document outlines some of the major advances in medical knowledge, research, treatment and patient care that have marked the first 60 years of the NHS. Research and Development Directorate Department of Health Area 132, Richmond House 79 Whitehall London SW1A 2NS  
Email: [R&D@dh.gsi.gov.uk](mailto:R&D@dh.gsi.gov.uk) Website: [www.nihr.ac.uk/publications.aspx](http://www.nihr.ac.uk/publications.aspx)



## NHS Next Stage Review: Our vision for primary and community care

This document published by the Department of Health on 3 July 2008 sets out the Department's vision for primary and community care to provide high quality, personal care and support, treating people when they're sick and helping them stay healthy, where and when they need it most. The Department needs to ensure that high-quality care is a consistent part of everyone's experience of primary and community care. Services need to evolve to reflect changes in healthcare and society. This document sets out a vision for how services will continue to grow and develop over the next ten years. It is a vision of a continuously improving service, where essential standards are guaranteed and excellence is rewarded.

This new strategy has been published to give patients and the public a stronger voice, enable them to make informed decisions and have greater choice and control in managing their health and healthcare. 'Our vision for Primary and Community Care', published as part of the Next Stage Review of the NHS, sets out the future direction for primary and community care in England, where essential standards are ensured and excellence rewarded. It focuses on personal and responsive health care - providing integrated care based around the person, not just individual symptoms or care needs. Building on recent initiatives in Primary Care, the report means:

- The GP patient survey will be extended to encourage patient feedback and greater public accountability for staff working in Primary Care.
- Greater choice of GP. Patients will be able to register online and have a greater range of options for consulting with their GP (e.g. by telephone or email). Practice funding will be reformed to reward GPs who take on new patients to support greater patient choice.
- Everyone with a long-term condition will have their own personalised care plan - and those with complex health needs - a care co-ordinator - by 2010. Individual health budgets will be piloted to allow patients to have greater control over how NHS funding is used to support their care.
- Creating a new secure web-based system called 'myhealthspace', allowing people to access and update their personal care record, to share information with their care team, and book appointments and order repeat prescriptions.
- Faster and simpler access to a wider range of community based services such as minor ailments services, health checks in high-street pharmacies, walk-in services, and self-referral to physiotherapy or podiatry services for example.
- More online performance/quality information available on NHS Choices website [www.nhs.uk](http://www.nhs.uk)
- to enable patients to compare GP/community health care services and view patient feedback.
- Identifying those most at risk of ill-health and offering early interventions that help keep people healthy for longer, working with GPs to amend the Quality and Outcomes Framework to reflect this and providing stronger incentives for early intervention. High performing GPs will have greater freedoms to develop new services for their patients, working with other primary and community clinicians by reinvigorating practice based commissioning.
- Piloting more joined up services to help people who want to return to work but are struggling with back problems, stress etc.
- Increasing access to 'healthy living services' making it easier for GP practices to refer or point people towards walk in services that best meet their needs such as exercise classes, stop smoking support or help in managing stress.
- Investing in new programmes of clinical leadership, innovation and high-quality training and giving primary care clinicians more control over budgets and personnel decisions.
- Transforming community health services to unlock the talents of the 250,000 nurses, health visitors, allied health professionals and other staff who play such a crucial role in providing personal care for children and families, older people and those with complex care needs. This will include adoption of new metrics which will allow community staff to demonstrate quality, and pulling together research evidence to help staff provide the best possible service.

Obtain from the Department of Health (see page 2) or find on: [www.ournhs.nhs.uk](http://www.ournhs.nhs.uk)

Also available are summary versions of the document for different audiences i.e. what it means for patients and the public, GPs and practice staff, nurses, midwives, health visitors and Allied Health Professionals (AHPs), local government.

## Full of Life

People are living longer. By 2020, half the population of the UK will be aged 50 and over. This brings fundamental changes to the nature of society and the Government wants to ensure we adapt successfully to these changes. This is a long-term challenge which will need the support of everyone. Under the Full of Life banner, the Government and other supporting groups are undertaking a wide programme of activity to raise the profile of the issues surrounding older people and our ageing society. UK Older People's Day on 1 October 2008 will be a key focus for 2008. The main aims for the day are to:

- celebrate the huge contribution older people make to our society and economy
- create a positive view of later life and tackle outdated stereotypes
- raise awareness of the opportunities and entitlements for older people across society
- ensure older people don't feel excluded or isolated from the rest of society.

There will be events across the country and you are encouraged to get involved. This year, the focus is bringing generations together to promote greater understanding and respect e.g.

- a grandchild spending time with their grandparents
- a partnership between an older people's group and a school or youth group, enabling different generations to learn from each other
- taking advantage of the huge amount of knowledge held by older workers, and inviting employees to learn from each other.

Find out more about getting involved and get up to date information about Older People's Day at [campaigns.direct.gov.uk/fulloflife](http://campaigns.direct.gov.uk/fulloflife)

## Are you a carer of any age or an older person living in Hampshire?

Would you like to be able to chat to group of friends without leaving your house? Perhaps join a reading group or discuss a favourite topic or hobby?

You may want to join one of our telephone groups. This is a virtual meeting place for older people over the phone. It isn't self-help or a dating agency - just a chance to talk and make new friends without leaving your home.

**Call Carers Together on 01794 519495 from 9.30am to 4.30pm for more information.**

## End of Life Care Strategy

On 16 July 2008, the Government published the End of Life Care Strategy promoting high quality care for adults at the end of life. The Strategy covers adults in England. It aims to provide people approaching the end of life with more choice about where they would like to live and die. It includes all adults with advanced, progressive illness and care given in all settings.

It was developed by an advisory board chaired by Professor Mike Richards, National Cancer Director and including key stakeholders from statutory health, social care, third sector, professional and academic organisations. It was shaped by work on end of life care undertaken by strategic health authorities for the NHS Next Stage Review.

It will mean better quality care for patients by making it easier for individuals to achieve their own preferences about end of life care; promote dignity and respect, properly coordinate services and support carers.

Areas it will focus on include:

- Improved community services - asking PCTs, working with Local Authorities, to ensure that rapid response community nursing services are available in all areas 24/7. This will enable more people to be cared for and die at home if they wish
- Workforce training and development - to train health and social care professionals in assessing the needs of patients and carers and providing the best possible quality care
- Development of specialist palliative care outreach services - encouraging PCTs and hospices to work together to develop specialist services in the community, which will support all adults regardless of their condition.
- Setting up a national End of Life Research initiative - to further understand how best to care for those at the end of their lives.
- Quality Standards - work with SHA Next Stage Review End of Life Care leads to develop quality standards against which PCTs and providers can assess themselves and be assessed by regulators.

Obtain from DH (see page2) or find on: [www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_086277](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_086277)

## **What is CSIP Networks?**

CSIP Networks take the lead for Care Services Improvement Partnership (CSIP) around integration and whole system reform, housing with care, assistive technology and commissioning. They have a collective membership of over 10,000 in health, social care, the third sector and academia. Excellent links with people working in all care economies enable them to conduct consultations and report local level responses to new developments in policy quickly.

CSIP Networks has a small, dedicated team led by National Programme Lead Jeremy Porteus. They draw from a broad range of experts to offer flexible consultation and brokerage services for both colleagues in the region and government.

Placing people who use services and their carers at the centre of their work, they actively seek to influence the development and implementation of policy so that each informs the other.

Find on: [www.integratedcarenetwork.gov.uk](http://www.integratedcarenetwork.gov.uk)

## **A Guide to the Human Rights Act A booklet on rights for people with learning disabilities**

On 2 June 2008 a revised 'Guide to the Human Rights Act' for people with learning disabilities was issued. It uses examples from everyday life to help explain what human rights means for them. This easily accessible booklet sets out the purpose of the Human Rights Act and the protections it affords.

The booklet was produced by the Ministry of Justice with the help of Working with Words, a specialist supplier of services for people with learning disabilities and low literacy. It uses examples from work, supported housing, day services and dealing with the local council to illustrate how human rights apply to people's everyday lives.

The guide relates the complex nature of the Articles of the European Convention on Human Rights to the day-to-day experience of its intended audience. It is not designed to provide precise legal definitions but the government believes it provides an accurate and helpful account of the Act. Find on: [www.justice.gov.uk/guidance/humanrights.htm](http://www.justice.gov.uk/guidance/humanrights.htm)

## **DIRECTGOV moves to DWP**

Directgov, the government's flagship digital service, which brings together wide ranging public service information and services and makes them available on the web, mobile and digital television, has moved to the Department of Work and Pensions (DWP).

Launched in 2004, Directgov helps people to access a range of government services from planning a journey or taxing a car to renewing a passport, finding a local school or health centre.

Directgov is the largest cross government initiative, joining up central/local government's service delivery, in a way that is easy to use and all in one place for citizens. It attracts around 7 million visits a month. The site also provides access to government directories, as well as links to relevant third parties who can offer additional trusted advice and support.

Find on: [www.direct.gov.uk/en/index.htm](http://www.direct.gov.uk/en/index.htm)

## **Health and Safety Commission and Health and Safety Executive merge to form a single regulatory body**

The Health and Safety Commission (HSC) and the Health and Safety Executive (HSE) have merged to form a single national regulatory body responsible for promoting the cause of better health and safety at work, announced Health and Safety Minister Lord McKenzie. The merged body will be called the Health and Safety Executive and will provide greater clarity and transparency whilst maintaining its public accountability.

The decision to merge HSC and HSE was reached after extensive consultation with stakeholders and through the process determined by the Legislative and Regulatory Reform Act 2006. The merger will not change the day-to-day operations but will set the tone for closer working throughout the organisation.

The Board of the new Executive will assume responsibility for running all aspects of the organisation, including setting the overall strategic direction, financial and performance management and prioritisation of resources. HSE will be revisiting its strategy to develop a long term view for the next five years, which will be published towards the end of 2008.

**For more information: [www.hse.gov.uk](http://www.hse.gov.uk)**

## Local Priorities Website

Local priorities are about creating the sort of place you want to live in. They have been negotiated between your local council, those providing your local public services (such as the police, NHS, JobCentre Plus, charities and community organisations) and Government.

The priorities they will focus on, in your area, have been captured in the local area agreement (LAA). This sets out what will be tackled on an area-by-area basis across England over the next three years. Agreeing local priorities means that individual areas can focus on what is important to local residents and improve their quality of life.

This website aims to show you the priorities in your area and also where you can get more information about those local priorities. It is simple to use and easy to find the information about your area. Find on: [www.localpriorities.communities.gov.uk/default.aspx](http://www.localpriorities.communities.gov.uk/default.aspx)

## What is the Housing Corporation?

The Housing Corporation is the government agency that funds new affordable housing and regulates the work of nearly 2,000 housing associations in England.

Working with its partners, it makes sure that more than two million homes nationally are well managed.

Its support helps to meet the housing needs of people from a wide range of backgrounds.

It invest in new homes for rent and its funding helps people, including many first-time buyers, get a foot on the property ladder, by providing new affordable homes.

Find on: [www.housingcorp.gov.uk/](http://www.housingcorp.gov.uk/)

For an information leaflet to download go to: [www.housingcorp.gov.uk/server/show/ConWebDoc.14471/changeNav/440](http://www.housingcorp.gov.uk/server/show/ConWebDoc.14471/changeNav/440)

## Web Addresses

**All appropriate web addresses are given in this newsletter, but to view the web pages online go to [www.carerstogether.org.uk](http://www.carerstogether.org.uk) and open the newsletter where the web links are live.**

## Disability Training Framework for Transport Staff

DPTAC's launched its Disability Equality and Awareness Training Framework for Transport Staff on 25 June 2008. The training framework is a free resource and has been designed for use across all modes of transport.

Despite improvements to the accessibility of transport infrastructure, disabled travellers continue to face daily obstacles. A key element is poor or inadequate disability awareness training, and transport staff are often unable to give disabled travellers the support they would like to provide.

DPTAC commissioned the Centre for Employment & Disadvantage Studies to carry out research with disabled people and the transport industry in order to identify the key issues to address in disability equality and awareness training.

The training framework will help identify the needs of disabled passengers and the training staff require to assist them properly. It focuses on good customer care for disabled people and should help transport providers deliver a better service to all passengers."

Copies of the revised specification are available free of charge from the DPTAC website: [www.dptac.gov.uk/](http://www.dptac.gov.uk/)

The Disabled Persons Transport Advisory Committee (DPTAC) was set up under the Transport Act of 1985 to advise Government on the transport needs of all disabled people. It has a maximum of 20 members (of whom at least half must be disabled people), representing a wide range of transport interests. Members are appointed by Ministers and are unpaid, apart from the reimbursement of expenses. DPTAC commissioned the Centre for Employment & Disadvantage Studies to produce the training framework.

For further information, contact: Disabled Persons Transport Advisory Committee  
Zone 2/23 Great Minster House  
76 Marsham Street London SW1P 4DR  
Direct Line: 020 7944 3238  
Fax: 020 7944 6998  
Minicom: 020 7944 3277  
GTN Code: 3533  
e-mail: [dptac@dtlr.gov.uk](mailto:dptac@dtlr.gov.uk)  
Website: [www.dptac.gov.uk](http://www.dptac.gov.uk)

## **Children's views on advocacy**

### **A report by the Children's Rights Director for England**

Recommendations from the children's views

1. All children who have a right to help from an advocate need to be told about advocacy and how to contact an advocate.
2. Advocates should focus on putting forward the child's views rather than their own opinions, and be clear whether they are solely putting views forward or also trying to resolve issues for the child.
3. Most advocates should be independent of the organisation looking after the child, although children should be able to choose an advocate they know from their own service if they wish.
4. Children should have a choice of advocate, and be able to change their advocate if they do not get on with them.
5. Children should be able to have the help of an advocate if they need one to help get their views across, and not only in relation to complaints.
6. Consideration needs to be given on how best to meet some children's wish for an independent adviser, separate from an advocate, to speak for them.
7. The role of advocate should not be combined with that of Independent Visitor.

Roger Morgan Children's Rights Director for England says: "The law sets out my duties as Children's Rights Director for England. One of my main jobs, with my team, is to ask children and young people for their views about how they are looked after when they are living away from home, or being helped by local councils' social care services. I then tell the Government, as well as Ofsted what those children and young people think. 'Children's Views' reports of what children and young people have told me are published for everyone to read."

Contact: Alexandra House 33 Kingsway London WC2B 6SE Tel: 08456 404040

Find on: [www.rights4me.org](http://www.rights4me.org) Reference no. 070139

### **The Commission for Rural Communities**

The Commission for Rural Communities was established in April 2005 becoming an independent body on 1 October 2006, following the Natural Environment and Rural Communities (NERC) Act. Their role is to provide well-informed, independent advice to government and ensure that policies reflect the real needs of people living and working in rural England, with a particular focus on tackling disadvantage. They have three key functions:

**Rural advocate:** the voice for rural people, businesses and communities.

**Expert advisor:** giving evidence-based, objective advice to government and others.

**Independent watchdog:** monitoring and reporting on the delivery of policies nationally, regionally and locally.

#### **The Rural Advocate**

'My role as Rural Advocate is to put the case for rural people to the highest levels of government - linking village halls with Whitehall. I aim to make sure that rural people's needs and experiences are properly heard and understood. To do this, it is important that I hear directly from those who live and work in rural England, and from the organisations that support them. My job is an independent, non political appointment made by the Prime Minister, and one that gives me direct access to government Ministers and departments. I combine my role as Rural Advocate with being Chairman of the Commission for Rural Communities (CRC), the government's statutory advisor, watchdog and advocate for rural communities. The CRC provides well-informed, independent advice to government and ensures that policies reflect the real circumstances and needs of people living and working in rural England. The CRC has a particular focus on tackling disadvantage.'

To contact me, please email: [ruraladvocate@ruralcommunities.gov.uk](mailto:ruraladvocate@ruralcommunities.gov.uk) or write to:

Rural Advocate John Dower House Crescent Place Cheltenham Gloucestershire GL50 3RA

I can't promise to respond to every issue shared with me, but I will use the views and experiences you raise to inform my visits and to focus my listening. Thank you for taking the time to contribute your views. Dr Stuart Burgess *Rural Advocate and Chairman CRC*

## £77million to boost stroke services - 07 May 2008

A new deal for 300,000 disabled survivors of a life-threatening stroke was put in place on the above date. Health ministers handed over £77m from the NHS budget to support the rehabilitation of survivors by local authority social services in England.

Stroke is the third biggest killer, with 50,000 people dying from it each year. Survivors can be left with lasting damage affecting mobility, sight, communication and cognition.

Every local authority will get a ring-fenced grant worth an average £100,000 over three years to appoint a stroke care coordinator. The aim is to help survivors get access to the rehabilitation services they need to come to terms with disability and, if possible, return to work. The ring-fenced grants would ensure there was a social worker in every local authority with responsibility for tailoring services to the individual needs of every stroke survivor.

Health minister Ann Keen said: "Stroke survivors often say the full impact of their condition only hits them once they leave hospital. For some, this can feel like a time of abandonment, when it is hard to know how to access help. We know that long-term support needs to be better coordinated and local authorities have a critical role to play alongside the NHS and the voluntary sector in improving services for the thousands of people living with disabilities as a result of a stroke."

The scheme is part of a 10-year stroke strategy. Alan Johnson, the health secretary, said in December that the NHS could save nearly 7,000 lives a year by identifying people at risk of stroke and taking preventative action. He said people suffering a minor stroke should be given an MRI scan within 24 hours if they are at high risk because of age, blood pressure or other factors. Low-risk individuals should have a scan within seven days. This could lead to an 80% reduction in the number of people who go on to have a full stroke. Find on: [www.dh.gov.uk/publications](http://www.dh.gov.uk/publications)

### STROKE IDENTIFICATION

*During a BBQ, a friend stumbled and took a little fall - she assured everyone that she was fine (they offered to call paramedics) .....she said she had just tripped over a brick because of her new shoes. They cleaned her up and got her a new plate of food. While she appeared a bit shaken up, Ingrid went about enjoying herself the rest of the evening.*

*Ingrid's husband called later telling everyone that his wife had been taken to the hospital - and at 6:00pm Ingrid passed away. She had suffered a stroke at the BBQ.*

Had they known how to identify the signs of a stroke, perhaps Ingrid would be with us today. Some don't die.... they end up in a helpless, hopeless condition instead.

A neurologist says that if he can get to a stroke victim within 3 hours he can **totally** reverse the effects of a stroke. He said the trick was getting a stroke recognized, diagnosed, and then getting the patient medically cared for **within 3 hours**, which is tough.

### RECOGNIZING A STROKE - ACT FAST

- **F** - Ask the person to - SMILE.
- **A** - Ask the person to - RAISE BOTH ARMS.
- **S** - Ask the person to - SPEAK A SIMPLE SENTENCE (Coherently) e.g. It is sunny out today. Ask the person to - STICK OUT YOUR TONGUE. If the tongue is 'crooked', or if it goes to one side or the other, that is also an indication of a stroke.
- **T** - Test all four and if they have difficulty with **ANY ONE OF THESE - DIAL 999** immediately. and describe the symptoms.

[www.stroke.org.uk](http://www.stroke.org.uk)



You can find Carers information at [www.carerstogether.org.uk](http://www.carerstogether.org.uk)



## **See me, not just the dementia**

### **Understanding people's experiences of living in a care home - June 2008**

This report looks at the experiences of people with dementia living in care homes in England, with a particular focus on whether their care offers dignity and respect.

Most similar studies have relied on the views of carers, care staff and people in the early stages of dementia. This study examines directly the experiences of people including those with advanced dementia.

Dame Denise Platt DBE, Chair, Commission for Social Care Inspection said: 'The Commission for Social Care Inspection has been seeking better ways of assessing the care of people with dementia, particularly the innovative models that are beginning to emerge. We were keen to understand the use of Dementia Care Mapping, a very powerful approach that can support truly individualised care. We sought advice from experts in the field of dementia care and teamed up with the University of Bradford to develop an observational tool for use by our inspectors.

SOFI (Short Observational Framework for Inspection) is a unique tool for inspectors, at the leading edge both in this country and internationally, and captures in a systematic way the experience of care by people who have great difficulties in communicating their feelings and views. By looking in detail at people's emotional well-being, who and what they are engaged with during the day, and how staff relate to them allows us to get beyond the surface of routine care practice. SOFI can reveal care that provides maximum dignity and respect to individuals.

SOFI is a methodology still under development but it is helping to raise the bar and drive improvements in the quality of care for people with dementia. Those who are doing well in providing care and support are now challenged to do even better, and to provide the truly personalised care that the recent multi-agency concordat to transform adult social care, *Putting People First*, seeks.

Copies from: CSCI Admail 3804 Newcastle NE99 1DY Email: [csci@accessplus.co.uk](mailto:csci@accessplus.co.uk)  
Website: [www.csci.org.uk/professional](http://www.csci.org.uk/professional) Order line: 0870 240 7535 Fax: 01484 770142  
Order code: CSCI-229 for printed report CSCI-230 for summary and electronic version

## **Alzheimer's Society launch campaign 'Worried About Your Memory?'**

In May 2008, the Alzheimer's Society launched a new public information campaign to raise awareness of dementia, its symptoms and the importance of getting an early diagnosis.

Called 'Worried About Your Memory?', the campaign will prompt and help people to consider if their forgetfulness, or that of a friend or relative, is due to just poor memory or the beginning of a medical problem and encourage them to seek medical advice.

Neil Hunt, Chief Executive of the Alzheimer's Society, said: 'Dementia is one of the greatest health challenges confronting our society as we face an ageing population. Yet there is an acute lack of awareness and understanding of dementia amongst the public, including those who are affected by it, as well as those in health and community services. By encouraging people who are worried about their memory problems to seek medical advice sooner than they might have done, we hope more people with dementia can get important practical, emotional and medical care early on, giving them a greater chance to live life as well and as fully as possible'.

The Department of Health has provided £500,000 to fund the 'Worried About Your Memory?' campaign under their National Dementia Strategy for England to make available advice and information leaflets, booklets and posters at every GP practice in England.

Download free of charge from: [www.alzheimers.org.uk/site/scripts/news\\_article.php?newsID=282](http://www.alzheimers.org.uk/site/scripts/news_article.php?newsID=282)

## **Guide to Residential Care and Guide to Care at Home**

Detailed list of residential and nursing care homes in Hampshire, Portsmouth and Southampton; information and advice about choosing a care home, including a checklist of questions and things to look out for when visiting a care home. For a free copy of any of these publications please contact the Information Centre on Freephone number: 0800 028 0888.



# CARERS TOGETHER

Summer 2008

**DO  
YOU  
CARE?**

9 Love Lane Romsey SO51 8DE Tel: 01794 519495 Email: [admin@carerstogether.org.uk](mailto:admin@carerstogether.org.uk)

## The New National Carers Strategy

A new ten year programme to give carers short breaks, more help with employment and support for them to stay healthy was launched in June 2008. The Carers Strategy is supported by £255 million of new investment to implement some immediate steps. This money is in addition to the £224 million per annum given to Local Authorities through the Carers Grant, the extra £340 million to be spent by the government supporting the families of disabled children over the next three years, and £2.7million a year to fund a new information helpline and website for carers. It means:

- o £150 million extra investment to expand short breaks for carers over two years;
- o £38 million towards supporting carers to enter or re-enter the job market with more guidance for employers, and more flexible and accessible skills training for carers;
- o Piloting annual health checks for carers to help them stay mentally and physically well;
- o Training for GPs to recognise the role that carers play and pressures on the carers' own health;
- o £6 million towards improving the support for young carers and more protection from inappropriate caring for young people;
- o Giving carers greater choice and control over their lives by encouraging increased use of direct payments - often, carers' lives will be improved if services to the person for whom they care are better tailored to their needs.

Health minister Ivan Lewis said:

"In a society where an increasing number of us are caring for ageing parents or sick and disabled relatives, it is right that we recognise carers are at the heart of 21st century families/communities. Thousands of carers, irrespective of their roles or postcode, have told us they want a support system that is on their side, rather than a constant struggle and the right to a life of their own alongside their caring responsibilities."

The new strategy has the commitment of seven Government Departments, carers and those who work with them. It is broader than health, looking also at housing, benefits and education. It was drawn up with a wide range of key stakeholders. More than 33,000 people's views were fed into the consultation. There are currently about 5.2 million carers in England and Wales, and nearly half of them provide more than 20 hours care a week and over a million provide more than 50 hours care per week. The demand for care is expected to rise in the future, with the number of people over 85, those most in need of care, rising by over 50% in the next ten years.

This funding will provide a wide range of services from holidays to sitting or befriending services or access to local leisure services and will greatly increase the opportunities carers have to have a life outside of their caring role.

A Standing Commission on Carers has been set up to advise on the implementation plan and any changes to carers needs over the next ten years.

The Carers Strategy is one part of a wider vision for the future based on the seven outcomes for adults contained in the 2006 White Paper *Our Health, Our Care, Our Say*. It also contributes to the Government's aim for every child, set out in *Every Child Matters*, to have the support they need to be healthy and safe, make a positive contribution and achieve economic well-being.

Putting People First, the Independent Living Strategy and the Green Paper *Care and Support* are at the forefront of the move across government towards a single community based support system focused on the health and well-being of the local population. The Carers Strategy is another major part of the move towards providing better care and support for individuals and families.

Obtain from DH (see page2) or find on: [www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_085345](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_085345)