



## LINK Briefing Update

**Minutes of Meeting Saturday 15<sup>th</sup> May 2010  
Walthew House, Shaw Heath, Stockport 10.00am – 12.30pm**

<b>Present:</b>	<b>Representing Organisation/Group</b>
John Leach	Chair
Loretta Alao	Vice Chair and African & Caribbean Community Association
Tony Johnson	Stockport NHS Foundation Trust Governor
Les Pattison	Individual
Jim Clark	Individual
Stan Prescott	Reddish Pensioners
Mike Lappin	Chair of Stockport Health & Care Forum
Audrey Lee	Mellor Society
Joyce Drummond	Individual
Gaynor Johnson	Stockport Diabetes Society
Anand Dutta	Indian Association
Jean Weall	Stockport Diabetes Society
David Atkinson	Volunteer Pebble Enterprises
Pat Hannah	Individual
<b>Apologies:</b>	<b>Organisation/Group</b>
Clem Beaumont	Individual
Glenys Paterson	Signpost for Carers
Gerry Wright	Stockport NHS Foundation Trust Governor
Pauline Roberts	LINK Mental Health Carers
Jean Lord	Individual
Janet Brown	LINK Mental Health Carers
Sheelagh Peel	Patient Representative Stepping Hill, AOT Shadow Board
Peggy Hall	Individual
Alan Watt	Individual
<b>In Attendance:</b>	
Maria Kildunne	LINK Development Manager
Kirsty Bagnall	LINK Development Officer
Penelope Abraham	Individual
Jude Wells	Service Manager Personalisation

### 1. Welcome, Introductions & Apologies

John Leach (Chair) welcomed members to the meeting and thanked them for their kind regards while he was in hospital. He welcomed Jude Wells, Service Manager on Personalisation to the meeting.

Information about the Right to Control Consultation was circulated to all members prior to the meeting.

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## **2. Jude Wells, Service Manager, Adult Social Care, Stockport Council, – Transforming Social Care**

Jude thanked the LINK for inviting her to attend the meeting and said she will send the LINK Support team a copy of her presentation to circulate. She said that she will explain and clarify anything mentioned.

She explained that Stockport Council has a lot of targets for milestones with their work with all adults over eighteen who have needs. She has been asked to reach out to those who the Council would not necessarily work with before.

Jude introduced the 5 Partnership milestones, which are as follows:

1. Effective partnerships with people using services, carers and other local citizens.
2. Self-directed support and personal budgets.
3. Prevention and cost effective services.
4. Information and advice.
5. Local commissioning.

### **2.1 Effective partnerships with people using services, carers and other local citizens.**

Jude explained that the Council want to offer more engagement and involvement and said that she would be interested in the LINK's views on how to reach out to those people who are not contacted. All regions are reporting similar successes with Transforming Social Care but most are having the biggest problem with promotion. Two examples Jude gave of the Council engaging with the public include visiting the LINK and the Council's Modernisation group. She admitted it is harder to reach out to some service users who may be housebound for example.

She asked the LINK for any ideas of how to reach out to the public. Ways the Council have already promoted the services include a double page article in the Stockport Review, 6 weeks' worth of articles on social care in the Stockport Express, events, mailshots, and the My Care My Choice website.

It was noted by the Core Group that some older people 80+ may not have access to computers, and there may be difficulty with using computers for some people with disabilities. It was asked if there is one number to ring that covers all services. Jude said that there was and then group agreed that this needs to be promoted. A phone number is incredibly important. It was mentioned that people may call NHS direct first. It was suggested the number to be given to pharmacists to put in with prescriptions. Send the number out to GP surgeries and other places where care is provided. There is never going to be a single way in which to reach everyone, so a range of targeting promotion needs to be considered.

It was suggested that a single sheet sent out to people's houses to keep with the information on would be useful. Maria said she did something similar with bogus callers in a previous role, which people like and worked really well.

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Television was suggested as a way of promoting the service especially local news. Most people have TVs and those who do not get their information from the internet, such as older people, will be more likely to get it from the TV. It was noted that getting in touch via the media is hard with positive stories as they seem to report on more negative stories. Members of the LINK who represent community groups could invite Council representatives to speak to their groups. Tony feels that so much money is spent on promotion where it could be spent on improving front line services. However, it was noted that if no money was spent on promotion, there would be people missing out on vital services.

Tony is concerned about people who live in Brinnington, Lancashire Hill etc who do not receive the free newspapers through their door. Everyone agreed that this was unfair access, especially those seeking work would be at a disadvantage because they would not get to find out about opportunities.

The LINK said they will promote the service in the LINK Newsletter.

## **2.2 Self Directed Support and personal budgets**

Following on from her presentation at the LINK/Adults Social Care *Transforming Social Care in Stockport* event last October, Jude spoke about Self Directed Support.

She said that the pilot in Mental Health was successful and there are over 100 users with a personal budget. A Peer Support model is being developed, especially around Dementia. She also explained that Stockport was a *Right To Control* trailblazer site (a pilot site to lead the way for other sites).

Jude said that they are working on joint engagement with PCT colleagues around individual health budgets. Tony said that he is disappointed by the lack of support for those with mental health issues. He asked if those with personal budgets can pay for their own support. He feels that hypothetically with a health budget it could be possible for patients to buy in their own counselling.

Personal budgets are revised as an ongoing process with a support worker. It was noted that people with mental health needs fluctuate and are given ongoing support.

Mike asked about employment law and personal budgets. He is concerned that people having a personal budget can face the wrong side of employment law when they want to get feel their carer is unsuitable. Jude said that there is a direct payment support service for employing carers. Skilled employment law staff support those given personal budgets on employment law. It was noted that sometimes there will be personality differences and when you have someone working in your home at such close proximity it can sometimes be difficult. Jude said that Shaw Trust staff have come into the council to support the direct payments support service. Jude said that they are also looking at voluntary sector brokerage systems where the service helps service users who don't want to be an employer but want the choice can. Tony said that he is disappointed that the council has taken over the support of Shaw Trust from the voluntary sector. Jude said the Council is working with the voluntary sector, peer networks, peer brokerage etc... It was suggested the LINK ask Andy Davis, the Direct Payments Team Manager to come to speak to the LINK at one of our briefing sessions.

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Les asked that with the increase of those receiving personal budgets if it is a cost cutting exercise. Jude said that it is not, the Council are offering the worth of a direct service in a cash value. It was said that employing Personal Assistants is cheaper than paying a day centre. John said he feels that people are getting less money.

Jude was asked if there is a trend to move onto direct payment. It was asked if people with mental health problems may end up with direct payments organised by the carers and family. If so, it was asked where would the direct payment go to.

Jude said that there is a move to offer more direct payments, the Council has got to have 30% of their service users on self directed support. This movement wants individuals to control their own money.

There are wavers to say service users can choose to have Personal Budgets given to their carers. Salford is looking into carers personal budgets.

Mike said there are firms who offer services with help over personal budgets. The first *In Control* event Mike went to there was a carer who fought to get a direct payment for her son. It can be beneficial, it must be controlled properly and the legalities must be looked at carefully.

John said that in Cheshire it worked well he also said that the Right to Control.

Anand said mental health is a wide ranging problem – not all people with mental health problems lack capacity, where capacity is lacking a carer can be offered a right to attorney.

Les asked about after the two year Right to Control trailblazer. There has been a change of government since it was introduced. Les feels that a lot of things end up being a talking shop; he does not want opinions and engagement to be lost in the folds.

It was asked what was going to happen with budget costs and where things are being saved. Jude suggested Terry Drafter come to speak to the group about this. Gaynor said it would be good if someone could come and talk about finances. It was suggested to be left with Maria to organise.

Tony asked about the hydrotherapy pool for people with learning difficulties. It has been closed for 2 years and no information is available. It is not Jude's area but she will find out.

*ACTION: Maria to invite Terry Drafter to LINK briefing session*

*ACTION: Maria to invite Andy Davis to LINK briefing session*

### **2.3 Early Prevention**

Sarah Newsman will come to talk to the LINK to discuss this in more detail within the next few months.

### **2.4 Information and Advice**

Jude said that the My Care My Choice website is working well. Lots of carers are using it. There have been 300,000 page views since October. Jude mentioned that they had gained referrals from China and the group were confused as to why this is relevant to Stockport until it was cleared up that the

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person from China was a relative of somebody needing care in Stockport. Jude said she will take back the LINK's ideas and suggestions on how to get the information out such as positive news stories. It was suggested that Manchester Community TV may be useful.

## **2.5 Commissioning**

The Council are working on market management. They are working with small businesses (micro business under 5 employees) man with a van, gardeners etc... It was suggested that larger organisations could help to organise smaller agencies to provide PA's and trained skilled staff etc... Jude said that every home care agency the council uses uses an electronic system to call in when they arrive and leave, Mike said the Enter and View team can check on this without visiting people's homes.

They are also still offering pre payment cards, which 20 people in Stockport are using. This is an example of the Council offering a range of choices for people who use the services.

Jude explained that there is a Section 75 agreement with pooled budget arrangements and integrated commissioning.

## **2.6 What's next?**

Jude said that next for the Council will be wider engagement with all stakeholders, greater involvement with service users, a prevention strategy and the continued development of personalisation.

Les ask if 'Right to Control' was just for new service users. Jude explained that if an existing service user has a change in circumstance then they are offered the 'Right to Control'. It is about Stockport interpreting the Office for Disability user's rules. Jude said that for the trailblazer, they need 20,000 users, which is impossible without including current service users.

Anand asked if everything offered is means tested. Jude clarified that some services are means tested and some are free at point of delivery. The LINK agreed that it was important to inform the public of which is which.

*ACTION: The LINK to submit a response to the Right to Control Trailblazer Regulations, with regard reassessment for current users who may benefit the new delivery of services for people with disabilities.*

## **3. LINK Discussion**

The group discussed the idea of having two meetings a month. The first being the LINK Core Group meeting where members will discuss LINK work and the second being a briefing meeting. The briefing meeting would be for inviting members of Stockport Council, NHS Stockport, the Foundation Trust, Pennine and North West Ambulance Trust. Members were asked how they felt today went.

All unanimously agreed that this format of involvement was positive and would like to see it develop.

Mike, Tony and Stan agreed with the two meetings and Les said it will give people more opportunity to attend.

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### **3.1 In summary:**

- Majority would prefer a formal presentation
- Information to be sent beforehand by the speakers
- Invite Wider Group to briefing sessions (via updates/newsletters) so that those with an interest in a particular topic can attend
- Collect contact information to collate a response
- Put into Newsletter info on who is coming to speak and topic
- Useful for those who are not able to attend every meeting
- It was noted that all meetings will be recorded so no member will miss out on information.
- We should request handouts/summaries with information prior to the meetings so that the LINK can make informed responses at the meetings or before if necessary

### **3.2 Things brought up during meeting:**

- Invite Terry Dafter into talk about budgets
- Invite Sarah Newsham will come to talk about prevention and cost effective services
- Maria has received the PCT speakers list from Caroline Bennett and is working with Susie Wright on Council speakers
- Janet Beer – hydrotherapy pool - wait for Jude to get back
- Andy Davies – legalities of Self Directed Support
- Richard Popplewell is coming to talk in October
- Loretta asked if we will invite Jude back at the end of the year or wait for her to respond. Send her the suggestions and invite her back. We are in close contact with them and will ask periodically for an update.

## **4. Any Other Business**

### **4.1 Staff from NHS to Council**

Tony spoke about the new joint working between the Council and the NHS, which means that between areas pay and support for staff differs. This could mean that staff will choose one employer over the other. Mike, Alan and Maria spoke to Gaynor Mullins and Gill Frame and brought this up during the meeting. Gill will be coming to speak to the LINK soon and this can be brought up.

### **4.2 Disability Access**

Audrey asked if the LINK can do anything about Disability access. It was emphasised that the LINK cannot deal with individual complaints, if Audrey has any specific things we can take it to LINK member Disability Stockport. It was also mentioned that we can put an article in the Newsletter and fill in Feedback forms.

*ACTION: Add article to LINK News*

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### **4.3 Right to Control Consultations**

Kirsty and Les took part in the Right to Control Trail Blazer Regulations Consultation on Thursday 13<sup>th</sup> May, at Greater Manchester Coalition of Disabled. Les fed back on the meeting where the major feedback was that the consultation was with existing users whereas the service would only be available to new users.

Kirsty spoke about consultation and said that she felt that existing service users can become new users if local authorities re-assessed them and therefore making them new users, by the reviewed services they need. This is a way of interpreting the Office of Disability Issues consultation to allow it to be open for everybody.

### **4.4 Keeping the LINK informed**

It was noted that the LINK need to remind organisations that we do not want third hand information, services have a duty to inform us of any changes directly and we need to keep on pressing it. David A asked how we know if we are having an effect. He feels that we are a “problem” for services and this is how it should be. Not a one off meeting and we must have an effect on the policies. Mike said the way we find out about new policies is to sit on the Stockport Managed Care Boards. Mike has spoken to GP’s none acute services to have a LINK member on their board.

### **4.5 Care in the Community**

Tony said we need feedback on Care in the Community to avoid people who receive care to be cheated out of time by carers. It was noted that a system has been introduced to monitor this by the introduction of calling when carers arrive and leave. Currently we have a discharge group, it was suggested Tony refer this issue to them.

*ACTION: Tony to refer this to the Discharge Procedure group*

## **5. Date and Time of Next *Briefing Session***

The date and time of the next *Briefing* session is:

**Thursday 17<sup>th</sup> June 2010 10.00am-12.30pm, Walthew House**