



News

1. What's going on within the LINK?

i) Kent LINK Annual Meeting: a date for your diary

The LINK's first Annual Meeting is to be held at 10.30am on Thursday, 28 May 2009 at the Julie Rose Stadium, Kennington Road, Willesborough, Ashford, TN24 9QX. All are welcome. It will be an opportunity to discuss the LINK's programme of activities for 2009 / 2010 and to receive the LINK's first Annual Report.

If you wish to attend, it would be useful for catering purposes if you would advise Becky by email info@kmn-ltd.co.uk or by telephone on 01303 297050.

2. Annual Health Check

The Kent LINK has submitted its first commentary on health care standards in the area. This is to be incorporated in the self declarations of NHS organisations throughout Kent and Medway to the Care Quality Commission. Approximately 130 individuals and organisations contributed to the LINK's commentary, which has now been published on the LINK's website at:

<http://www.thekentlink.org.uk/index.php?q=22>

If you are a LINK participant and not on the internet and wish to see the LINK's report and individual comments, telephone Becky for a copy on 01303 297050.

3. LINK participants getting involved

Last Friday a number of LINK participants attended an event aimed at recruiting to the following roles within the LINK:

- LINK 'authorised' visitors
- Priorities panel members
- LINK representatives on outside organisations

A full list of appointments made will be issued shortly.

Another recruitment event is likely to be held and, if you are a LINK participant and interested in getting a bit more involved in LINK activities, please email Becky at info@kmn-ltd.co.uk or telephone 01303 297050.

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2. Become a member of the new Foundation Trust formed out of the Kent and Medway NHS and Social Care Partnership Trust

By becoming a Foundation Trust, the Trust will have greater freedom to develop its services in line with the specific needs of local communities. This is where the local community can help and patients, service users and local people can all play a direct and meaningful role to influence the future of their local NHS services.

Foundation Trusts represent the move away from centralised control of health care provision and places this firmly in the hands of local communities.

To become a member or for further information contact Adrian Lowther, Head of Communication and Marketing, Kent and Medway NHS and Social Care Partnership Trust, 35 Kings Hill Avenue, West Malling, ME19 4AX, telephone 0800 376 9229 / 01732 520488, email adrian.lowther@kmpt.nhs.uk or visit the website: www.kmpt.nhs.uk

3. NHS Eastern and Coastal Kent Community Services are looking for patient / public representatives for the Productive Ward (releasing time to care) Group

To look at how different activities are carried out on the wards in East Kent's Community Hospitals. The aim is to improve the way they work so that more time can be spent on direct patient contact. This Group has not yet met and no dates or venues have been set, but it's likely to be a two hour meeting either monthly or every two months.

Patient / public representatives receive out-of-pocket expenses, an induction and access to free training.

For further information contact Karen Edmunds, Communication and Engagement Manager (Patient and Public Engagement lead), NHS Eastern and Coastal Kent Community Services, Trinity House, Eureka Park, 110 / 120 Upper Pemberton, Kennington, Ashford, TN25 4AZ, email Karen.Edmunds@eastcoastkent.nhs.uk or telephone 01233 667815.

4. Would you like to be involved in developing Ashford's new health centre?

The Kent LINK has been asked to appoint a representative to sit on the consultation



group to discuss plans for the new health centre in Ashford. The new facility will replace the old hospital in King's Avenue.

For further information contact Cate Boland, Kent LINK Development Worker, Unit 24 Folkestone Enterprise Centre, Shearway Road Folkestone, CT18 4RH, telephone 01303 297050 / 07976 596709, email cate@kentlink.org or visit the website: www.thekentlink.co.uk

5. News from the Kent Parent Participation Network - uniting families with disabled children

There are 770,000 disabled children under the age of 16 in England and Wales who should have the best possible start in life. There is now a programme that is designed to transform services for disabled children and their families which includes reforming short breaks to benefit equally parents and children. This has been further backed up by £430m to develop services improving child care, where £35m has been earmarked for improving access to child care and £19m overhauling transition services.

For more information contact Alan Milner, The Parents Consortium, Allsworth Court, 40 St David's Road, Hextable, BR8 7RJ, telephone 01322 668501, email admin@parentsconsortium.co.uk or visit the website: www.parentsconsortium.co.uk

6. Mental health equalities and inequalities

The World Health Organisation has published a major report which sets out the contribution that mental health and mental illness make to a wide range of health and social outcomes. It shows how a greater focus on mental health *as a determinant* can help to explain outcomes for individuals and for communities, which cannot be wholly accounted for by material and other factors.

For further information contact the World Health Organisation, Scherfigsvej 8 DK-2100 Copenhagen, Denmark, telephone 4539 171717, email postmaster@euro.who.int or visit the website: <http://www.euro.who.int/document/e92227.pdf>

7. Tonbridge Cottage Hospital wins 5 stars for food hygiene

A cottage hospital run by NHS West Kent has received plaudits from the local council over its standards of food hygiene. Tonbridge Cottage Hospital was awarded five out of five following an unannounced visit by cleanliness watchdogs from the Tonbridge and



Malling Borough Council. The checks from the council involved looking at food preparation, food safety, the measures that have been put in place to maintain standards such as staff training and record keeping. However, it is not just the safety of the hospital's food that is excellent – the quality also draws praise from patients. Tonbridge Cottage Hospital focuses on the care and rehabilitation of patients, mostly older people, as they recover from an illness or injury. Nurses, physiotherapists, occupational therapists and other staff at the hospital support people to regain their strength, independence and confidence so they can return home as soon as possible. Tonbridge Cottage Hospital's head chef, Sarah White said "It's a really good boost for the staff here. NHS catering can have a bad reputation sometimes, so it's extremely welcome to get these positive results." Catherine Burgess, the matron at this hospital said "I'm delighted for the catering staff. This award reflects the excellent work they put in to make sure the catering standards are consistently high."

For further information contact Matthew Willis by email matthew.willis@nhs.net or telephone 01732 375270.

8. Carers FIRST launches new Kent Carers Emergency Card

Thousands of people depend on family and friends to help them through the day. If one of them became unwell or was injured and unable to get to them, it could have serious consequences. This new scheme will provide family carers with peace of mind while they are away from the person they care for. The size of a credit card, it can be carried in a wallet or purse and will have a unique reference number and emergency phone number on it, but no personal details. In an emergency, anyone can telephone the number on the card and quote the reference number to find out quickly what care that person was giving and act on an arranged emergency plan. As there are no personal details listed on the card, it clearly states the holder is a carer and the number to call.

The service is free and is available 24 hours a day, 7 days a week. If you would like to receive more information and an application form to join the Kent Carers' Emergency Card Scheme, please contact Carers FIRST, 1902 High Street, Tonbridge, TN9 1BE, telephone 01732 357555, email gillian.douglass@carersfirst.org.uk or via the website: www.kentcarersemergencycard.org.uk

9. E-shopping for support

People who use social care support services and products can now log on to www.shop4support.com and choose exactly what they want in this virtual marketplace. Billed as an eBay for social care, the website claims to make it an easier and more effective way for service users to spend their individual budgets. Service users can

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access the site 24 hours a day, 7 days a week, and see what providers – ranging from individual personal assistants to large organisations – are offering them. They can also manage their budget and billing online.

The site is operated as a social enterprise by Valueworks, which specialises in e-commerce businesses. Jeff Dandridge, Chief Executive of Valueworks, says such a website is an excellent way of showing personalisation in action. The idea for the site came from the 'In Control' pilots that enabled people with learning disabilities to have a greater involvement in self directed care. There was a massive gap in the market and 'In Control' recognised that if you gave people individual budgets there was nowhere for them to spend them. Since the site opened in July 2008, it has worked with 80 local authorities across England and it has 30 service providers. For more information log on to the website:

www.shop4support.com

(The LINK gives no special endorsement to this service, but merely draws attention to the emerging new ways in which the personalisation and self directed support agenda is being delivered. We will give prominence to other innovations as and when they occur.)

Events

1. Governors' Group Meeting

The Kent LINK Governors' Group will meet from 10.00am until 1.00pm on Thursday, 21 May 2009 at the Salvation Army Centre, 74 - 80 Union Street, Maidstone, ME14 1ED. For agendas and supporting papers contact Becky by email at info@kmn-ltd.co.uk or telephone 01303 297050.

2. New health centre for Ashford

NHS Eastern and Coastal Kent PCT would like to invite everyone to a drop-in event. Find out and give your views on the proposals for the development of the new health centre, which will bring health services closer to local peoples' homes. It is intended that part of the site will also be developed for housing.

The event will be staffed by members of the project team working on the development, who will be happy to answer any questions that you might have and to discuss issues with you. The event will be held on Friday, 15 May 2009 - 2.30pm and 8.00pm, Saturday, 16 May 2009 – 10.00am and 2.00pm at St Mary's Church of England Primary, School, Western Avenue, Ashford, TN23 1ND.

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For further information, contact Helen Baker, Protea House New Bridge, Marine Parade, Dover, CT17 9HQ, telephone 01304 216859, helen.baker@eastcoastkent.nhs.uk or visit the website:
www.easternandcoastalkent.nhs.uk

3. Helping smokers to quit - brief intervention course

Brief intervention training has been shown to act as a powerful way of enabling staff to bring up this often sensitive and difficult issue. This short, stand alone course is for anyone who in the course of their routine work, comes into contact with smokers. It provides knowledge and information to encourage a smoker to consider the possibility of quitting.

Note: It is not about supporting a smoker through a quit attempt. The course will enable participants to:

- gain an overview of smoking habits and addiction;
- motivate smokers to consider stopping;
- gain an overview of the local specialist services and referral process.

Dates and venues:

6 May 2009 pm - Sheppey

15 July 2009 am - Ramsgate

23 September 2009 pm - Ashford

For further information contact Alison Richardson, Acting Stop Smoking Lead, Canterbury and Swale Locality, NHS Eastern and Coastal Kent, Health Promotion Service, Whitfield Court, Whitecliffs Business Park, Dover, CT16 3NY, telephone 01304 828715, email Alison.Richardson@eastcoastkent.nhs.uk or visit the website:
www.easternandcoastalkent.nhs.uk/home/training

4. Would you like to help develop future health services for people with arthritis and other bone and joint problems?

Would you also like to meet and network with others who are interested in getting involved in this important work? If yes, NHS West Kent would like to invite you to a two day residential course which is being run by Arthritis Care as part of their Involving Users as Experts project. Arthritis Care have organised this training course with NHS West Kent for people who are, or would like to be, involved as service user representatives in planning local health services. The residential course is designed to help people affected by arthritis and other musculoskeletal conditions, better understand how the NHS works, how decisions are made and to support them to be most effective

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in influencing local service planning.

The course will be held over two days at the Ashford International Hotel between 25 - 27 June 2009. The course starts on the Thursday evening and finishes on the Saturday afternoon. All costs of the training courses (including travel, meals and overnight accommodation) will be met by Arthritis Care. This venue has been selected because it has particularly good disabled access and menus catering for a wide and diverse range of dietary requirements.

For further information on the hotel, visit the website on:
www.qhotels.co.uk/hotels/ashfordinternational-kent.aspx

More information on the course can be obtained from Nikki Joule, Project Manager, by email at nikkijoule.co.uk or telephone 0208 883 9196 or from Siobhain McCurrach, Regional Policy and Campaigns Manager, Arthritis Care South England, PO Box 47, Hawkley, Liss, GU33 9AE, email siobhainm@arthritiscare.org.uk or telephone 01730 827986

If you are interested in attending, application forms are available from either of the above contacts. The completed forms must be returned by 1 June 2009.

5. If you got nine of the most high profile figures from social care together in a room, what would you ask them?

There is to be a Question Time session at the *Community Care Live 09 Exhibition* on 13 May 2009. This is an opportunity to put the experts on the spot – to ask the difficult questions, give your views on the future of social care.

Eight high profile social care panellists will be waiting to take your questions. The session, chaired by the BBC's distinguished broadcaster and journalist, Jeremy Vine, allows you to ask the burning questions and participate in the big debate.

Simply record yourself asking your question and upload it as a video response to the Community Care film at <http://is.gd/oypd>. They will then show their favourite video questions at Question Time on the day and make sure the experts answer them.

Alternatively you can email your questions to Penny Macoustra at penny.macoustra@rbi.co.uk or telephone 0870 800 5090. Further information is available at:

<http://www.communitycarelive08.co.uk/question-time>



Consultations

1. Personality disorder consultation launched

A consultation on services for people with complex or severe personality disorders is being launched by Strategic Health Authorities in the South East of England.

The consultation seeks feedback from people on the best way to provide care for people with personality disorders and how current services can be improved.

The consultation runs from April to July 2009 and everyone is invited to share their views either in writing to Personality Disorders, Freepost RRJX JYUC UYAC, NHS West Kent, Medway Wharf Road, Tonbridge, TN9 1RE, by attending informal discussion sessions that are taking place across the South of England or online at: www.westkentpct.nhs.uk

The NHS will use the information from the consultation to influence future service provision.

For further information contact Shola Oke by telephone on 01732 375200 ext 540, by email shola.oke@wkpct.nhs.uk or visit the website: <http://westkentpct-consult.limehouse.co.uk/portal/tier4pdc>

2. Advocacy service asks for views

The Independent Complaints Advocacy Service (ICAS), which is a service for those wanting support when pursuing a complaint involving the NHS, wants your views on how they are performing. This can be done using their online survey at: <http://www.snapsurveys.com/icasstakeholder/>

For further information contact Phillippa Thompson, ICAS Project Director, ICAS SE Regional Office, 18 Wellington Square, Hastings, TN34 1PB or telephone 01424 43749.

Contact Information

The Kent LINK may be contacted via the Host Organisation as below:

KMN, Unit 24 Folkestone Enterprise Centre, Shearway Road, Folkestone, CT19 4RH.

Tel: 01303 297050

Email: info@kmn-ltd.co.uk

Office Hours: Monday – Friday 8.30am - 4.00pm (Answerphone available out of hours)