

The Kent LINK Work Programme 2010 / 2011

The overarching aim of the Kent LINK in the year 2010 / 2011 shall be to identify inequalities in health / social care across the County with the aim of reducing such inequalities.

In order to achieve this, the LINK will:

1. Forge meaningful relationships with the aim of:
 - a. ensuring the LINK is informed of other relevant stakeholders' activities (that have relevance to the LINK)
 - b. ensuring the LINK is enabled to influence decisions made by other bodies
 - c. enabling the LINK to inform other bodies agendas (such as the regulators, Care Quality Commission)
2. Ensure the Kent LINK is in a position to respond to relevant consultations / requests for public feedback in a timely fashion
3. Ensure the LINK's representatives on external groups are enabled to undertake their role (through the rules of engagement)
4. Build the LINK's capacity with the aim of:
 - a. increasing the number and diversity of participants involved in LINK activities
 - b. increasing the validity, effectiveness of the LINK's activities.

ID No.	Project Title	Aims / Objectives	Start	End	Status / Progress
P01/P03	Hygiene, Disinfection and Patient Experience in Hospitals	<ul style="list-style-type: none"> • To determine the policy on the use of hand hygiene for both East and West Kent • To establish a compliance standard • To make unobtrusive observations of the use of selected dispensers • To make observations on a number of occasions throughout an agreed period • To discuss with Infection Control departments their policies on the issues listed • To investigate frequency of deep cleaning, concentration of available chlorine in the made-up buckets, methods of making up the chlorine disinfectant and the frequency of renewal, monitoring surfaces for MRSA, monitoring the use of micro fibre cloths and mop heads and efficiency of micro fibre cloths • To carry out a survey of all LINK participants on their experiences of hospital cleanliness in Kent hospitals. 	01/09/09	30/04/10	Report published 26 May 2010. Recommendations being pursued. Follow up project to be scheduled
P04	Access (Transport) to Health Services Project	<ul style="list-style-type: none"> • To find out what systems trusts have in place to minimise transport problems for their patients, particularly to the use of innovative approaches to addressing these problems, including working with partner organisations • To see what level of consistency exists between trusts in the provision they make for patient transport, car parking, patients who are stranded at A&E, links with community transport schemes and the quality of travel information given out to patients • To initiate a debate across Kent and 	01/09/09	30/05/10	Project completed. Report scheduled to be published 30 June 2010

		Medway with a view to identifying best practice and promoting improved access to health services across the community of Kent.			
P05	Training and Supervision of Care Assistants Project:	<ul style="list-style-type: none"> To find out what contracting and commissioning practices exist in Kent in relation to the provision of social care in people's homes To compare those practices with best practice in this field 	01/04/10	30/10/10	Literature search being undertaken
P06	Stroke Services in Kent Project:	<ul style="list-style-type: none"> To find out what is being done in Kent and Medway to address shortfalls in stroke service provision found in the National Sentinel Audit in 2008 To raise awareness within the LINK of current initiatives underway to improve stroke services To identify any barrier there may be towards achieving those aims 	01/09/09	31/07/10	Review completed. Meeting to be held with LINK participants and relevant stakeholders to present findings
P07	NHS Foundation Trusts in Kent and Medway	<ul style="list-style-type: none"> To monitor acute trusts, specifically East Kent University Foundation Trust, to ensure patients are not compromised as a result of Foundation Trust status being awarded To review the operation of foundation trusts in Kent to ensure staff and patient complaints and views are taken into account – following the report into incidents in Mid Staffordshire 	01/04/10	-	To commence shortly
P08.2	Day Centres for Older People:	<ul style="list-style-type: none"> To work with KCC's Adult Social Services in developing their Older Person's Strategy. In particular, to do so in relation to contracts the KCC has with Age Concerns in Kent. In this context to examine the extent to which people are encouraged to be independent, are treated with dignity and respect, feel safe and secure and are encouraged to stay healthy 	27/07/09	31/08/10	Focus group and mystery shopper activity completed in West Kent. Remainder of project in East Kent underway. Survey to be undertaken and write up to be completed

		<ul style="list-style-type: none"> To use focus group methods to obtain the views of service users To adopt mystery shopper technique to assess existing services provided at Age Concern Day Centres. To survey prospective users to find out the sort of day care they would wish to use 			
P10	NHS Quality Accounts: annual reports to the public	<ul style="list-style-type: none"> To provide assurance on behalf of the community of Kent over the Quality Accounts produced by NHS Trusts in Kent To produce a statement to indicate whether the LINK believes that the reports are a fair reflection of healthcare services provided 	01/10/09	30/06/10	Academic partner identified. It is anticipated that the LINK will respond to each Trust's report by the 30 June 2010
P11	Training and supporting LINK community researchers to undertake a review of quality standards on social care settings	<ul style="list-style-type: none"> To identify LINK participants willing and able to train to undertake research on behalf of the LINK As part of their training they will focus on a project to enable the LINK to provide assurance on behalf of the community of Kent that the self declarations of the County are a fair reflection of the social care services in Kent To build the capacity of the LINK to carry 	01/07/10	31/12/10	Academic partner identified
P12	Developing the network	<ul style="list-style-type: none"> To provide opportunities for LINK participants to become involved in the planning, purchase and review of health and social care services for quality To enable the LINK network to inform LINK representation on stakeholder groups To support LINK representatives and to facilitate network involvement 	Ongoing	Ongoing	<p>LINK representatives in place on:</p> <ul style="list-style-type: none"> NHS Eastern and Coastal Kent Trust Board (non voting) – 2 Health Overview and Scrutiny Committee(non voting) - 2 NHS Trusts' Patient Experience Groups East Kent Community Services NHS Trust Board (non voting) – 2 <p>In process:</p> <ul style="list-style-type: none"> LINK representation on 5 Commissioning Delivery Teams

					<p>in West Kent</p> <ul style="list-style-type: none"> • Memorandum of understanding in process of being formed with NHS West Kent • Work with Kent County Council for LINK to help facilitate user, carer and public involvement in adult social care services • In process of developing network of LINK participants with an interest in mental health services
P13	<p>Joint working with NHS Eastern and Coastal Kent</p>	<ul style="list-style-type: none"> • To collaborate with NHS Eastern and Coastal Kent on public involvement activities where there may be a shared agenda and to maximise resources and to avoid duplication of effort 	01/04/10	31/03/10	<p>Memorandum of understanding agreed. Five joint work streams identified as follows:</p> <ul style="list-style-type: none"> • Engaging with people who are seldom heard • Exploring shared use of Gateways improve first point of contact with the public • Exploring the use of GP Patient Participation Groups in informing Practice Based Commissioning • Use of the internet to inform the planning, purchase and review of services <p>To consolidate the LINK and NHS groups that are concerned with involvement activities</p>
P14	<p>Engaging with people who are seldom heard</p>	<ul style="list-style-type: none"> • Develop engagement strategies to enable the LINK to give a voice to all section of the community of Kent, with particular regard to those who previously have found it difficult to influence the planning, purchase and review of the quality of health and social care services • Implement those strategies 			<ul style="list-style-type: none"> • Youth strategy approved by LINK Governors' Group • Equality and Diversity Strategy in preparation