



**The Kent LINK Consolidated Work Programme 2009 / 2010**  
(Projects raised with the LINK)

a LOCAL INVOLVEMENT NETWORK

ID Number	Project / Issue	Activities	Lead	Start	End	Status / Progress
P01	<p><b>Hygiene, Disinfection and Patient Experience in Hospitals (Project 1):</b></p> <ul style="list-style-type: none"> <li>To determine the policy on the use of hand hygiene for both East and West Kent</li> <li>To establish a compliance standard</li> <li>To make unobtrusive observations of the use of selected dispensers</li> <li>To make observations on a number of occasions throughout an agreed period.</li> </ul>	<p><u>Determine policy of usage</u></p> <ol style="list-style-type: none"> <li>Consult Infection Control departments in East and West Kent trusts</li> <li>Make an appointment with the head of Infection Control</li> <li>Compliance standard; decide what constitutes effective hand cleaning. Suggest both hands - not one handed</li> </ol> <p><u>Unobtrusive observations</u></p> <ol style="list-style-type: none"> <li>Plan to make observations where the potential users of hand hygiene are not aware of the recorders</li> <li>Make observations on occasions</li> <li>Main hospitals in both East and West Kent ie Maidstone and Tunbridge Wells, Pembury, William Harvey, Kent &amp; Canterbury and Queen Elizabeth Queen Mother Hospitals</li> <li>Decide how many hand hygiene points to be monitored</li> <li>Decide how often monitoring is done</li> <li>Decide the time period for monitoring</li> <li>Monitoring done by two observers</li> <li>Monitoring time 30 minutes at each point - at least five points at each hospital per visit - chosen points to include one nearest to hospital entrance.</li> </ol>	CB	01/09/09	31/12/09	<ol style="list-style-type: none"> <li>Project Group established</li> <li>Hand Hygiene policies obtained from:                             <ol style="list-style-type: none"> <li>East Kent NHS University Hospitals Trust</li> <li>Maidstone and Tunbridge Wells NHS Trust</li> <li>Dartford and Gravesham NHS Trust</li> <li>South East Coast Ambulance NHS Trust</li> </ol> </li> <li>FOI Act requests issued to:                             <ol style="list-style-type: none"> <li>Medway NHS Foundation Trust</li> <li>Kent and Medway NHS and Social Care Partnership Trust</li> </ol> </li> <li>Quotes obtained for testing kits</li> <li>Recruitment of LINK visitors commenced.</li> </ol>

P02	<p><b>Hygiene, Disinfection and Patient Experience in Hospitals (Project 2):</b></p> <ul style="list-style-type: none"> <li>To discuss with Infection Control departments their policies on the issues listed</li> <li>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.</li> </ul>	<p><u>Determine Policy</u></p> <ol style="list-style-type: none"> <li>Meet with head of Infection Control and determine the Trust's policy</li> <li>When and where is chlorine used?</li> <li>How frequently are Wards deep cleaned?</li> <li>What is the procedure for making up chlorine and how is this monitored?</li> <li>What is the policy regarding the use of micro-fibre clothes and mops?</li> <li>Who is responsible for maintaining standards?</li> <li>Are any cleaning processes microbiologically monitored?</li> </ol> <p><u>Measurement of Available chlorine in disinfectant buckets</u></p> <ol style="list-style-type: none"> <li>Samples taken from made up buckets; sampler to wear disposable gloves and 25ml sample taken into a McCartney tube. Label data to include location, time since make-up, appearance</li> <li>Samples to be sent to analytical lab as soon as possible together with a positive control sample</li> </ol> <p><u>Measurement of MRSA or SA</u></p> <ol style="list-style-type: none"> <li>In order to determine the efficacy of disinfection tests of efficacy should be done. These can be done in various ways</li> <li>Investigate ways of doing such tests and find which laboratories would process the samples.</li> </ol>	CB	01/09/09	31/12/09	<ol style="list-style-type: none"> <li>Two training sessions for LINK visitors held</li> <li>Visits commenced</li> </ol>
P03	<p><b>Hygiene, Disinfection and Patient Experience in Hospitals (Project 3):</b></p> <ul style="list-style-type: none"> <li>To carry out a survey of all LINK participants on their experiences of hospital cleanliness in</li> </ul>	<ol style="list-style-type: none"> <li>Contact all LINK participants and find out which have been in hospital recently and would be willing to fill in a questionnaire on their experience with hospital hygiene.</li> <li>Points to be covered in the questionnaire are in the work plan</li> </ol>	CB	01/09/09	31/12/09	<ol style="list-style-type: none"> <li>Questionnaire drafted, and piloted</li> <li>Questionnaire to be distributed with LINK February bulletin and at LINK Quarterly Event.</li> </ol>

	Kent hospitals.	3. In the absence of a good response from LINKs participant's alternative ways should be found in order to get the views of at least 100 patients.				
P04	<b>Transport to Hospital Project:</b> <ul style="list-style-type: none"> <li>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</li> <li>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&amp;E, links with community transport schemes and the quality of travel information given out to patients</li> <li>To initiate a debate across Kent and Medway with a view to identifying best practice and promoting improved access to health services across the community of Kent.</li> </ul>		LM	01/09/09	31/12/09	1.Information gathered on transport and travel plans held by all NHS Trusts across Kent and Medway. Approximately 18 participants have expressed an interest in being involved with this project although at this stage they are just being kept informed of progress 2. 8 mini debates to be held across Kent and Medway to feed into the South East Strategic Health Authority's review of transport commissioning
P05	<b>Training and Supervision of Care Assistants Project:</b> <ul style="list-style-type: none"> <li>To find out what</li> </ul>		EO	01/09/09	31/12/09	

	<p>contracting and commissioning practices exist in Kent in relation to the provision of social care in people's homes</p> <ul style="list-style-type: none"> <li>To compare those practices with best practice in this field.</li> </ul>					
P06	<p><b>Stroke Services in Kent Project:</b></p> <ul style="list-style-type: none"> <li>To find out what is being done in Kent and Medway to address shortfalls in stroke service provision</li> <li>To raise awareness within the LINK of current initiatives underway to improve stroke services</li> <li>To identify any barrier there may be towards achieving those aims</li> </ul>		EO	01/09/09	31/12/09	<p>1. Review of the 2008 National Sentinel Stoke Audit to highlight areas which were falling behind 2. Interim reports obtained for Trusts who did not perform as well in audit</p>
P07	<p><b>NHS Trust in Kent and Medway Project:</b></p> <ul style="list-style-type: none"> <li>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</li> <li>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</li> </ul>		CB	01/09/09	31/12/09	

	Mid Staffordshire.					
P08.1	<p><b>Getting the LINK involved in the commissioning arrangements for health and social care (Project 8.1):</b></p> <ul style="list-style-type: none"> <li>To work with a range of user groups in the NHS Eastern and Coastal Kent area with a view to influencing the NHS 'Vision' for commissioning community services to 2014</li> <li>To use focus group methods</li> <li>To host, in conjunction with NHS Eastern and Coastal Kent, a wash-up event with the purpose of defining the 'Vision'.</li> </ul>		LM	20/07/09	29/08/09	1. Completed, report placed on LINK website.
P08.2	<p><b>Getting the LINK involved in the commissioning arrangements for health and social care (Project 8.2):</b></p> <ul style="list-style-type: none"> <li>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 West Kent. In this context to examine the extent to which people are encouraged to be independent, are treated</li> </ul>		EO	27/07/09	30/09/09	<ol style="list-style-type: none"> <li>Stage 1 complete – eight focus groups held and report placed on LINK website.</li> <li>Stage 2 commenced – mystery shoppers given brief and visits to take place as soon as possible, having been hampered by bad weather.</li> <li>Stage 3 – questionnaire drafted and piloted. Will be re-worked and distributed to a wider distribution shortly.</li> </ol>

	<p>with dignity and respect, feel safe and secure and are encouraged to stay healthy</p> <ul style="list-style-type: none"> <li>To use focus group methods to obtain the views of service users</li> <li>To adopt mystery shopper technique to assess existing services provided at Age Concern Day Centres.</li> </ul>					
P08.3	<p><b>Getting the LINK involved in the commissioning arrangements for health and social care (Project 8.3):</b></p> <p>This Kent LINK project will be commissioned by NHS Eastern and Coastal Kent:</p> <ul style="list-style-type: none"> <li>To seek to establish a competition to celebrate the contributions that local voluntary and community groups are making to healthcare.</li> </ul>	<p>1. This would involve:</p> <ol style="list-style-type: none"> <li>Inviting nominations from LINK participant organisations</li> <li>Setting a deadline for receipt of nominations</li> <li>Establishing a Panel and criteria for making the award.</li> </ol>	LM	01/08/09	30/09/09	<p>1. Project complete, panel decided on winners and prizes awarded at Eastern and Coastal Kent Primary Care Trust Annual Meeting.</p>
P09	<p><b>Annual Check by Care Quality Commission for Health and Social Care Project:</b></p> <ul style="list-style-type: none"> <li>To work with the community and voluntary sector on arrangements for the next Care Quality Commission's Annual Health Check to enable the LINK to comment.</li> </ul>		ALL LDW s	01/10/09	31/03/10	<p>12/10/09 Proposals invited from local universities. 28/10/09 GH met Prof West, Greenwich University 17/11/09 GH met Prof Ruston, Christchurch University 20/11/09 Meeting with representatives of the Care Quality Commission</p>

**Key:**

(ID number) P	a project identified and agreed at the LINK's Annual Meeting held on 28 May 2009
LDW	LINK Development Worker
CB	Cate Boland, LDW for Mid Kent
LM	Louise Murrell, LDW for East Kent
EO	Elayne Oxley, LDW for West Kent
GH	Graham Hills, Operational Director of the Kent LINK