



**The Kent LINK Consolidated Work Programme 2009 / 2010** a LOCAL INVOLVEMENT NETWORK

**LINK Projects identified and agreed at the LINK's Annual Meeting held on 28 May 2009**

ID No.	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	30/04/10	<ol style="list-style-type: none"> <li>Project Group established</li> <li>Hand Hygiene policies obtained and FOI requests issued to Trusts</li> <li>Meetings held with relevant contacts at Trusts</li> <li>LINK visitors recruited</li> <li>Two training sessions for LINK visitors held</li> <li>Hospital visits completed</li> <li>Write-up completed, report circulated to Trusts before publication</li> <li>Findings of report to be publicised at Kent LINK AGM on May 26.</li> </ol>
P02	<p><b>Hygiene, Disinfection and Patient Experience in Hospitals (Project 2):</b></p>	<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> </ol>	CB	01/09/09	30/04/10	As above

	<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>	<ol style="list-style-type: none"> <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>				
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 Kent hospitals.</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> </ol>	CB	01/09/09	30/04/10	<ol style="list-style-type: none"> <li>Questionnaire drafted, and piloted</li> <li>Questionnaire distributed with LINK February &amp; March bulletins and at LINK Quarterly Event.</li> <li>Results consolidated to incorporate into final report</li> </ol>
P04	<p><b>Transport to Hospital Project:</b></p> <ul style="list-style-type: none"> <li>To find out what systems</li> </ul>		LM	01/09/09	30/05/10	<ol style="list-style-type: none"> <li>Information gathered on transport and travel plans held by all NHS Trusts</li> </ol>

	<p>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</p> <ul style="list-style-type: none"> <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>					<p>across Kent and Medway.  2. 8 mini debates planned for March and April across Kent and Medway to feed into the South East Strategic Health Authority's review of transport commissioning  3. Further public consultation taking place to</p>
P05	<p><b>Training and Supervision of Care Assistants Project:</b></p> <ul style="list-style-type: none"> <li>• To find out what contracting and commissioning practices exist in Kent in relation to the provision of social care in people's homes</li> <li>• To compare those practices with best practice in this field.</li> </ul>		EO	01/04/10	-	To commence shortly.
P06	<p><b>Stroke Services in Kent Project:</b></p>		EO	01/09/09	28/02/10	1. Review of the 2008 National Sentinel Stoke

	<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>					<p>Audit to highlight areas which were falling behind</p> <p>2. Interim reports obtained for Trusts who did not perform as well in audit and meetings held to discuss improvements</p> <p>3. Review produced and passed on to Kent LINK Governors for approval.</p> <p>4. Report to be published subsequent to additional information being added.</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 Mid Staffordshire.</li> </ul>		CB	01/04/10	-	To commence shortly.
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</li> </ul>		LM	20/07/09	29/08/09	1. Completed, report placed on LINK website.

	<p>community services to 2014</p> <ul style="list-style-type: none"> <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>					
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 with dignity and respect, feel safe and secure and are encouraged to stay healthy</li> <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>		EO	27/07/09	30/05/10	<ol style="list-style-type: none"> <li>Stage 1 complete – eight focus groups held and report placed on LINK website.</li> <li>Stage 2 completed – report awaiting approval to publish from Kent LINK Governors.</li> <li>Stage 3 – questionnaire drafted and piloted. Awaiting feedback in order to distribute.</li> </ol>
P08.3	<p><b>Getting the LINK involved in the commissioning arrangements for health and</b></p>	<ol style="list-style-type: none"> <li>This would involve: <ol style="list-style-type: none"> <li>Inviting nominations from LINK participant organisations</li> </ol> </li> </ol>	LM	01/08/09	30/09/09	<ol style="list-style-type: none"> <li>Project complete, panel decided on winners and prizes awarded at</li> </ol>

	<p><b>social care (Project 8.3):</b> 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>	<ul style="list-style-type: none"> <li>ii. Setting a deadline for receipt of nominations</li> <li>iii. Establishing a Panel and criteria for making the award.</li> </ul>				Eastern and Coastal Kent Primary Care Trust Annual Meeting.
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 LDWs	01/10/09	01/06/10	<ol style="list-style-type: none"> <li>Proposals invited from local universities.</li> <li>Meetings held with Greenwich University and Christchurch University to discuss proposal</li> <li>Awarded to Canterbury Christchurch, work begun in planning project</li> <li>LINK participant sought in planning stages to establish project group.</li> <li>Contact made with all Trusts to advise of the LINK's intention to provide a comment.</li> <li>Work commencing with patients and harder to reach groups to feed back their experiences of quality at each Trust.</li> <li>To date two Trusts' accounts have been received for comment in advance of the deadline of 30 June</li> </ol>

**Key:**

(ID number) P

GH Graham Hills, Operational Director of the Kent LINK  
LDW LINK Development Worker  
CB Cate Boland, LDW for Mid Kent  
LM Louise Murrell, LDW for East Kent