



## **Interim Report - Community Council of Staffordshire Public Consultation Project Phase 2**

**Contract period 1<sup>st</sup> September 2010 – 31<sup>st</sup> March 2011**

**Date 10<sup>th</sup> December 2010**

A programme of engagement work has been agreed which will focus on key themes identified by the consultation work previously carried out by CCS during Phase 1 of the project.

Each work stream has a nominated lead  
i.e.

1. Stroke Rehabilitation Services – Cathy Russell
2. Respite Care – Andrew Halden
3. Disability Discrimination Act – Derek Munro
4. Dementia Support Services – Sara Green
5. Acute Services – Chris Welch

The main outputs of the engagement work will be to make recommendations to service providers and commissioners via LINK for service improvements which reflect the views of the public.

Below please see progress reports from each of the leads;

### **Workstream 1                      STROKE REABILITATION SERVICES – Cathy Russell**

Initial meeting with Jackie Owen and Sue Baknak to discuss work brief on 27 October 2010.

Two areas of work to be undertaken:

Commissioning of stroke services at Stafford Hospital

This piece of work, which involves obtaining views on the response from South Staffordshire PCT to LINK's letter re: commissioning of stroke service at Stafford Hospital, has been put on hold until the clinical review of services at Mid Staffordshire Foundation Trust has been completed.

#### Ongoing rehabilitation services across Staffordshire

Used the report on Stroke Services prepared by Lesley Pattinson on behalf of LINK to identify appropriate reports and literature around Stroke Services.

Carried out background research on Stroke Rehabilitation Services in general.

Prepared a survey, with questions based on the Department of Health National Guidelines and NICE Quality Standards to use with Stroke patients and their carers to gather information on their experiences.

The following people have been contacted by email/letter with a request to discuss availability of Stroke rehabilitation services in Staffordshire and the different care pathways, and also for feedback on the draft questionnaire:

#### South Staffordshire PCT

Tracey Hatch, Stroke Lead for South Staffs PCT

Paula Wells, Shropshire and Staffordshire Heart and Stroke Network

Natasha Burns, Shropshire and Staffordshire Heart and Stroke Network

Liz Brown, Community Manager for Stroke Teams in Cannock and Stafford

Amanda Salt, Patient Experience Lead – Provider Services

Rita Tranter, Community Specialist Stroke Nurse

Katie Southam, Administrator Stroke Team

Vanessa Day and Adele Edmondson (Day Patient Experience – Commissioning) consulted at a meeting with Jackie Owen on 23 November 2010.

No responses have been received to date.

Cyril Burton (Member of PPI) – had a telephone conversation with Cyril who although he did not have much to comment on rehabilitation services, offered advice on the correct procedure for approaching staff at Burton Hospital and suggested that we should also be looking at greater publicity and awareness raising for both TIAs and FAST.

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## North Staffordshire PCT

Finding contacts in North Staffordshire is proving very difficult. I have tried to contact Jane Tipping, who I understand is the Lead for Stroke Services in both Stoke and North Staffs PCT, but have had no response to date.

I have now written to the Chief Executive of NHS North Staffs to ask for an appropriate contact.

Appropriate groups, such as Stroke Association clubs, have been identified and will be approached for their assistance in identifying individuals who have suffered from a Stroke (or their carers) who would be willing to talk to the LINK. Visits to these organisations will be arranged for the New Year.

## **Workstream 2                    RESPITE CARE – Lead Andrew Halden**

### November 2010 Update Report

- Have met with the LINK team to establish what work has been carried out to date in the area of Respite Care and the sort of work that is needed for this piece of research and consultation.
- Article has appeared in the South Staffordshire Carers newsletter highlighting the work being undertaken and asking people to make contact with the Community Council (only one to date has responded)
- Meetings held with South Staffordshire Carers with regard to undertaking a comprehensive survey of carers to capture their views and issues.
- Survey form being developed in conjunction with the South Staffordshire Carers and ready for use and wide distribution in December 2010/January 2011
- Established contact with 18 organisations across north and south Staffordshire via e-mail and/or telephone.
- Had detailed discussions with 6 organisations and have arrangements to undertake formal interviews with them over the next 5 weeks.
- Making arrangements with a further 12 organisations to meet and discuss their involvement and/or accessing their local groups or use of newsletters.
- Have obtained details of local groups meetings and was due to attend some in late November early December but many were postponed due to the weather. Revisiting in late December or early January.

Summary ( to date )

Working to establish good contacts with organisations and groups who can deliver access to beneficiaries for the survey.

Working up a meaningful survey through the South Staffs Carers Association

One of the main issues coming out of the early discussions indicates that the financial support available from the County Council for Respite Care does not cover the actual cost. This is causing considerable distress to Carers and this is backed up by the one response received the article in South Staffs Carers newsletter

### **Work Stream 3                      DISABILITY DISCRIMINATION ACT – Derek Munro**

Meetings:

Friday 1<sup>st</sup> October 2010 staff meeting discussing LINK work – 2 hrs

Thursday 28<sup>th</sup> October 2010, mtg Jackie and Sue discussing the role – 1hr

Friday 29<sup>th</sup> October 2010, Staff meeting 2 hrs

Thursday 4<sup>th</sup> November 2010, LINK enter and view training – 6hrs

Tasks:

Monday 1<sup>st</sup> November 2010 – ring around dental surgeries re access under DDA -2hrs

Tuesday 16<sup>th</sup> November 2010, Bentilee Ctre – LINK consultation event – 3hrs

Tuesday 16<sup>th</sup> November 2010. Visit VAST Stoke disability solutions – 2hrs

Monday 22<sup>nd</sup> November 2010, spoke to Mo Washington – dis solutions and e-mailed Deaflinks (no answer to telephone) re appointments to visit

Wednesday 1<sup>st</sup> December 2010, scanned provided contacts

Future Mtgs:

Monday 6<sup>th</sup> December 2010 – 10am Disability Solutions, Hanley

Monday 6<sup>th</sup> December 2010 – 1pm Deaflinks, Stoke

So far there appear to be no major problems re Access around DDA, although some dental surgeries still have upstairs surgeries with restricted access. A report will be compiled soon regarding this. A report pre Christmas around DDA and deaf issues is expected.

#### **Workstream 4                      DEMENTIA SUPPORT SERVICES – Sara Green**

##### **Brief**

- \* Look at what information is given or is available to both patients and carers at the transition phases. Including GP services - mystery shopping involved
- \* Look at the PCTs and national/local standards and find out what should be available
- \* Make contact with groups of carers, patients, Alzheimer's society etc to find out their experiences at the transition phases and what information and services they found to be good, what wasn't and what they would like to see. Possible survey form as well as gathering experiences.
- \* Contact GPs in Gnosall that has good practice and find out what info they give out, how they have been able to reduce the diagnosis time and whether they speak to the patients about how useful they find their services to be
- \* Is there a north/south divide between services and the information given out?
- \* Look at the social care side, what information do the social workers provide etc

##### **Time Frame:**

This is to be decided as and when – dependent on how the project progresses.

##### **How Approaching Task:**

I started this task by researching on the internet and working my way through certain documents such as The National Dementia Strategy, the NICE standards, Uncharted Waters: Research into services for people with dementia and their carers, South Staffordshire Dementia Service Improvement Board: Dementia Strategy August 2008. By looking at these I can start to get a feel for what standards and information should be in place. I have however, not been able to see a document as to the strategy for North Staffordshire NHS.

After reading these documents and highlighting certain areas of focus I then set about arranging meetings with certain people and groups – this is still ongoing, some I have met, some upcoming and some I am waiting to hear back from. I am hoping to meet with people from the PCTs, the Joint Commissioning Unit, the Carers Association, Approach, MASE, Gnosall Health Centre, Alzheimers Society, the Beth Johnson Foundation etc

Who I have met and the outcomes and findings to date:

I met Elaine Walker, Dementia Advisor from Gnosall Health Centre. She explained what the procedure was in Gnosall and how they have been able to reduce the diagnosis time by having their monthly dementia clinic with Professor Jolly. The professor visits on a monthly basis and Elaine works two days a week. She explained to me what happens from the point of referral to her and the support and information that is then given to both the person with dementia and the carer. We talked through the transition points and the feeling that I got from our meeting was that the service provided was very hands on and personal – there seems to be genuine care for each patient and Elaine is always on the end of the phone to give out any information required.

I met with Sally Young, the Long Term Conditions Lead from South Staffordshire PCT. Sally was able to provide me with many names of people that she believes will be very helpful to me whilst working on this project. Sally used to work at the Joint Commissioning Unit so was able to give me some brief information about North Staffordshire NHS also. Sally explained to me about the changes that are due to take place in line with the National Dementia Strategy in South Staffordshire, Dr Ian Greaves has worked very closely with them on this. The changes are:  
Memory Clinics – there will be memory clinics based at GP surgeries. Mac Neuroscience will take responsibility for these clinics (I am trying to find a contact for these). By March 2011 it is hoped that there will be 12 of these memory clinics.  
Dementia Advisors – there will be 6 part time dementia advisors, one in each PBC area. The dementia advisors will be key and they will work on a personal level with the person with dementia and their carer, establishing a care plan and throughout all points of transition. The Alzheimers Society will provide the dementia advisors  
Training for carers – Approach have been commissioned to provide training to the carers over 4 weeks.

Jo Hartill – Jo is a trainee nurse from Stafford, her grandmother has dementia and is now in a care home. She told me about the experience that she had with her grandmother throughout her diagnosis and what information (or lack of) was provided. Jo's experience left her feeling that she didn't know what to do or where to go after her grandmothers diagnosis – she described it as very lonely with no idea of where to turn.

#### Issues

I was slightly concerned as to how I should proceed with my project following my meeting with South Staffordshire PCT as they already are making changes. Following a meeting with Jackie Owen I am proceeding with the project as before but I am looking to find out whether people believe that the new system will work. Also there are differences between the South and the North of the county which I am looking into.

#### Future plans

I have meetings with and I am also in the process of arranging meetings with:

Approach, Alzheimers Society, Carers Association, Mac Neuroscience, the Liason team from the University Hospital of North Staffordshire, the Beth Johnson Foundation, Shaun Brennan – Queens Hospital, Jenny Watson – Joint Commissioning Unit, Daphne Sharpe – I am attending the MASE Christmas party and will be meeting patients, carers and those that work in the field of dementia, Alzheimer cafes, Approach cafes, St Georges CPN, Age UK and Shropshire and Staffordshire Foundation Trust amongst others.

I will also be “mystery” visiting GP surgeries around the county to see what information they provide.

**Workstream 5            ACUTE SERVICES, STAFFORD HOSPITAL    Chris Welch**

**Report presented to Link Co ordination Group 10<sup>th</sup> December 2010  
Together with copies of;  
Stroke Rehabilitation Services Survey  
Stafford Hospital Improvement Programme**

**Chris Welch  
Chief Executive  
Community Council of Staffordshire**