

Staffordshire LINK Contract Monitoring Report

January Edition 2012

STAFFORDSHIRE



LOCAL
INVOLVEMENT
NETWORK

Contents Page

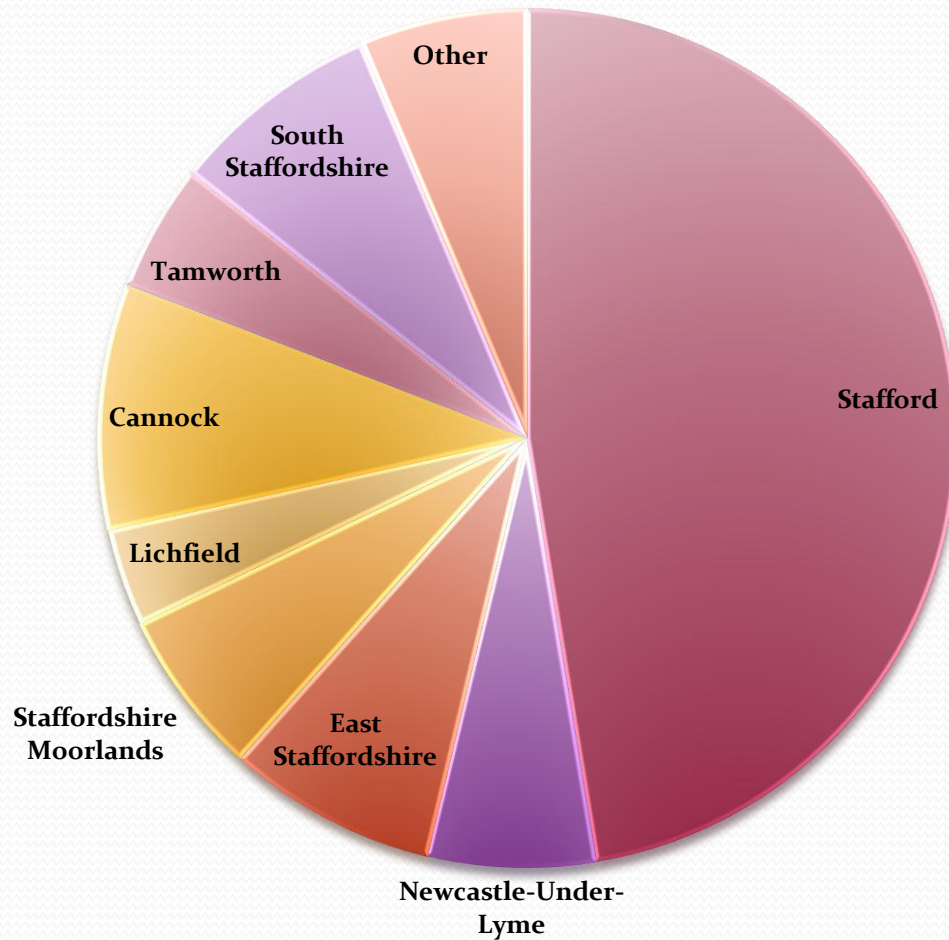
- **Finance**
Year Spend Page 3
- **Participation**
Participants Page 4
Organisations Page 5
Categories Page 6
- **Representation**
Group Members and Participants Page 7
Enter and View Previous Visits Page 8
Enter and View Scheduled Visits Page 9
Enter and View Outcome Guidelines Page 10
Enter and View Outcomes Page 11
Enter and View Authorised Representatives Page 12
Engagement and Outreach – Support Team and Co-ordinating Group Page 13
PR and Publications Page 14
Engagement and Outreach – Development Workers Page 15
- **Training**
Training carried out by LINK Participants and staff Page 16
- **Communication**
Types of communication Page 17
Website Statistics Page 18

Finance

- **Year spend to date: £ 181,406**

Participation

Participants by District to date: January 2012

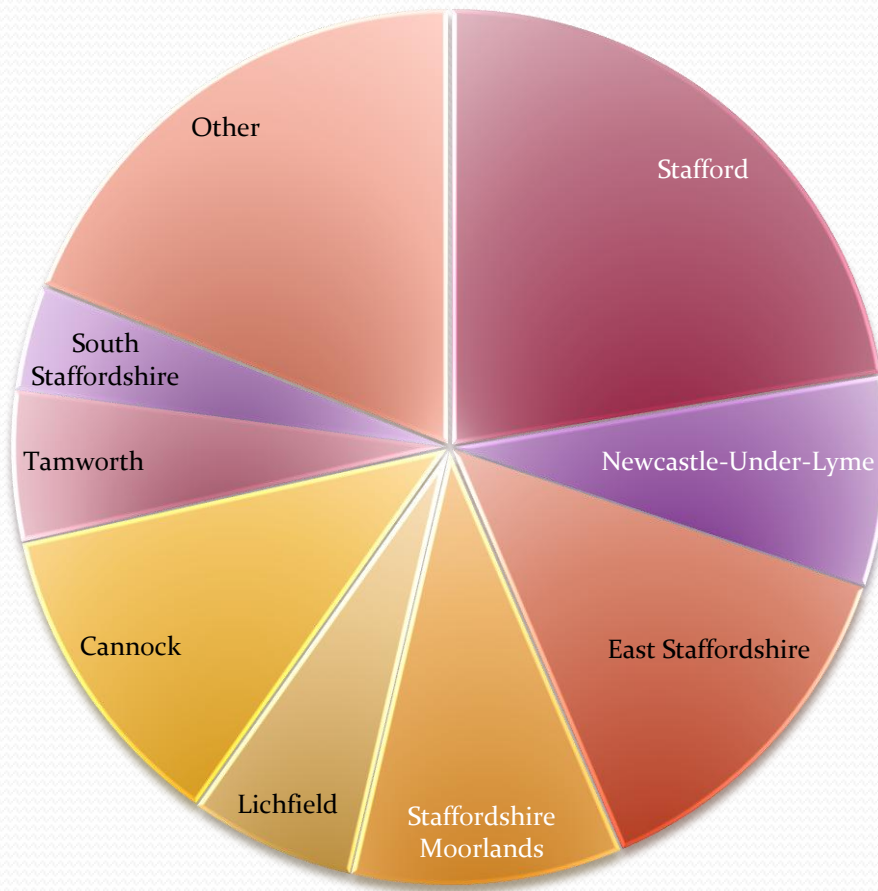


Individual total: 2182

Organisations

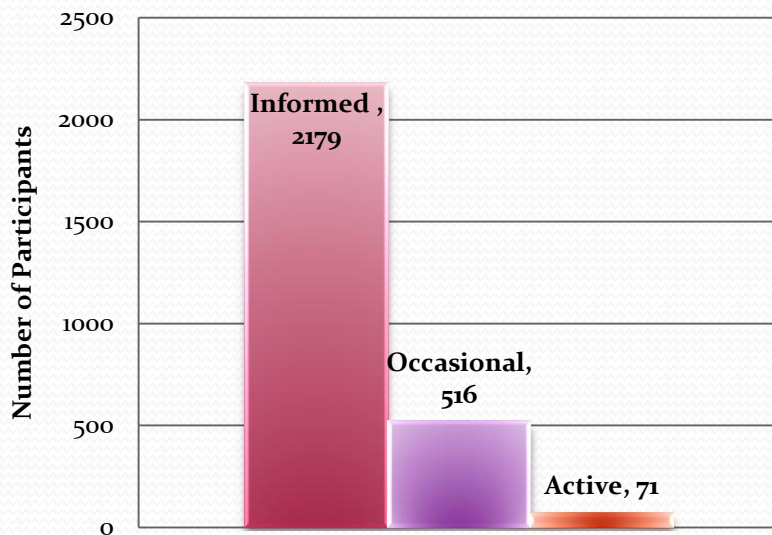
Organisations by District to date: January 2012

Organisation Total: 270

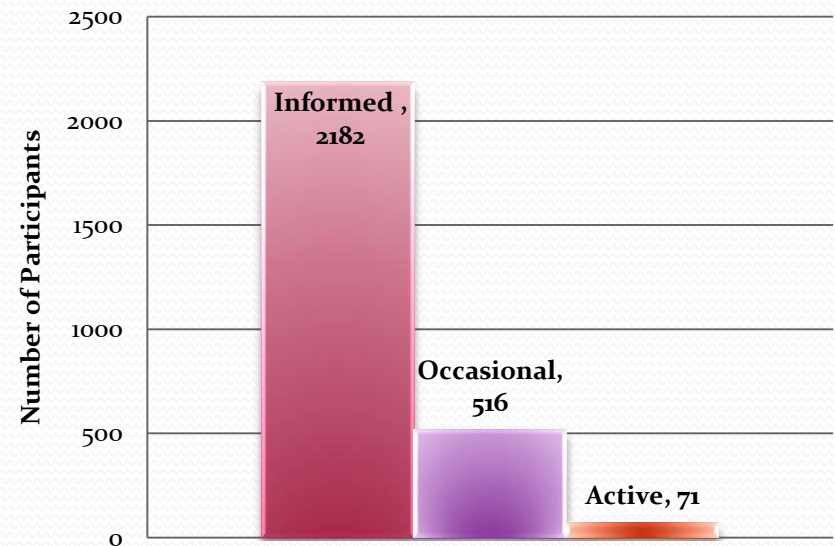


Participant Categories

Participant Categories April - December 2011



Participant Categories to date: January 2012



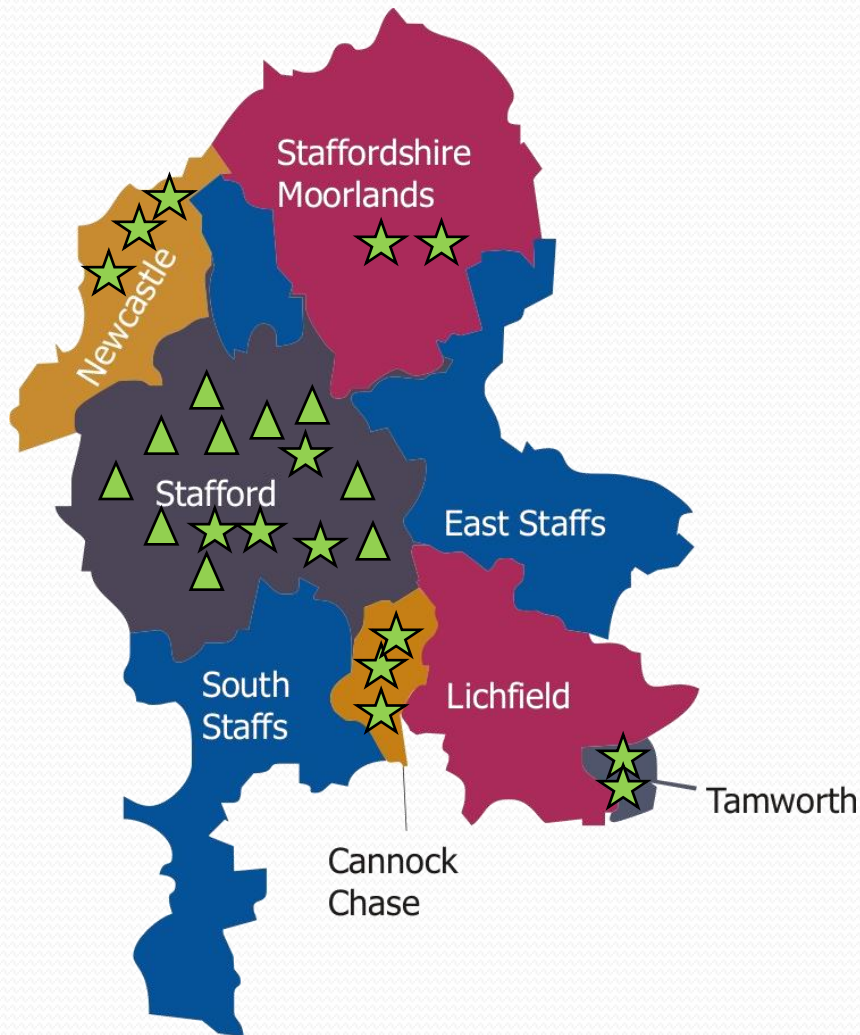
Increases from April -Dec 2011 to date January 2012- **Informed = 0.1%** **Occasional = 0%** **Active = 0%**

Informed Participants: are groups and individuals who register their interest in the LINK and receive information, whether general updates and/or thematic interest.

Occasional Participants: are informed participants who also respond to a particular LINK issue, or attend a workshop or meeting on a specific topic, occasionally once or twice throughout the year.

Active Participants: are groups or individuals who have a high level of participation, for example someone who takes part in an activity at least once a month, including workshops, meetings, training and representing the LINK externally.

Representation in January 2012



Group Members and LINK Participants Representation

Key:

▲ CG Members

★ LINK Participants

★ ▲ NEW ENGAGEMENTS

**Increase in representation to date:
January 2012:**

CG: 10
Participants: 13

Total Representation to date:

CG: 61
Participants: 51

Enter and View:

Service	District	Service Type	Date of Visit	Date of Report	Recommendations Made	Follow up Activity	Status	Complete
Burton Hospital – Ward 8 & 20	ES	H	28.03.2011	06.04.2011	5 Recommendations made.			
Stafford Hospital – Ward 10	S	H	05.05.2011	02.06.2011	6 Recommendations made.	Revisit on: 23.01.2012		✓ Recommendations implemented
WMAS – Halo	SS	H	18.07.2011	18.08.2011	None to be made.	None Required		✓
Cannock Hospital - Littleton Ward	C	H	26.08.2011	09.09.2011	6 Recommendations made.			
UHNS - A&E and FEAU	N	H	5.09.2011					
UHNS - Ward 121	N	H	05.09.2011					
UHNS – Ward 19	N	H	06.09.2011	22.11.2011	7 Recommendations made.			
Stafford Hospital – A&E	S	H	19.09.2011					
Roller Mill Day Service	SS	DS	06.10.2011	28.10.2011	None to be made.	None required		✓
Hilcote Hall	S	NH	25.10.2011	07.12.2011	6 Recommendations made.			
George Bryan Centre	T	H	27.10.2011	07.12.2011	2 Recommendations made..			
Oaken Terrace	SS	CH	24.11.2011	12.12.2011	4 Recommendations made.			
Cheadle Hospital	SM	H	03.11.2011	07.12.2011	2 Recommendations made..			
Bradwell Hall	N	NH	14.11.2011	21.11.2011	4 Recommendations made..			
Highfield Court	ES	LD	14.11.2011	13.12.2011	4 Recommendations made..			
Beatrice Court	L	NH	16.11.2011	12.12.2011	2 Recommendations made..			

Enter and View Visits Scheduled for January – March 2011

Service	Service Type	Date of Visit	Date of Report	Recommendations Made	Follow up Activity	Status	Complete
Great Wyrley Day Centre	DC	17.01.2012	Being Produced				
Stafford General Hospital Ward 10	H	23.01.2012	Being Produced				
Wetley Manor	CH	25.01.2012	Being Produced				
Ash Hall	N&RH	31.01.2012	Being Produced				
Stafford General Hospital – Ward 19 – T&O	H	15.02.2012					
Marquis Court	NH	16.02.2012					
Uttoxeter Day Service	DS	16.02.2012					
Beech Lodge	NH	22.02.2012					
Southwinds	RH	23.02.2012					
The Willows	CH	23.02.2012					
Harplands Hospital	H	27.02.2012					
Leek Moorlands Hospital	H	06.03.2012					
Hornegarth	N&RH	07.03.2012					
Maple Lodge	RH	14.03.2012					
Stretton Edge	RH	19.03.2012					
Woodlands	RH	22.03.2012					

Enter and View Outcome Guidelines

- **Outcome 1:** Respecting and involving people who use services
- **Outcome 2:** Consent to care and treatment
- **Outcome 3:** Fees
- **Outcome 4:** Care and Welfare of people that use services
- **Outcome 5:** Meeting nutritional needs
- **Outcome 6:** Cooperating with other providers
- **Outcome 7:** Safeguarding people who use services from abuse
- **Outcome 8:** Cleanliness and Infection control
- **Outcome 9:** Management of medicines
- **Outcome 10:** Safety and suitability of premises
- **Outcome 11:** Safety, availability and suitability of equipment
- **Outcome 12:** Requirements relating to workers
- **Outcome 13:** Staffing
- **Outcome 14:** Supporting workers
- **Outcome 15:** Statement of purpose
- **Outcome 16:** Assessing and monitoring the quality of service provision
- **Outcome 17:** Complaints

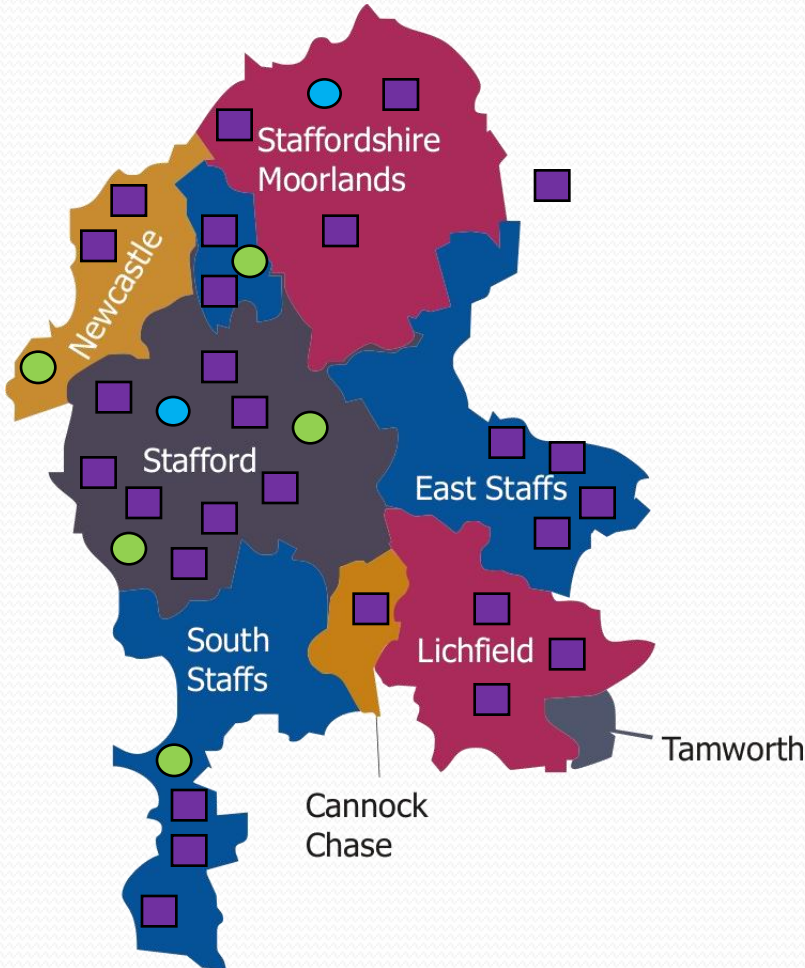
These outcomes have been taken from the Care Quality Commission (CQC) “Essential standards of Quality and Care” Guide.

Enter and View Outcomes

Revisit to Stafford Hospital – Ward 10

- Recommendations implemented:
 - Re-decorated Day Room, added new furniture and installed Television and Radio – Outcome 10
 - A new Breakfast Club has been introduced once a week to promote social interaction – Outcome 1, 4 & 16
 - Ward has been split into specific areas for patients with dementia and stroke, with staff allocated to those areas - Outcome 4, 13 & 16

Enter and View Authorised Representatives



Key:

- Authorised Visitor
- Trainee
- ■ NEW TRAINEE/AR

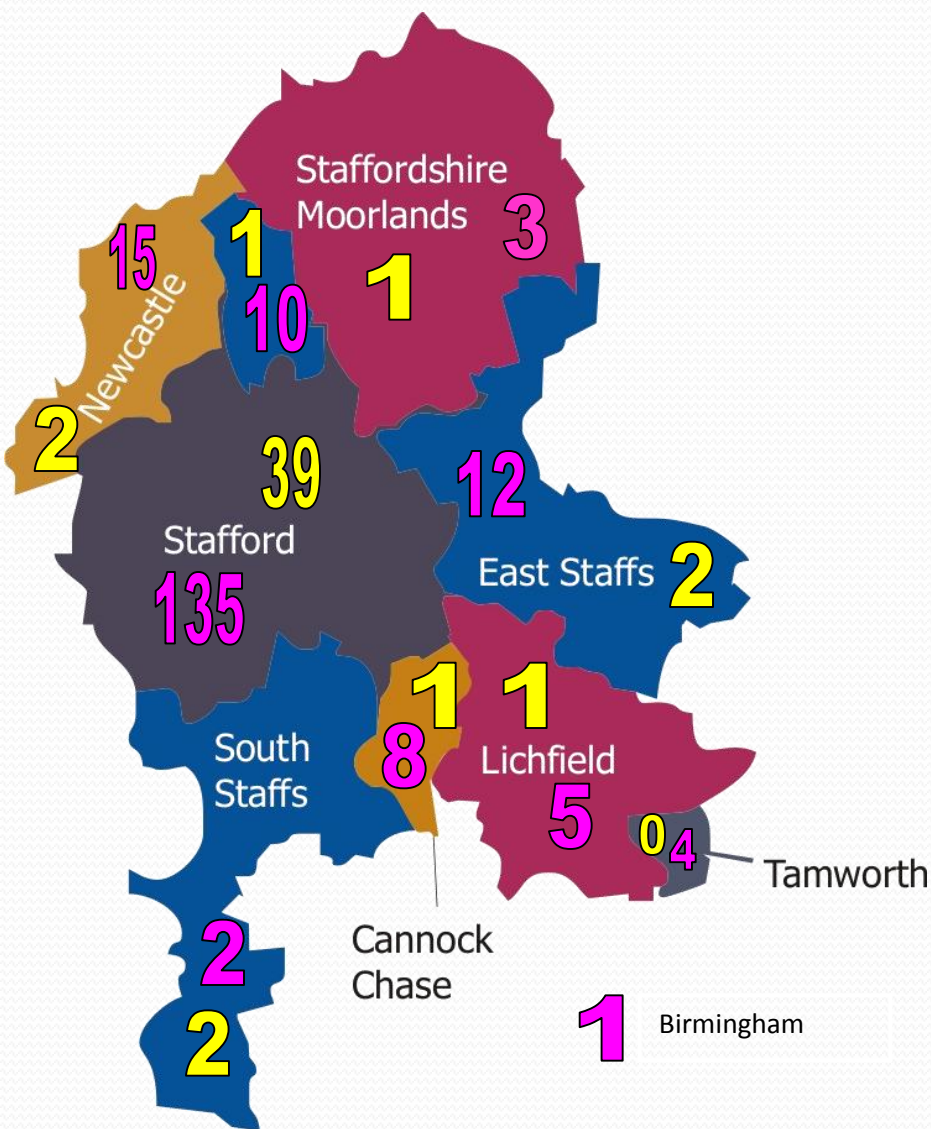
Total Representatives January 2011:

Authorised Representatives: 26

Increase: 24⁰%

Trainee Representatives: 7

Engagement and Outreach to date: January 2012



Key:

Support Team

Co-ordinating Group

New Engagements from December – January 2012

Support Team: 41

Co-ordinating Group: 10

Activity:

- Preparation for local HealthWatch consultation
- Enter and View Training and Assessment carried out
- Health and Wellbeing Board and OSC
- Third Sector Network

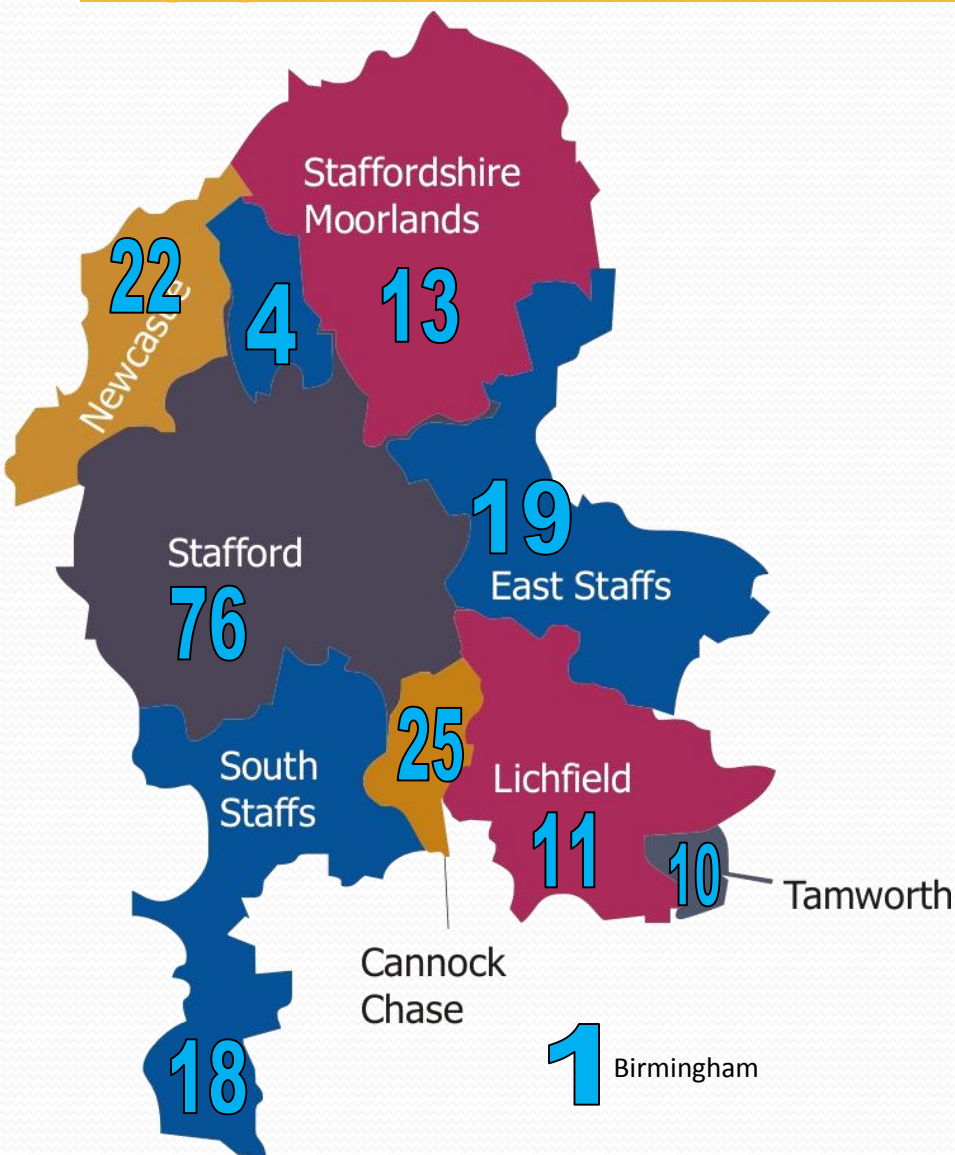
PR and Publications

During January 2012, Staffordshire LINk have published two press releases, and have had coverage throughout local media, including live appearances on Radio Stoke.

Topics have included:

- Staffordshire LINk general information
- Stafford Hospital A&E Closure
- Staffordshire LINk A&E Feedback phone line
- Domiciliary Care

Engagement and Outreach to date: January 2012



Key:

Development Workers

New Engagements from December – January 2012:

49

Number of people engaged with to date: January 2012

3095 (an increase of 16%)

2666 (as per December 2011)

Engagement:

- Preparation of HealthWatch consultations
- Joint working with Derbyshire LINK
- Burton and Uttoxeter Youth Forum – feedback given on how they would like their voice to be heard
- Presentations to PPGs, carers groups, Watchdog forums and SCC commissioning leads.

Training for LINk participants and staff

Key:

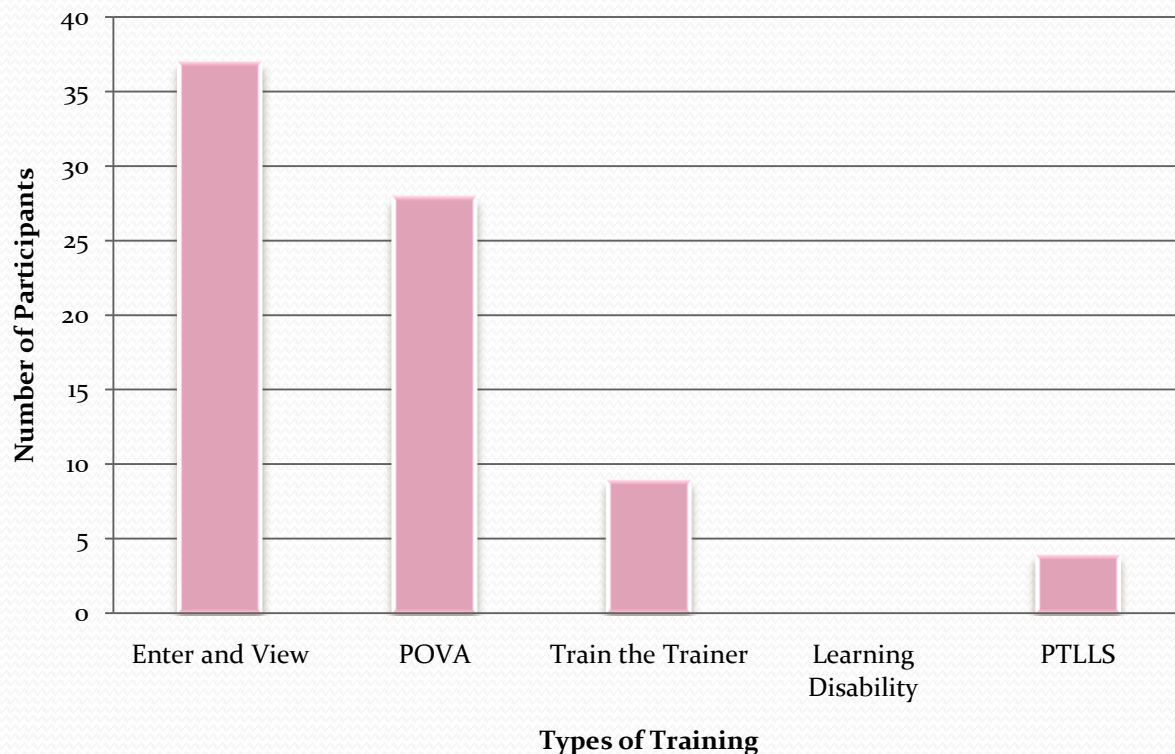
POVA: Protection of Vulnerable Adults – Safeguarding training for Enter and View Representatives

Train the Trainer: Training for Trainers who wish to administer Enter and View Training – To allow the LINk to train their own trainers to save on costs for Enter and View

PTLLS: Preparing to teach in the lifelong learning sector

Scheduled Training for 2012:

- **POVA training scheduled for early 2012**



Enter and View Increase: April – Dec 2011 to date 2012: **23%**

Communication to date: April – January 2012

January monthly increase:

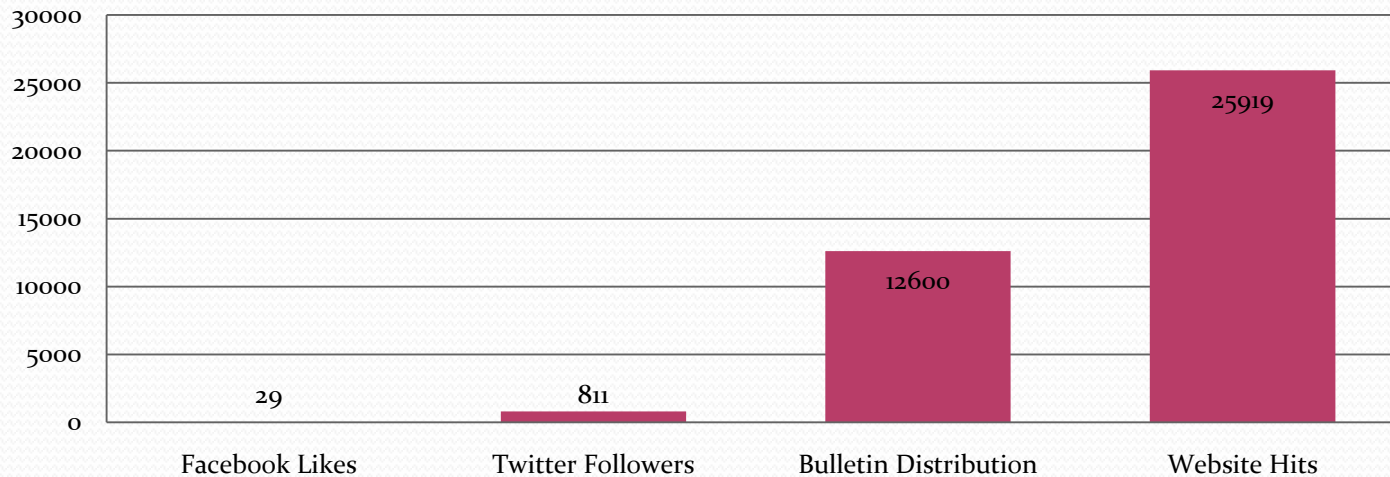
Facebook increase: 7%

Twitter increase: 2.5%

Bulletin increase: 0%

Website hits decrease: -14%

Types of communication: January 2012



Website Statistics to date: January 2012

January monthly decreases:

Unique Visitors: **-26%**

Number of Visits: **-21%**

Pages: **-19%**

Website Statistics to date

