



## News

### 1. What's going on in the LINK?

#### i) Medway LINK Annual Meeting: a date for your diary

The LINK's Annual Meeting has been re-scheduled from the 14 May 2009 to **Wednesday, 3 June 2009 from 10.30am - 3.30pm** at the Corn Exchange, Rochester, ME1 1LS. All are welcome. It will be an opportunity to discuss health and social care issues that are topical, to receive the LINK's first Annual Report and for you to contribute ideas for the LINK programme of activities for 2009 / 2010.

If you wish to attend, it would be helpful for catering purposes if you would let Kirsty know by email at [info@kmn-ltd.co.uk](mailto:info@kmn-ltd.co.uk) or by telephone on 01303 297050.

#### ii) Annual Health Check

The Medway LINK has submitted its first commentary on health care standards in the area. This is to be incorporated in the self declarations of NHS organisations throughout Kent and Medway to the Care Quality Commission. Approximately 130 individuals and organisations contributed to the LINK's commentary, which has now been published on the LINK's website at:

<http://www.themedwaylink.org.uk/index.php?q=22>

If you are a LINK participant without access to the internet and wish to see the LINK's report and individual comments, contact Kirsty on 01303 297050.

#### iii) LINK participants getting involved

Just over a week ago a number of LINK participants attended an event aimed at recruiting to the following roles within the LINK:

- LINK 'authorised' visitors
- Mystery shoppers
- Moderating panel members – the LINK's prioritising group
- Coordinating Team members – the governance group of the LINK

A full list of appointments made will be issued shortly.

Another recruitment event is to be held on the evening of Thursday, 14 May 2009 between 5.30pm – 7.30pm, preceded by a light supper. If you are a LINK participant and interested in getting a bit more involved in LINK activities and are free on the 14 May, then please contact Kirsty by email at [info@kmn-ltd.co.uk](mailto:info@kmn-ltd.co.uk) or by telephone on 01303 297050 to book a place.

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## 2. Architectural competition – Canterbury Street Walk-in Centre

The LINK has been invited to be part of the panel to help choose the successful design for the new Canterbury Street Walk-in Centre. The panel will be made up of Service Users, Technical Team and Patient Representatives.

If you are a LINK participant and wish to take part, please contact Kirsty by email at [info@kmn-ltd.co.uk](mailto:info@kmn-ltd.co.uk) or by telephone on 01303 297050. You will have to commit to attending two full day sessions on Monday 15 June and Monday, 13 July 2009.

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## 3. NHS Medway working in partnership with Medway Council

NHS Medway, the new name for Medway Primary Care Trust, gave more than £900,000 in grants to Medway Council for 2008 / 2009. These grants were aimed at helping to make significant improvements for disabled and elderly people. The two organisations have also worked side-by-side to raise residents' understanding of healthy lifestyles and promote exercise.

For further information contact:

Emma Burns            telephone: 01634 382705    email: [emma.burns@nhs.net](mailto:emma.burns@nhs.net)  
Caroline Chick        telephone: 01634 382707    email: [caroline.chick@medwaypct.nhs.uk](mailto:caroline.chick@medwaypct.nhs.uk)

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## 4. NHS Medway Stop Smoking Service Website

NHS Medway's Stop Smoking Service has launched a virtual stop smoking services website. The site [www.smokefreemedway.org.uk](http://www.smokefreemedway.org.uk) is the first of its kind in England and offers smokers the chance to chat online with experts and other smokers about their addiction, offering advice, tips on how to quit and support. Alongside the launch of the website, the Medway Stop Smoking Service will be introducing its competition for a young person in Medway to design a concept and content of the young people's section on the site. The winner will be offered the opportunity to work with the web design company to implement their ideas. Note: the website does not go live until Friday, 8 May 2009

For further information or help and advice to give up smoking, telephone the Stop Smoking Service on 0800 234 6805

For further information contact:

Emma Burns            telephone: 01634 382705    email: [emma.burns@nhs.net](mailto:emma.burns@nhs.net)  
Caroline Chick        telephone: 01634 382707    email: [caroline.chick@medwaypct.nhs.uk](mailto:caroline.chick@medwaypct.nhs.uk)

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## 5. Become a member of the new Foundation Trust formed out of the Kent and Medway NHS and Social Care Partnership Trust

By becoming a Foundation Trust, the Trust will have greater freedom to develop its services



in line with the specific needs of local communities. This is where the local community can help and patients, service users and local people can all play a direct and meaningful role to influence the future of their local NHS services.

Foundation Trusts represent the move away from centralised control of health care provision and places this firmly in the hands of local communities.

To become a member or for further Information contact Adrian Lowther, Head of Communication and Marketing, Kent and Medway NHS and Social Care Partnership Trust, 35 Kings Hill Avenue, West Malling, Kent, ME19 4AX, telephone 0800 376 9229 / 01732 520488, email [adrian.lowther@kmpt.nhs.uk](mailto:adrian.lowther@kmpt.nhs.uk) or visit the website: [www.kmpt.nhs.uk](http://www.kmpt.nhs.uk)

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## 6. News from the Kent Parent Participation Network - uniting families with disabled children

There are 770,000 disabled children under the age of 16 in England and Wales who should have the best possible start in life. There is now a programme that is designed to transform services for disabled children and their families which include reforming short breaks to benefit equally parents and children. This has been further backed up by £430m to develop services improving child care, where £35m has been earmarked for improving access to child care and £19m overhauling transition services.

For more information contact Alan Milner, The Parents Consortium, Allsworth Court, 40 St David's Road, Hextable, BR8 7RJ, telephone 01322 668501, email [admin@parentsconsortium.co.uk](mailto:admin@parentsconsortium.co.uk) or visit the website: [www.parentsconsortium.co.uk](http://www.parentsconsortium.co.uk)

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## 7. Mental health equalities and inequalities

The World Health Organisation has published a major report which sets out the contribution that mental health and mental illness make to a wide range of health and social outcomes. It shows how a greater focus on mental health as a *determinant* can help to explain outcomes for individuals and for communities, which cannot be wholly accounted for by material and other factors.

For further information contact the World Health Organisation, Scherfigsvej 8 DK-2100 Copenhagen, Denmark, telephone 4539 171717, email [postmaster@euro.who.int](mailto:postmaster@euro.who.int) or visit the website: <http://www.euro.who.int/document/e92227.pdf>



## 8. Carers FIRST launches new Kent Carers Emergency Card

Thousands of people depend on family and friends to help them through the day. If one of them became unwell or was injured and unable to get to them, it could have serious consequences. This new scheme will provide family carers with peace of mind while they are away from the person they care for. The size of a credit card, it can be carried in a wallet or purse and will have a unique reference number and emergency phone number on it, but no personal details. In an emergency, anyone can telephone the number on the card and quote the reference number to find out quickly what care that person was giving and act on an arranged emergency plan. As there are no personal details listed on the card, it clearly states the holder is a carer and the number to call.

The service is free and is available 24 hours a day, 7 days a week. If you would like to receive more information and an application form to join the Kent Carers' Emergency Card Scheme, please contact Carers FIRST, 1902 High Street, Tonbridge, TN9 1BE, telephone 01732 357555, email [gillian.douglass@carersfirst.org.uk](mailto:gillian.douglass@carersfirst.org.uk) or via the website: [www.kentcarersemergencycard.org.uk](http://www.kentcarersemergencycard.org.uk)

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## 9. E-shopping for support

People who use social care support services and products can now log on to [www.shop4support.com](http://www.shop4support.com) and choose exactly what they want in this virtual marketplace. Billed as an eBay for social care, the website claims to make it an easier and more effective way for service users to spend their individual budgets. Service users can access the site 24 hours a day, 7 days a week, and see what providers – ranging from individual personal assistants to large organisations – are offering them. They can also manage their budget and billing online.

The site is operated as a social enterprise by Valueworks, which specialises in e-commerce businesses. Jeff Dandridge, Chief Executive of Valueworks, says such a website is an excellent way of showing personalisation in action. The idea for the site came from the 'In Control' pilots that enabled people with learning disabilities to have a greater involvement in self-directed care. There was a massive gap in the market and 'In Control' recognised that if you gave people individual budgets there was nowhere for them to spend them. Since the site opened in July 2008, it has worked with 80 local authorities across England and it has 30 service providers. For more information log on to the website: [www.shop4support.com](http://www.shop4support.com)

(The LINK gives no special endorsement to this service, but merely draws attention to the emerging new ways in which the personalisation and self directed support agenda is being delivered. We will give prominence to other innovations as and when they occur.)



## Events

### 1. Coordinating Team Meeting

The next meeting of the Medway Coordinating Team will be held from 10.30am – 12.30pm on Wednesday, 6 May 2009 in the Mayor's Parlour, The Brook Theatre, Old Town Hall, Chatham, Kent, ME4 4SE.

For agendas and supporting papers contact Kirsty by email at [info@kmn-ltd.co.uk](mailto:info@kmn-ltd.co.uk) or telephone 01634 821135.

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### 2. If you got nine of the most high profile figures from social care together in a room, what would you ask them?

There is to be a Question Time session at the *Community Care Live 09 Exhibition* on 13 May 2009. This is an opportunity to put the experts on the spot – to ask the difficult questions, give your views on the future of social care.

Eight high profile social care panellists will be waiting to take your questions. The session, chaired by the BBC's distinguished broadcaster and journalist Jeremy Vine, allows you to ask the burning questions and participate in the big debate.

Simply record yourself asking your question and upload it as a video response to the Community Care film at <http://is.gd/oypd>. They will then show their favourite video questions at Question Time on the day and make sure the experts answer them.

Alternatively you can email your questions to Penny Macoustra at [penny.macoustra@rbi.co.uk](mailto:penny.macoustra@rbi.co.uk) or telephone 0870 800 5090. Further information is available at: <http://www.communitycarelive08.co.uk/question-time>

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## Consultations

### 1. NHS Medway's Draft Single Equality Scheme

NHS Medway invites comments on their 'Single Equality Scheme'. This draft scheme is the blueprint for NHS Medway's Equality and Diversity programme. Both the scheme and associated questions can be located on NHS Medway's website at: [http://www.medwaypct.nhs.uk/About\\_us/Equality\\_and\\_Diversity/html](http://www.medwaypct.nhs.uk/About_us/Equality_and_Diversity/html)

As an alternative to the written process a visit can be arranged to your group. To arrange a visit to discuss the scheme please contact NHS Medway, Unit 5, Ambley Green, Bailey Drive, Gillingham Business Park, Gillingham, ME8 0NJ, email [diversity@medwaypct.nhs.uk](mailto:diversity@medwaypct.nhs.uk)



or telephone 01634 382225.

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## 2. Personality Disorder consultation launched

A consultation on services for people with complex or severe personality disorders is being launched by Strategic Health Authorities in the South East of England.

The consultation seeks feedback from people on the best way to provide care for people with personality disorders and how current services can be improved.

The consultation runs from April to July 2009 and everyone is invited to share their views either in writing to Personality Disorders, Freepost RRJX JYUC UYAC, NHS West Kent, Medway Wharf Road, Tonbridge, TN9 1RE, by attending informal discussion sessions that are taking place across the South of England or online at: [www.westkentpct.nhs.uk](http://www.westkentpct.nhs.uk)

The NHS will use the information from the consultation to influence future service provision.

For further information contact Shola Oke by telephone on 01732 375200 ext 540, by email [shola.oke@wkpct.nhs.uk](mailto:shola.oke@wkpct.nhs.uk) or visit the website: [www.westkentpct.nhs.uk](http://www.westkentpct.nhs.uk)

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## 3. Advocacy Service asks for views

The Independent Complaints Advocacy Service (ICAS), which is a service for those wanting support when pursuing a complaint involving the NHS, wants your views on how they are performing. This can be done using their on-line survey at: <http://www.snapsurveys.com/icasstakeholder/>

For further information contact Phillippa Thompson, ICAS Project Director, ICAS SE Regional Office, 18 Wellington Square, Hastings, TN34 1PB or telephone 01424 43749.

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## Contact Information

**The Medway LINK may be contacted via the Host Organisation as below:**

KMN, Avenue Business Centre, 17 New Road Avenue, Chatham, Kent, ME4 6BA.

Email: [info@kmn-ltd.co.uk](mailto:info@kmn-ltd.co.uk)

Tel: 01634 821135

SMS Text: 07976 596913

Office Hours: Monday – Friday 8.30am - 4.00pm (Answerphone available out of office hours)