

DIARY DATES

January 13 ... Essex Health and Wellbeing Board at Maldon Council Offices, Princes Road, Maldon. 2pm

January 15 ... Colchester Hospital University Foundation Trust Council of Governors, Training Rooms South, Turner Road, Colchester. 11am

January 27 ... North East Essex CCG Board Meeting at Primary Care Centre, Turner Road, Colchester. 2.30pm

January 28 ... North Essex Partnership University Foundation Trust Board Meeting at Stapleford House, Stapleford Close, Chelmsford. 9.30am

February 2 ... Local Health Forum at Primary Care Centre, Turner Road, Colchester. 2pm

February 3 ... Local Health Forum at Sam's Hall, CVST offices, Rosemary Road, Clacton. 2pm

February 4 ... Local Health Forum at Central Church, Main Road, Dovercourt. 2pm

February 12 ... Colchester Hospital University Foundation Trust Board Meeting at Training Rooms South, Turner Road, Colchester. Time check web site.

March 19... Colchester Hospital University Foundation Trust Council of Governors, Training Rooms South, Turner Road, Colchester. 11am

Foundation trusts' finance headaches

NHS foundation trusts need to get better control over contract and agency staffing costs and increase their efficiency savings, says Monitor.

The health regulator's comments come as the foundation trust sector as a whole is projecting a deficit of £271 million at the end of financial year 2014/15.

This comprises a gross deficit of £531 million at 60 trusts (£115 million worse than planned), offset by a £260 million surplus at 87 trusts (£136 million worse than planned).

The increased strain on foundation trusts (which make up two-thirds of all NHS trusts) is shown by the sector's failure to achieve a number of key national waiting times targets on A&E, routine surgery and can-

-cer services between July and September 2014.

Nevertheless, foundation trusts still treated 200,000 more patients than the year before.

David Bennett, Chief Executive of Monitor, said: "This is proving to be a tough year for many foundation trusts. Funding is rising, but not as quickly as costs are increasing.

"These are driven by higher demand for healthcare, reflecting an ageing population and more people suffering complex conditions, and staffing levels.

"Nevertheless, trusts can and need to deliver greater efficiencies while also planning for more significant change over the next two to five years, so that they can continue providing the quality services that patients' value."

Views to help plan care

YOU have until January 4 to tell of your experiences of health and social care to help improve and redesign Essex services for frail older people and people living with a long term health condition.

Your views will be used to help develop better and more joined up community health and social care services to meet people's needs.

You may wish to complete this survey over the telephone, or may require it in an alternative format.

If so, please call Healthwatch Essex on 01376 572829 (between 10 am and 2pm, Mondays-Fridays except public holidays) and they can arrange to do this on our behalf.

Otherwise surf to: <http://essexinsight.org.uk/>

This newsletter is produced for North East Essex Health Forum by the Communications Working Group of the Health Forum Committee who would love to hear your views on it.

Please contact:

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North East Essex Health Forum

Forum Focus

Informing, Engaging and Debating

January 2015

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FREE help to ease trauma at time of deaths

REGISTRARS across Essex are now offering the Tell Us Once service to ease the burden of notifying local and central government that someone has died.

At a death registration appointment you will be offered the option to use the free service.

If you accept, the registrar will notify, on your behalf, the participating government organisations.

You will need to be the next of kin or the person dealing with the deceased's estate to use the service, or have their permission to do so.

Among those notified are:

- Housing benefit office
- Council tax benefit office
- Libraries
- Blue badges
- Adult and children's services
- Council housing
- Department for Work and Pensions
- HM Revenue and Customs
- Identity and passport service
- Driver and Vehicle Licensing Agency



- Ministry of Defence, service personnel and the Veteran's Agency Documents the registrar needs are:
- The deceased's National Insurance number
- The National Insurance Number of the deceased's surviving husband, wife or civil partner
- The next of kin's name, address and telephone number
- information about any benefits and services the deceased may have been receiving,
- The name and address of the person dealing with the deceased's estate
- Driving licence (if held)
- Passport (if held)
- Blue badge (if held)

* Extra details on page 2

Focus helps to keep Health Forum members across Colchester and Tendring informed and in touch with their local health scene



Bounce! into the new year

THIS is an open invitation to take part in a FREE wellbeing day at Colchester Institute.

You will enjoy a day with The Bounce! Programme, part of the Big Lottery Fund Wellbeing in the East portfolio.

Go along on either day. They both run from 10.30am to 3pm at the institute in Sheepen Road, Colchester.

You have the choice of January 16 or January 30.

The day includes...

- Bounce plus workshop – Facilitated by Enable East – Tea/Coffee/Water available
- Two course lunch in The Colne Bistro
- Session on Mindfulness – Facilitated by external trainer Louise Fortunato

More details at: <http://www.colchester.ac.uk/bounce/>

Or book your place by emailing:

tracey.macrae@colchester.ac.uk

uk

Prepare for Dignity Day

THIS year's Dignity Action Day will again be on the February 1, and by popular demand organisers have retained the theme of Dignity-Tea.

The National Dignity Council says many organisations are already building the event into their calendars, using it as both a way of celebrating and showcasing what they do, and providing a special event for residents and service users.

Details at:

www.dignityincare.org.uk/Dignity_in_Care_events/Dignity_Action_Day/

Tell Us Once helps lighten a heavy load

LOSS of a parent is a devastating time in anyone's life. Regardless of whether it's anticipated or unexpected, it is a time of great personal upheaval that presents us with challenges and emotions that we can never truly plan for.

It's also one of those occasions when people – often the sons and daughters of the deceased – must deal directly with central and local government.

Typically this has involved a lot of paperwork and red tape. The idea behind Tell Us Once is simple.

One notification of the death for all the relevant central and local government departments and services.

The benefits to those who use it will be huge.



The bereaved no longer need worry about erroneously receiving their deceased loved one's pensions, only to have to pay back the money at a later stage.

They also save money which would otherwise have been spent on duplicate death certificates and phone calls and letters to the various authorities.

Tell Us Once helps lighten the load at a time when you need the most support.

Potential questions answered

I CANNOT find all the documents I need. Does this mean I cannot use the service?

If you are unable to locate any of the required information in time for your appointment at the register office you will still be able to use the service later online or by telephone.

The registrar will give you a unique reference number, the web address to use or telephone number to call.

How will I know who has been told?

When you leave your appointment you will be given a letter with your reference number and a list of which departments

have been notified on your behalf, together with contact details in case you have any questions.

These departments may also contact you separately to confirm the relevant processing has been completed

More details at: https://www.essex.gov.uk/Births%20Ceremonies%20Deaths/Deaths/Documents/Tell_Us_Once_deaths.pdf



New NICE guidance on smoking

NICE has issued new guidance on smoking cessation in hospitals in the hope it could have a major impact on cutting smoking rates

Clinicians should make better use of opportunities to help people quit smoking when they present to hospitals in England, and have the potential to prevent hundreds of thousands of premature deaths by reaching 1.1 million smokers each year, say researchers.

It is estimated that around 460,000 adult admissions to NHS hospitals in England every year are due to smoking.

CQC at work!

HAVE you ever wondered what goes on during a CQC Inspection?

BBC Radio 4 were given exclusive access to accompany one of our social care inspection teams at a care home.

During the 'day-in-the-life-of' style report you will be able to find out about the new style inspections and how members of the public with experience of health and social care play a vital role in our inspections. If you missed the radio broadcast, visit:

<http://www.cqc.org.uk/content/have-you-ever-wondered-what-goes-during-cqc-inspection>

New governance NHS laws in force

TWO new laws to help improve patient safety, transparency, and leadership in the NHS come into force at the end of November.

The first is the statutory Duty of Candour, which places a legal duty on hospital, community and mental health trusts to inform and apologise to patients if there has been a mistake in their care which has led to significant harm.

The second new law relates to ensuring strong and safe leadership in healthcare organisations.

Under the new regulations, all NHS board members will be required to undergo a Fit and Proper Person's Test before they are appointed.

This will include an assessment of their character and a



robust consideration of whether the person has the right qualifications, skills and experience for the role.

The Care Quality Commission (CQC) will check during their inspections that providers have strong systems in place to carry out these checks before an appointment is made.

The Fit and Proper Person requirement is now in force for NHS healthcare bodies.

The intention is for this requirement to be extended to all other registered providers, such as care homes, in April.

Three new CQC info sites

SINCE the December Forum Focus went to press, the Care Quality Commission (CQC) has published three different sets of information designed to guide patients to the best services.

Its web site now allows you to check the records of GP practices, acute hospital surgeons and mental health trusts.

But the publications have to

be treated to their own health waning.

Pages of the national health publications have been pulsing with allegations of out of date statistics, too high benchmarks so there are few 'failing' organisations or individuals, and claims members of the public will not understand the data.

However surf to www.cqc.org.uk and check for yourselves.

Your FREE chance to find out about NICE

NICE Public Involvement Programme is running an 'Introduction to NICE' for patient and public involvement colleagues on March 3.

If you are interested in attending, please see the details on the web page and then contact NICE by phone 01612 193904, to request a formal invitation.



Join the Health Forum to give your views

VOLUNTEERS interested in shaping their local health services are the lifeblood of the North Essex Health Forum.

People who want to do something meaningful and make change happen.

Members have the chance to get involved at different levels according to what interests they have and what time they can commit.

Sometimes the Clinical Commissioning Group may ask for your views on a specific matter.

At others, the Health Forum Committee, which is elected by Health Forum members, will seek opinions and comments.

You will be sent information and newsletters to keep you in touch with what is happening and your thoughts will be sought on service changes in the early stages of planning.

You can take part in the Patient Participation Group at your local surgery and attend regular public forums in Colchester, Clacton and Harwich if you want.

All members also get the chance to apply to take part in workshop sessions, focus teams and review teams aiming to ensure that patients receive the best possible service.

Who can become a member of the Health Forum?

POTENTIAL members must be one or more of the following within North East Essex:

A registered patient at a GP practice
Live or work here

Be a volunteer, or representative from a voluntary organisation, operating here.

Use any services commissioned by the North East Essex Clinical Commissioning Group.

Be a carer or guardian of someone using a service commissioned by the North East Essex Clinical Commissioning Group.

Even if you do not meet any of the criteria you

will be welcome to join as a non-voting member.

That means you will still receive information and newsletters and be able to give your opinions when asked.

To join simply surf to www.neeccg.org.uk and click on the button marked Join The Health Forum on almost any page.

Or ring free phone **0800 881 5115** or write to:
The Health Forum Committee, Freepost Plus RTBS-YYXS-BATR, Primary Care Centre, Turner Road, Colchester, CO4 5JR.

We look forward to working with you!

Current members of the Health Forum Committee

Dawn Bostock ... chair and Tendring rep ...

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Ray Hardisty ... deputy chair and Colchester rep ...

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Jordan Smith ... Young Peoples' rep ...

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Julie Hocken ... carers' rep

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Lucy Taylor ... Healthwatch Essex ...

lucyanetaylor@yahoo.co.uk

Clinical Commissioning Group committee and work stream representatives: Ted Beckwith, Vicky Chamberlain, Don Manhire, Robin Rennie and Mark Tatham



Befriend the North East Essex Health Forum on Facebook at NEEssex Health Forum and receive newflashes and information relevant to public, patient and carer engagement



How you can make your views known

PEOPLE can give their views until January 31 through the following channels:

- online at www.surveymonkey.com/s/BigCareDecision
- requesting a paper copy of the consultation document by emailing neeccg.enquiries@NHS.net
- emailing neeccg.haveyoursay@nhs.net
- attending one of the public meetings ... all expected to last two hours ... below:

January 6

4pm, Clacton Golf Club

7pm, Clacton Golf Club

January 10

10am, Primary Care Centre, Colchester

2pm, Princes Theatre, Clacton

January 13

4pm, Lion Walk United Reformed Church, Colchester

7pm, Lion Walk United Reformed Church, Colchester

January 14

4pm, Long Meadows Community Centre, Dovercourt

7pm, Long Meadows Community Centre, Dovercourt

January 16

4pm The Columbine Centre, Walton-on-the-Naze

January 23

4pm, Clacton Golf Club

7pm, Clacton Golf Club

Calling providers

FOR some weeks the North East Essex Clinical Commissioning Group (CCG) has been holding market engagement events with a wide range of potential providers of the new schemes' services.

Organisations interested in delivering the contract as a lead provider must complete the Pre-Qualification Questionnaire (PQQ).

All potential sub contractors must register on Bravo by visiting the website: <https://attain.bravosolution.co.uk>



Have your final say in the Big Care Debate

PEOPLE across north east Essex are being asked for their views on how health and social care services could be provided closer to their homes in the future.

The North East Essex Clinical Commissioning Group (CCG), with its partners, is involved in a 10 week consultation aimed at finding ways to provide effective and safe care within the community – known as Care Closer to Home.

The consultation is also suggesting a redesign in the way emergency and urgent care might be provided too, as part of its urgent care strategy.

The aim with both of these service redesigns is to ensure patients are at the centre of their care which will allow individuals to be seen in the right place, at the right time by the right expert.

These proposals follow the 'Big Care Debate', in 2013 which saw many local people call for services to be based around the individual needs of the patient as close to their home as possible.

Where to find details of the schemes

ALL the proposals are online at www.neessexccg.nhs.uk and regular information will be available on the CCG's website as well as through its social media channels – , twitter.com/NEECCG and Facebook <https://www.facebook.com/northeastessexccg>



Dr Shane Gordon

Dr Shane Gordon, clinical lead officer at the North East Essex CCG, explained: "We have taken all the experience, ideas and views of local people who talked to us and have developed broad proposals for change.

"We believe these will improve services for patients as well as making local NHS and other care services work more effectively. It will also help meet the expected future demand of our growing local population."

Dr Gordon added: "These are our proposed ideas - we now need everyone to give us their views on whether they would work for them, their families and our communities."

Get set to care more

HELP for local councils to get ready for the introduction of the Care Act comes in a new report from charity Independent Age and the Strategic Society Centre.

'The Bigger Picture' report analyses data on the population of over 65s in England from the Census, Department for Work and Pensions, the Health and Social Care Information Centre and the English Longitudinal Study on Ageing (2011-2013).

This provides a detailed picture of disability and care needs among England's older population.

More than two million older people living at home in Eng-



- land experience difficulties with aspects of independent living (e.g. cooking, dressing or bathing).

Meanwhile, almost half a million older carers provide round the clock care to a loved one, but only 20% receive council funded support.

70,000 of the most disabled pensioners do not get any form of paid or unpaid care at home.

Among those supported by care workers or families, 160,000 report inadequate support, that only sometimes or

hardly ever meets their needs.

The Care Act will become effective from April and requires local authorities to take responsibility to provide help and support for older people in their communities and their carers.

More details at: <http://strategicsociety.org.uk/wp-content/uploads/2014/11/The-Bigger-Picture-Understanding-disability-and-care-in-Englands-older-population.pdf>

***Independent Age on the special needs of men and reports from the Royal Voluntary Service and Age UK on page 13.**



Helping hands from care assistants

Points to note about using your Forum Focus



FORUM Focus is created in Microsoft Office Publisher and then turned into a PDF for easy delivery to members through e-mail.

However, readers may find that the various highlighted web address links may need to be copied and pasted into your browser instead of just clicked like many online newsletters.

To print into a magazine you will need to use A3 paper and fold the pages.

Printing onto A4 paper will give you 16 separate sheets.

Health and Wellbeing activity with community and voluntary groups

Special needs of older men

NEW figures suggest that the number of older men living alone will rise from the 911,000 today to 1.5 million 2030.

In England, over 1.2 million men aged over 50 reported a moderate to high degree of social isolation.

710,000 men aged over 50 reported a high degree of loneliness.

The report from Independent Age shows that older men:

- are more socially isolated than older women (1 in 3 compared with 1 in 5)
- have less contact with their children, family and friends than older women.

The new research also reveals that:

- older men's social networks tend to decline after the death of a partner



Lonely men are less likely to seek help than older women, says a new report.

- poor physical and mental health is much more likely for the most socially isolated and lonely men
- older men are less likely than women to seek help or ask for support
- They often 'soldier on' alone rather than seek help



To read the full report visit: <http://www.independentage.org/media/828364/isolation-the-emerging-crisis-for-older-men-report.pdf>



OLDER people returning home from hospital without enough support are MORE THAN twice as likely to be readmitted within three months, says a new report.

The findings, from older people's charity the Royal Voluntary Service, reveal in the last five years almost 200,000 people aged over 75 returned home from hospital without the support they needed to look after themselves.

Thousands of readmissions could have been prevented if they received more help at discharge.

THIS month Age UK will launch a new campaign called 'No one should have no one'.

Its aim is to raise awareness of the millions of older people who face later life alone and to encourage people to act.

Age UK believes that the campaign offers a far-reaching way of talking about the challenges that older people who are alone, truly alone, face each and every day, and how the whole Age UK network are here to help.

Hopefully, it will enable everyone to talk about the work the charity does, to fundraise, to promote services and, more broadly, encourage people to

Charity 'No one should have no one' campaign



volunteer with the charity.

Focus groups were overwhelmingly positive about the campaign.

Look out for:

- January 19 to February 1... the campaign promoted on billboard and digital sites, digital marketing, PR, shop posters and social media.
- February 1 to March 31 ... Not by my selfie on social media.

National award for shop

AN innovative youth volunteering project has received national acclaim with an award at the National Children and Young People Now Awards. The Winter Warmers project, based in Clacton, saw off competition from six other finalists to win gold in the Youth Volunteering Award category.

The project, which was geared at helping those in need last winter, was a joint initiative between Essex Council County, the Prince's Trust Team and the Citizens Advice Bureau.

The team, took over a shop on Clacton High Street and painted, decorated and fitted it out with shelves and rails - all of which they fundraised for.

Building help from council

COLCHESTER-based community and voluntary organisations could be in line for funding from Colchester Borough Council.

Building works grant for 2015-16 is for the improvement of venues that house services which serve residents on a borough-wide basis.

These could include repair or refurbishment of buildings, car parks and signage.

Application deadline is January 30.

To obtain an application form please contact Fay Mathers on 01206 282968 or email fay.mathers@colchester.gov.uk

Funding get-together

THE next CCVS Fundraisers' Network group meeting will be on February 5 at Greenstead Community Centre, Hawthorn Avenue, from 8.30am to 11am.



Ways to get you thinking of help

I'M Still Me: a narrative for coordinated support for older people sets out how coordinated – or integrated – care and support looks and feels to older people and is written from their point of view.

The publication, developed by older people working with UCL Partners, National Voices, Age UK, Alzheimer's Society, British Geriatrics Society and partners, challenges health and care services to work together and improve the outcomes older people say are most important to them – things like independence, social interaction and relational support.

I'm Still Me outlines themes that older people say are key to coordinated support: independence, community interactions, decision

decision making, care and support and terminology. It also sets out a series of 'I statements' that summarise what older people have said that they want their support to look like.

These include:

- "I can maintain social contact as much as I want"
- "I am recognised for what I can do rather than assumptions being made about what I cannot"
- "I am supported to be independent"

I'm Still Me also discusses implications for health and social care services and asks professionals, at all levels, to reflect on whether they are truly addressing the issues identified as being important to the older people they are supporting.

Winter Warmth back on the coast

COMMUNITY Voluntary Services Tending (CVST) has successfully received funding to replicate the success of last year's Winter Warmth project.

It has two years further funding from Essex County Council to provide information, advice and

practical items to distribute to the most vulnerable residents.

The items include hats, scarves, gloves, radiator reflective foil, double glazing film for windows and a few oil-filled radiators where residents have no heating,



Emma Elliott

New head of cancer nursing

AN experienced cancer nurse has returned to her native Essex to become Macmillan Lead Cancer Nurse/Head of Cancer Nursing at Colchester Hospital University NHS Foundation Trust.

Emma Elliott said: "I'm extremely enthusiastic about this patient-centred role," she said. "I've made my leading priorities working with colleagues to improve services and our patients' experience."

Ms Elliott, who is based at Colchester General Hospital, previously spent two years at Basildon and Thurrock University Hospitals NHS Foundation Trust, starting off as a Macmillan Palliative Care Nurse Specialist and finishing as the Trust's Macmillan Lead Cancer Nurse.

Born at St John's Hospital, Chelmsford, she now lives in Witham, which is the home town of her parents and where she was brought up.

At the moment she is being financed by the charity as The charity Macmillan Cancer Support funds her post at Colchester for the first two years, after which the trust will take it on.

Surprise CQG inspection led to 'major incident'

COLCHESTER Hospital University NHS Foundation Trust declared its internal major incident in November to ease concerns raised by the Care Quality Commission during a spot inspection.

In the statement declaring everything was back to normal at Colchester General Hospital, the trust said:

"The CQC noted a number of concerns, particularly arising from staffing levels in the Trust's Emergency Assessment Unit (EAU).

"At the time of the CQC visit, more than 60 beds were open in the EAU, and nursing and medical staff were seriously over-stretched.

"This led to CQC concerns about the abrupt manner of some staff and the fact that not all patients were being treated with the appropriate level of dignity and respect.

"There was, for example, insufficient use of curtains and covers.

"To ensure that the trust develops a best practice model for emergency assessment and discharge, it has taken advice from the NHS Emergency Care Intensive Support Team (ECIST).

"Over the next two weeks the trust will focus on discharging approximately 60 patients who do not need to be in an acute hospital.

"Before discharge, the trust and its partners in the local health economy will ensure the



Dr Lucy Moore ... changes made at Colchester General following inspection concerns.

the appropriate services are in place to support patients in their homes or the community.

"On advice from ECIST, the trust has also reduced the number of beds in the EAU to 45.

This will substantially ease pressure on staff working in this area and lead to better care for patients.

"Trust Chief Executive Dr Lucy Moore, said: "It was clear at the time of the CQC visit that our staff – particularly in the Emergency Department [A&E] and the Emergency Assessment Unit – were under serious pressure.

"Pressure in the hospital has now been reduced, not least because people are considering carefully whether they really need to come to the Emergency Department."



The CQC believes new ratings will ease the current strains of care home selection.

Stress of selecting relative's care home

EIGHT out of ten people find that choosing care for an older relative is one of the most stressful moments in life, according to a survey arranged by the Care Quality Commission (CQC).

In the survey, carried out through the web sites, Mumsnet and Gransnet, 84% of respondents reported that choosing care for their parent or other older relative was 'very stressful' or 'quite stressful' – ranking it higher than getting divorced or separating from a partner, choosing a school for their child, getting married, and buying a house.

The finding comes as the CQC begins to roll out new ways of inspecting and regulating care homes and other Adult Social Care services.

Specialist teams, including

trained members of the public (called Experts by Experience), will inspect services against what matters most to the people who use them – are they safe, caring, effective, responsive to their needs, and well-led.

CQC will then rate these services as Outstanding, Good, Requires Improvement and Inadequate so that the public has clear information to help them make choices about their care.

Over three quarters (76%) of those who took part in the survey said that knowing a service has been rated as Good or Outstanding would give them more confidence in it, while 86% reported that having an independent body that they could share their care concerns with would do this.

Andrea Sutcliffe, Chief Inspec-

tor of Adult Social Care at the Care Quality Commission said: "Helping people to choose care for an older loved one can be a very difficult and emotional time for people, especially if they have to do this while juggling the demands of parenthood and working life.

"I want to assure anyone who is in this situation that help is at hand from CQC to support them in making informed choices about care.

"Working with the sector, this will remove the mystery that often shrouds care homes and other services." and help people to have confidence in their care services and their choices."

* **CQC links up with The Silver Line ... page 9**



We'll ensure you can access documents

READERS who are not on the internet, or are unable to get access to a computer, can still receive the documents mentioned in Forum Focus.

Simply, ring the Health Forum on FREEPHONE 0800 811 5115, say which document you want and give your address.

We will obtain a copy and mail it to you.

New Director of Nursing and Quality

NATALIE Hammond is to be the new Director of Nursing and Quality at the North Essex Partnership University Foundation Trust (NEP).

Natalie comes to Essex from Barnet, Enfield and Haringey Mental Health Trust where she is currently Deputy Director of Nursing and Quality, leading in quality and safety.

She brings with her a wealth of experience having begun her career as a ward manager in 2002 with the South London and Maudsley NHS Trust, then promotion to Nurse Advisor which progressed to Consultant Nurse with responsibility for policy development and implementation for patient safety, prevention and management of violence and external partnerships.

Natalie will take up her post at NEP soon.

Prizes for 3 trainee docs

THREE trainee doctors from North Essex Partnership University NHS Foundation Trust (NEP) have won first and second prizes in a Royal College of Psychiatrists competition.

Dr Scott Farenden and Dr Dominic Fenn won First Prize in the Foundation Years category (Eastern Division) for their work to improve hand-overs during weekends.

Dr Daniela Patrascu won Second Prize for her presentation and poster on the "Neurobiology of Trauma".

100 degrees!

A CEREMONY to thank 15 staff at North Essex Partnership University Foundation Trust (NEP) who graduated in the summer with the Foundation Degree in Health Sciences also marked the 100th student completing the degree with NEP.

Friends fund new-look for ward



NORTH Essex Partnership University NHS Foundation Trust (NEP) is delighted that Angela Barnes, Chair of the Friends of the Landermere Centre group (FOLC) officially "opened" the ward doors on Tower Ward at the Landermere Centre in Clacton.

The ward provides mental health inpatient care for older adults within the Tendring area.

The Friends' group fundraising and donation activities paid for the Tower ward doors which have been decorated to look like a blue-bell wood.

New wall pictures throughout the ward have also been bought with patients requesting a mixture of historical scenes of Clacton and London.

Teams honoured at awards night

MORE than 150 people attended an awards evening organised specially for staff at North Essex Partnership University Foundation Trust (NEP).

The Celebration of Achievements evening is an annual event to thank staff and showcase outstanding projects that made a difference to patient care.

Tendring and Colchester teams shortlisted were:

Innovation and Excellence (Clinical) Award

Improving access to psychiatric advice and assessment at Colchester Hospital University NHS Foundation Trust (CHUFT) by the CHUFT Liaison Service

Partnership working with Samaritans by the Crisis Resolution Home Treatment Team (CRHT) in Colchester

Innovation (Non Clinical) and Excellence Award

Bounce Project by Enable East in Colchester and Tendring

Patient and Carers Welcome Pack produced by The Lakes Inpatient Team at Colchester.

Outstanding Team Award

St Aubyn Centre, Children and Young People Mental Health Service (Colchester)

Improving the Patient and Carer Experience Award

Bernard Ward Falls Reduction Project, Colchester

Winner of the **Chairman's "Can-Do" Award** was Nean Powell, Community Psychiatric Nurse at the Older Adult Community Mental Health Team (CMHT) in Clacton. Others shortlisted were: Debi Krey and Linda Waldron.

From adverts on buses to training for 'enter and view'

HEALTHWATCH Essex is going to be promoting its information line in 2015...and one of the things it is creating is adverts to go on the backs and sides of buses.

Volunteers, staff and board members were among those giving opinions on a raft of designs and wordings.

The team recently shared the study into patient experiences of cancer services at Colchester with Essex County Council's Health Overview and Scrutiny Committee (HOSC).

The role of the committee is to hold NHS bodies to account for the quality of their services.

They were keen to ensure that the trust takes account Healthwatch recommendations as part of its Improvement Plan.

Over the last few weeks Healthwatch Essex has been piloting some advanced training sessions for our Strategic Ambassadors around understanding commissioning, influencing, and achieving impact – and by all accounts it's been a great success.

We'll run the sessions again next year. If you're already an Ambassador and would like to take part, let Healthwatch know.

The Healthwatch Essex film about carers' experiences was launched on December 11.

One of the local Healthwatch powers is to train members of the public to "enter and view" health and social care services to see how good the care is. Public-led review of services is really important so Healthwatch has been carefully considering the best way to go about it. The first group of Ambassadors took part in training as a first step.

Care company is set for changes

STAFF of the biggest community care company in Essex are bracing themselves for change in 2015,

A statement set out the current position:

"Essex Cares make a hugely positive impact on our customers' lives, enabling thousands of people across the county to remain in their homes and local communities.

"In fact, last year we supported 53,522 vulnerable adults who are elderly, in poor health or have learning or physical disabilities. We are proud that a customer survey revealed that 98% said they would recommend Essex Cares to others.

"However soon, there will be the biggest changes in the world of care for 70 years. The Care Act 2014 will fundamentally change how we receive and pay for our health and wellbeing in the future.

"People will have a choice and control over their care with the extension of personal budgets so they can choose what services they want and who will deliver them.

"The introduction of the Act is a good time for us to reflect on what we currently offer as a care provider, and how we might do it even better in the future.

"We believe we employ some



of the most professional people in the country and have taken the time out in recent months to talk to them about how we can improve our services to customers and also make their working lives better.

"We have looked closely at our working practices and how we can share and integrate our professional skills better in the future.

"Also at our buildings and how they can be utilised more fully to offer customers a broader and even better range of services and activities.

"We will be introducing new IT systems and processes that speed up communication with each other, with our centres and with our customers and carers.

"We think it's an exciting time and we'll keep you up to date and until then, its business as usual.

"Any changes that might affect customers will be fully communicated well in advance and planned in discussion with carers.

"Do keep visiting our web site for further updates".

Honour for Clacton team

NORTH Essex was represented as the very best in social care attend an awards ceremony at the Peterborough Arena for the finals of the Great East of England Care Awards.

Representing Essex Cares was

the team from Millicents Wellbeing and Activity Centre, Clacton.

They were shortlisted in the Care Team Award category and although they did not win, being a shortlisted finalist alongside top companies was special.

Research study faces skill queries

RESEARCH carried out by the Royal College of Nursing (RCN) shows, it says, that in parts of East Anglia, district nursing services are increasingly reliant on healthcare assistants.

RCN Eastern looked at registered district and community nurses and the unregistered healthcare assistants supporting patient care.

Information released under the Freedom of Information Act, the RCN says, shows variations in district nursing staffing across East Anglia.

However, trusts claim the bare statistics do not reflect the mix of different skills and roles, like the Advanced Nurse Practitioners in the Tendring Rapid Assessment Service.

Innovation Scouts plea

NEW recruits are being sought for the Health Enterprise East (HEE) Innovation Scouts Network.

It's aim is to link together individuals working in NHS Trusts who have an enthusiasm for and interest in innovation, and provide them with training and support so they can help to seek out and promote innovative new health product ideas from within organisations.

Contact for an initial chat and to find out more at enquiries@hee.co.uk

Drop-in service

DROP-IN sessions are being run by Samaritans in Clacton.

They will be at the CVST Community Information Centre, Rosemary Road, on Fridays between 10am and 1pm. No appointment necessary.

You can also call 08457 90 90 90 or 01206 561234.



Deputy Prime Minister Nick Clegg ... chairs mental health taskforce

Taskforce tackles issues around mental health

DEPUTY Prime Minister Nick Clegg is chairing a new mental health taskforce of top ministers.

It will urgently examine: how to improve mental health services for young people, welfare and employment issues helping people back into work how to improve crisis care preventing people with severe mental health problems ending up in police cells and prisons.

The taskforce membership includes the Secretary of State for Health Jeremy Hunt, Home Secretary Theresa May, Communities Secretary Eric Pickles, Education Secretary Nicky Morgan, Justice Secretary Chris Grayling, Business Secretary Vince Cable, Work and Pensions Secretary Iain Duncan Smith, Chief Secretary to the Treasury Danny Alexander and

and ministers from Education, Health and Defence.

Nick Clegg said: "Mental health affects every aspect of our lives.

"One in four people in the UK will experience a mental health problem and it costs the country more than £100 billion.

"This is too big an issue for the NHS to deal with alone.

"The whole of government needs to combine efforts and pool its resources to help the millions of people whose mental health condition is preventing them from getting on in life.

"For far too long mental health has been in the shadows and many people have suffered in silence as a result.

"It is time to turn a corner on outdated attitudes and bring mental health issues out into the open."

Embrace the age of digital

THE NHS needs to make better use of digital technology in providing mental health treatment and care, says a new report ... The Future's Digital from the NHS Confederation's Mental Health Network.

Call to revise NHS reform

IT'S time to end top-down reform of the NHS says The King's Fund.

In a report challenging the approaches to NHS reform over the last 20 years it argues that interventionist and centralising tendencies have hampered change.

It says locally derived solutions are better than targets and performance management, inspection and regulation, competition and choice.

Full details of the thinking at: <http://www.kingsfund.org.uk/press/press-releases/time-end-top-down-reform-nhs>

Breaches of confidentiality

THERE are nearly 2,500 breaches of confidentiality by the NHS each year, according to an investigation by privacy campaign group, Big Brother Watch.

The investigation discovered cases of private data being stolen, accidentally sent by post or fax as well as inappropriate posting on social media.

There were 7,255 recorded incidents between April 2011 and April 2014.

The report suggests that, while healthcare benefits of schemes such as care.data seem apparent the privacy concerns are worrying.

PTSD research paper published

DR Syd Hiskey, a clinical psychologist at North Essex Partnership University NHS Foundation Trust (NEP), has published an article in the Journal Personality and Individual Differences which will help the diagnosis of Post-traumatic Stress Disorder (PTSD).

He collaborated with Drs Rachel Ayres, Leanne Andrews and Nicholas Troop.

Fighting back at the barrier of embarrassment

HEALTH and social care professionals could play a vital role in helping older people to overcome embarrassment around their care needs, a new study shows.

The research by YouGov for care and support provider Centra, part of not-for-profit Circle Housing, found that three out of five (60%) over-65s who don't already receive support would be too embarrassed to bring up their care needs with either their GP or a friend or family member.

Instead, 41% said they would wait for their GP to bring up the subject first and consider getting support once they recommended it.

A fifth (20%) said they would wait for a medical or social care professional, such as an occupational therapist or pharmacist, to recommend care before getting help.

Embarrassing Bodies host and practicing GP Dr Dawn Harper is backing a new campaign to help medical and social care professionals' advise individuals and their families about care designed to protect older people's independence for longer, such as telecare technology.

More than 6,000 people were surveyed by Centra Pulse including over 2,000 over-65s and more than 2,000 adults with a parent aged over 65.



Dr Dawn Harper ... backing campaign to improve advice on care issues.

A quarter (24%) of Britons would only talk with an older relative about their care after they had already started suffering problems such as a fall or illness, Centra Pulse's research also found.

Nearly one in 10 (9%) said they were too embarrassed themselves to discuss the subject with an older relative.

A fifth of those with older parents who already receive care (21%) said their relatives were still too embarrassed to discuss their needs and had hidden problems from them.

YouGov
What the world thinks



Enhancing Life Chances



Welcoming the CQC and The Silver Link: Andrea Sutcliffe, Sophie Andrews and Esther Rantzen

CQC's special link with The Silver Line

THE Care Quality Commission (CQC) has launched a new partnership with The Silver Line helpline to help reach out to even more elderly people who are cared for in their homes and in residential care.

The six-month partnership came on the same day as The Silver Line celebrated its one-year anniversary as the national free, confidential 24/7 helpline offering information, friendship and advice for older people who may live alone.

Through CQC's 'tell us about your care' partnership, anyone can share their concerns – and anonymously if preferred – if they feel they are not being listened to, or might not feel

able to speak directly to those responsible for delivering safe, caring, effective, responsive and well-led services that CQC expects.

The partnership is also an opportunity to help identify best practice examples where high quality and compassionate care is being provided.

Chief Inspector of Adult Social Care at the Care Quality Commission, Andrea Sutcliffe, said: "I am very pleased that CQC will be working in partnership with The Silver Line to reach the most isolated older people who are receiving care and may need our support and protection.

"We believe that working to-

gether, we will be able to improve the standards of care for older people that may be falling short of the quality they need and deserve."

Sophie Andrews, CEO at The Silver Line, said: "We will work jointly with CQC to help older people and their families raise concerns about the standard of care they are receiving whether in a care home or in their own homes".

Esther Rantzen, Founder and President of The Silver Line, said: "I am so glad that The Silver Line was launched in time for Christmas."

More details on: <http://www.cqc.org.uk/share-your-experience-finder>

NHS public feedback extended further



The Friends & Family Test

THE NHS Friends and Family Test, the patient feedback tool already operating for some hospital services, went live across all 8,000 GP practices in England on December 1.

And from January 1 will be used in community and mental

services across England.

The test aims to complement more traditional ways of finding out what patients think, but is ongoing and provides feedback ...positive and negative ... very quickly to the people who can act on it.