



Manchester LINK

ISSUE 8

APRIL 2009

INSIDE THIS ISSUE:

LINKs Update

- Speak your mind! 2
- Beyond We Care Too 3
- Manchester LINK Steering Group Member Profiles 3

Local News

- CQC order NHS Manchester to clean up 4
- Your Dementia Area Campaign & Media Group needs you! 4
- Prevention or cure? 5
- Beds for parents at new hospital 5

National News

- Failed asylum seekers denied NHS 6
- Six Lives: the provision of public services for people with learning difficulties 6

Dates for your diary

- Somali Health Day 7
- Voluntary Sector Mental Health Forum Conference 7

Consultations

- Action for Sick Children - Hospital car parking charges 8

Britain's Homecare Scandal

Some councils in Scotland and England are auctioning off homecare contracts to private companies in a bid to drive down the cost of elderly care.

Research conducted for the BBC found that some private companies are delivering care for £12 an hour, £10 less than what it costs local councils.

The so-called 'reverse e-auctions' involve firms bidding against rivals over the internet for the lowest price. The practice has been condemned by government advisor Dame Joan Bakewell.

To date, four UK councils - including Scotland's capital city, Edinburgh - have run the controversial schemes for care services. The practice is revealed in Britain's Homecare Scandal: A Panorama Special - an in-depth investigation of care providers in Harrow, York and South Lanarkshire.

Dame Joan, a respected broadcaster and, at 75, the government's special advisor on the elderly, told Panorama: "The lowest bidder is going to cut costs, which means cutting care. It is the most uncivilised way to treat

old people that I've ever heard. "The idea of charging down the ladder of costs to force the costs down, down and down and down for the sake of profit is truly immoral - it's scandalous.

The investigation, which included undercover filming of three homecare providers, found carers rushing between appointments, with some being missed entirely and the reporters heard of an elderly client left to sit in her own excrement.

It found care companies short-changing the elderly who rely on home visits for their basic care. In the case of Andrew Wilson, 78, South Lanarkshire Council was paying a local private company, Domiciliary Care, to provide four 30-minute visits a day. The investigation found that Mr Wilson was being short-changed by an average of four hours of care every week.

In one example, a 30-minute visit lasted just four minutes. Over the course of a year, that would translate into £2,000 worth of care paid for by the council that the client would not receive.

BBC 09/04/09



Andrew Wilson was short changed on his 30-minute care visit

LINKs Update

Speak Your Mind

The Manchester Mental Health Watchdog held the 'Speak Your Mind' Event on the 24 March. It started off with Alan Hartman, Chair of the Manchester Users Network, raising the issue of service users being charged for the use of day centres which generated some lively debate. The morning session continued with a presentation regarding 'A Better Future in Mind' followed up by a question and answer session. Attendees were interested to hear how they can influence



the changes in mental health services in Manchester and what could realistically be changed over an 18 month period. Round table discussions gave people the chance to share which services provided by Manchester Mental Health and Social Care Trust they would like to keep, improve, start or stop. The 'Question Time' panel also provided some lively debate around a variety of issues including: safeguarding of vulnerable people, communication, information for service users and carers / sign posting, individual budgets. The Manchester Watchdog will look at the issues raised and base their work plan on the identified gaps in services.

Beyond We Care Too – Putting Black Carers in the Picture

The National Black Carers and Carers Workers Network (NBCCWN) was formed in 1997 to meet the needs of isolated Black Carers and Carers Workers. Since then the network has produced The Good Practice Guide "We Care Too" and the follow up summary document "Beyond We Care Too – Putting Black Carers in the Picture". The findings from this document were presented at a seminar in Manchester last week. Representatives from carers' organisations and Adult Social Care departments spoke about the Carers Strategy and the Personalisation Agenda, and carers themselves talked about their own personal experience. Especially the latter together with the presentation of core research findings raised a number of important issues. Importantly, speakers highlighted how poorly the concept of 'carer' translates into minority languages.



This means that a lot of carers from the BME community do not see themselves as 'carers' and hence do not seek out available support. However, even when people ask for help the services on offer are mostly inappropriate and do not reflect the specific needs of BME communities. Often this is due to services being developed based on taken-for-granted assumptions about the preferences of these communities. On the other hand those services or projects that are successfully providing services to BME carers are often set up for a limited time only and are not always properly evaluated. As a result, they are vulnerable when project funding ends and don't generally succeed in becoming mainstreamed. In order to address this situation NBCCWN recommends to monitor, evaluate and collect data regarding who is using services and whether strategies to reach

out to BME communities are effective. This will help services to demonstrate positive outcomes and become more sustainable. Furthermore NBCCWN urges service providers to mainstream BME provision and to realise that even though solutions may be different needs are universal.

Here at the Manchester LINK we are very interested in finding out more about the local situation for BME carers and how we could address some of the issues. Therefore, we would really ap-

preciate suggestions for relevant people or organisations to contact. Also, if you are a BME Carer or Carers Worker in Manchester and would like to share your views and experiences with the Manchester LINK, please contact Vale-ska on 0161 214 3981 or valeska@blackhealthagency.org.uk.

If you would like to know more about "Beyond We Care Too – Putting Black Carers in the Picture" you can download a copy from <http://afiyatrust.org.uk/>

Manchester LINK Steering Group Member Profiles

Each month from now on members of the LINK Steering Group that you elected will be introducing themselves, explaining why they wanted to become Steering Group members and what they are bringing to the group.

I came into the LINK, like many people, through the PPI Forums and was the Chair of the Transitional Board. In that role I contributed to getting the LINK up and running with the support of the LINK Support Organisation. I moved to Manchester just over 20 years ago and for most of that time I worked in the NHS, firstly in the Community Health Council, then moving to

primary care and finally to mental health, ending up running a small trust. For the last six years of my working life I worked for the Audit Commission looking at how councils and the NHS deliver services. I am retired now and am committed to helping the LINK keep a focus on social care services.

Salle Dare



I worked as a school teacher and in CAB; Welfare Rights Officer at MRI from 1988 to 1998 where I campaigned for the rights of disabled people; Chair of the South Manchester Community Health Council and Vice Chair of the Manchester Patient and Public Involvement Forum.

I work part time for South Manchester Law Centre and as Director of the So-

cialist Health Association. The Association was formed to campaign for the establishment for a free comprehensive NHS. It continues to campaign and organise seminars and debates, around inequality in health, and about democracy and accountability in the NHS. I am also a Governor of the Central Manchester NHS Trust.

Martin Rathfelder



Dave Williams is a Carer and is manager of Manchester Carers Forum. He is a Trustee of Manchester Crossroads and a member of the management committee of MACC.

Dave brings a carers perspective to the work of the Adult Health and Well Being Board and the Multi Agency Safeguarding Adults Board. He has a particular personal interest in Carers is-

suess and in particular the issues relating to HIV and how they affect both people living with HIV and their carers. Whilst Dave has an interest in carers issues and their impact upon older carers within the broader community, he is further interested in the needs of the older LGBT community.

Dave Williams





“raising the possibility of hospitals being forced to close their doors if they cannot come up to scratch”



Local News

CQC order NHS Manchester to clean up

The Care Quality Commission (CQC) has the job of deciding whether or not to grant licences to NHS trusts, registering them as fit to practise. This is a new procedure, raising the possibility of hospitals being forced to close their doors if they cannot come up to scratch

NHS Manchester's registration with the Care Quality Commission has been conditionally accepted. The trust has been ordered to submit an action plan, addressing the areas of non compliance, before the 30th April 2009.

Ten acute hospital trusts, six primary care trusts, four mental health care trusts and one ambulance trust have registration conditions as a result of failing to meet the criteria fully. This includes four Foundation Trusts.

The CQC is the result of a merger of three inspectorates - the Healthcare Commission (HCC), Commission for Social Care Inspection (CSCI) and Mental Health Act Commission.

The Manchester LINK will be working with the Care Quality Commission.

Your Dementia Area Campaign & Media Group needs YOU!

Do you feel passionate about an issue in your area that affects people with dementia and their carers?

Alongside the recent launch of the national Active Campaign Network, regional Campaign and Media Officers have been helping to set up a number of area wide campaign groups. These groups aim to

support Alzheimer's Society national campaigns, but also want to focus on specific local issues that are of concern to people with dementia and carers in their area.

If you would like to get involved in your area Campaign & Media Group please contact: Di Keal on 01904 627094 or di.keal@alzheimers.org.uk.

Two patients die a week in 'accidents'

MORE than two people a week die as a result of accidents or errors while in the care of Greater Manchester's NHS.

A total of 63 people died in the region's hospitals and clinics and 214 suffered serious harm between April and September last year.

As well as patient accidents, the figures also include errors in treatment, operations and medication. The region's mental health trusts have high levels of accidents with Manchester Mental Health and Social Care Trust reporting 26 deaths in six months.

MEN, 11/03/09

Prevention or cure?

Every year the health services in Manchester spend more money on acute services for people in hospital. For the last 150 years the Director of Public Health has told us that Manchester is one of the most unhealthy places in the country.

Admitting people to hospital is a very expensive way of dealing with problems. Most of us would rather not go there. Reducing hospital admissions needs long term work to improve the health of the population. If people in Manchester smoked and drank less, ate more fruit and vegetables and took more exercise they would live longer and healthier lives. We know this, but we find it difficult to do.

Last year the PCT said it would be spending a lot more on helping us to do this. Now it says that most of the money which was supposed to pay for public health programmes has been spent on yet more acute hospital admissions.



**socialist
HEALTH
association**

This year the budget for NHS Manchester will be £968m. More than £2000 a year for each of us. How much of that is spent on prevention? Not a lot. It depends a bit on how you define prevention – screening for cancers and other illness and vaccination programmes have a part to play.

Maybe it isn't reasonable to expect the health service to meet all the cost of improving our health, because a lot of this is to do with planning and transport policy, information about food and drink and the behaviour of companies which advertise and sell unhealthy products.

We expect the NHS to be there when we are ill, and we expect hospital care to be available when we need it.

But hospital care generally doesn't make us healthy – it just keeps us alive a bit longer. We need to find a way of making people healthier.

Martin Rathfelder, Socialist Health Association

“Manchester is one of the most unhealthy places in the country.”

Beds for parents at new hospital

ALMOST 200 fold-away beds are being installed for parents at Manchester's new children's hospital.

Currently, parents who want to stay overnight at either the Royal Manchester Children's Hospital or Booth Hall Children's Hospital have to use reclining chairs or mattresses on the floor. But the New Children's Hospital Appeal is paying for the special beds to be installed in most of the wards in the new hospital, which is being built just

outside the city centre.

A spokeswoman for the New Children's Hospital Appeal, which has raised £18m and is aiming to raise another £2m for hospital equipment, said: "We hope to raise enough money to provide 200 pull-down beds for parents who want to stay close to their child during their stay in hospital."

MEN 30.03.09



National News

Failed asylum seekers denied NHS

In response to the Appeal Court ruling on 30th March that it may be unlawful to deny refused asylum seekers life saving treatment if they are unable to return home, Donna Covey, Chief Executive of the Refugee Council said: "It cannot be right to deny vulnerable asylum seekers life saving treatment simply because they are unable to pay for it, and we hope that this ruling will offer extra protection to those who are very sick and vulnerable.

"However, we remain concerned that a charging regime for refused asylum seekers still exists at all. Almost all asy-

lum seekers arrive in the UK with nothing, and a great many of those who are refused but who can't go home straight away end up homeless and destitute. To refuse treatment to those people simply because they cannot pay for it is appalling and inhumane.

"The government has been due to publish a review to the charging regulations for some time. We urge them to reconsider the rules in light of the judgment and all the other evidence of the inhumanity of the charging regime and let asylum seekers access treatment at least until they are able to go home."



Six lives: The provision of public services for people with learning difficulties.

An independent report, based on six investigations, published on the 24th March by the Health Service Ombudsman and the Local Government Ombudsman revealed significant and distressing failures in service across health and social care.

The Ombudsman recommend that NHS bodies and councils urgently confront whether they have the correct systems and culture in place to protect people

with learning disabilities from discrimination, in line with existing laws and guidance.

The report, which responds to complaints brought by the charity MENCAP on behalf of the families of six people who died whilst in NHS or local authority care, is available from the Ombudsman's website

<http://www.ombudsman.org.uk/>



Parliamentary
and Health Service
Ombudsman



Greater Manchester & beyond coalition of people living with HIV & AIDS (GMBC)

GMBC were set up to campaign against discriminatory practices around the city of Manchester and beyond.

The group, who started out with a SIM card, a few promotional leaflets and word of mouth, have recently produced three reports detailing their work so far.

GMBC aims to influence polices and ex-

pand public awareness around HIV and AIDS, and support engagement and destigmatisation of people living with HIV and AIDS.

For more information and to get involved contact them by Tel: 07985266805 or by email: greaterhivaid@yahoo.co.uk



Dates for your diary

Somali Health Day

On the window of the Somali cafe in Claremont Road, within the shadow of the vast Central Manchester Hospital Trust building there is an advert written in Somali from a German doctor in Bremen offering to come to Manchester to offer consultations to Somali people. On enquiry I hear that Somali people are so dissatisfied with the service they get from the NHS that quite a few are prepared to pay for alternative services. The Somali community are very poor. Most live on social security. Unemployment has often been reported at 90%. They have friends and relatives in Germany and think that services are better there. Somali TV channels have lots of advertising from German clinics reinforcing this idea. Why then are these people so unhappy with the services that are available for free in Manchester? Many older Somalis speak little English and interpreters are not always

available. Many health professionals know little about Somali's problems. Unlike other immigrant communities most Somalis did not want to leave their homes to make a new life in the UK. Their country collapsed around them so whole families had to escape, bringing old people and children with them, who have more contact with medical services than the young well educated men who form the bulk of other refugee communities. To explore these issues Manchester Refugee Health Promotion has organised a Somali Health day on Saturday 25th April at Rusholme Health Centre, Walmer Street (off Wilmslow Road), Rusholme, Manchester, M14 5NP. Anyone who wants to participate please get in touch.

Martin Rathfelder, Director, Socialist Health Association, 22 Blair Road, Manchester, M16 8NS. Tel: 0870 013 0065

www.sochealth.co.uk

Voluntary Sector Mental Health Forum Conference

Manchester Alliance for Community Care (MACC) are hosting a conference on the 30th April, 10-4pm, at St Thomas Centre, Ardwick Green. The conference give you a chance to meet colleagues from a range of local voluntary sector groups, find out about the developments of Manchester's Third Sector Strategy, set the goals for the Mental Health Third Sector Strategy and find out what MACC can do to support the sustainable development of local third sector organisations. To book your place please contact Pauline Clark at MACC Telephone: 0161 834 9823 Email: pauline@macc.org.uk

Assessing Cardiovascular Risk

Manchester PCT are offering free training on Cardiovascular Disease (CVD) The course will aim to provide greater knowledge of CVD, assessing CVD risk and possible advice you can give to people in the community.

The training is aimed at people involved within community action and have the capacity and capability to offer health advice. Two sessions will be run on the 23rd and 24th June at Cheetham Primary Care Centre. For more info and to book contact Rowan Hamdan Tel: 0161 2302690

Got an event you want to promote?

Send us details on doggett@blackhealthagency.org.uk



NHS
Manchester

Consultations

Park the car - Park the charges

For some parents, finding a hospital parking space can be a problem, but paying for it can be an even bigger nightmare.

Action for Sick Children conducted a telephone audit of 67 hospital trusts in Autumn 2004. Their audit found that

parking in hospitals can be very expensive, with just a third of hospitals offering concessions for parents.

From March 2009 they are re-auditing those 67 hospital trusts to see what changes, if any have been made and they would like your help.

To get involved please contact:
Gillian Boardman or Jo Wolfson on 01663 763 004 or by email to



Manchester LiNk Facebook page

If you haven't visited it already, the Manchester LiNk has a group set up on Facebook. On there you will be able to keep up to date with LiNk news, publicise your own groups work or get involved with the discussions.

To find the group, in Facebook, search for Manchester LiNk



Black Health Agency

2nd Floor, Gaddum House

6 Great Jackson Street

Manchester

M15 4AX

Phone: 0161 214 3909

Fax: 0161 839 8573

E-mail: manchesterlink@blackhealthagency.org.uk

Your Local Involvement Network is your independent monitor of local health and social care services - Providing a voice for service users and enabling you to shape the future of the services you receive.

Your LiNk Team is:

Naheed Akhtar - LiNk Manager

Valeska Matziol - Community Engagement Officer

Lydia Hurford - Community Engagement Officer

Danny Gough - Community Engagement Officer

Anthony Doggett - LiNk Administrator

Visit the Manchester LiNk website:
www.manchesterlink.co.uk