



Manchester LINK

ISSUE 9

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Nurse who secretly filmed for Panorama is struck off register

The nurse who secretly filmed for a Panorama programme exposing neglect of elderly patients in a hospital has been struck off the register with immediate effect.

The chair of the tribunal panel, Linda Read, said Haywood's secret filming for Panorama was a "major breach" of the nursing code of conduct.

"The panel is of the view that the misconduct found is fundamentally incompatible with being a nurse," Read added. "The registrant embarked upon filming many vulnerable, elderly patients in the last stages of their lives, knowing that it was unlikely that they would be able to give any meaningful consent to the process, in circumstances where their dignity was most compromised."

She added: "Although the conditions on the ward were dreadful, it was not necessary to breach confidentiality to seek to improve them by the method chosen."

A Royal College of Nursing spokesman said: "It is absolutely vital that

healthcare staff at all levels feel they can raise concerns about poor patient care with their managers.

"However, it is clear that there are parts of the health service which do not have such systems or working environments in place. This can put staff in an extremely difficult position and when staff concerns are discouraged or ignored, it can often lead to poor patient care getting worse."



A survey by the Royal College of Nursing of more than 5,000 nurses found 78% feared personal reprisals or a negative effect on their career if they reported concerns to their employers. It also found that 21% had been discouraged or told not to report concerns about what was going on in their workplace.

A whistleblowers' hotline is now being set up by the Royal College of Nursing after evidence emerged that its members are being victimised for voicing worries about unsafe practices on NHS wards.

LINKs Update

Opportunities for LINK Members

The LINK support team will be setting up three new working groups for you to work with. The Three Groups are:

Finance Committee

This will include money within the LINK budget to be spent on LINK training, travel and grants used to support the network in carrying out pieces of work around health and social care issues.

Two of the Steering Group members who are involved in this committee held an initial meeting on Wednesday 29th April to discuss the remit of the group. A 'Terms of Reference' for the group, along with a 'Protocol' for dealing with these financial matters will be drafted in advance of the next meeting.

Some expressions of interest have been shown already towards this group and these are being followed up.

Publicity Group

The publicity group will look at the following issues: Manchester LINK Website, publicity materials and different formats, communication strategy, relationship with the media and media reps, media training. Prior to the meeting Danny will look into the possibility of arrange free media training for those interested in developing relationships with the media.

Reading Group

The reading group will look at and make comments on documents written by services to make them easier for more people to read and understand.

If you have a particular interest or skills and experiences relevant to one of these groups please contact the office on 0161 214 3909 or email manchester-link@blackhealthagency.org.uk



Manchester Mental Health Watchdog

Since the 'Speak your Mind' Event the Manchester Mental Health Watchdog has met to discuss how the group can progress, it has been agreed that the following areas should be concentrated on:

- Training for members to understand issues and structures, which will then allow the group to undertake in-depth pieces of work
- To investigate where gaps in services exist and develop work around these

- To build on partnership working with the Overview and Scrutiny Committee and other mental health groups and organisations in Manchester
- To build a working relationship with Manchester Mental Health and Social Care NHS Trust..

Pauline Seargent has been elected as the new chair of the Manchester Mental Health Watchdog and Charlie Moore as vice chair

Homelessness

Lydia from the LINK Support Team has been spending time contacting a range of groups and organisations that work with homeless people in Manchester. Meetings and visits have taken place so far with: the Service User Network, Plymouth Grove – Women’s Homeless hostel, City Centre Project, Cornerstone Day Centre, Single Peoples Resettlement Team, Salvation Army, Rebuilding Lives, Booth Centre at Manchester Cathedral, The Bridge.

Further meetings have been planned and Lydia is also following up other

leads. One suggestion for where this work will go is to set up a group of representatives from the organisations contacted, to decide what the main issues around health and social care for homeless people are. If the group can identify gaps in services then specific pieces of work can be carried out to address these and hold the service providers to account.

If you would like to know more about this piece of work, or are from an organisation that works with homeless people and would like to be involved, please contact Lydia on 0161 214 3909 or email lydia@blackhealthagency.org.uk.

New Safeguards for the Treatment of Vulnerable People:

People in care homes or hospitals who are unable to consent to care or treatment now have more legal protection. The Mental Capacity Act 2005 Deprivation of Liberty Safeguards that came into effect on 1 April 2009, will make sure people are cared for in the least restrictive way, so where restrictions on their freedom are needed these do not deprive them of their liberty. While many of us take for granted our ability to make decisions about our lives, those whose capacity may be reduced by stroke or dementia, head injury, learning disabilities or a mental health problem need to have the best possible protection.

A person's liberty can be affected in many ways, including situations in which: staff have complete control over all decisions in their lives; a person is kept under constant supervision and control and not allowed to leave;

The Deprivation of Liberty

requests from carers to take someone home are refused; a person is prevented from seeing friends or family.



Care homes and hospitals have to consider whether taking away an individual's right to do what they want is in their best interests. Where it's agreed care cannot be provided in any other way, a formal assessment must be carried out to make sure that taking away that person's liberty is appropriately regulated.

If you are worried about someone you know who is deprived of their liberty in hospital or a care home, you can contact the **Adult Social Care Contact Service** on **0161 255 8250**. To find out more about the legislation and accompanying guidance, visit the Department of Health website available at <http://www.dh.gov.uk/en/SocialCare/Deliveringadultsocialcare/MentalCapacity/index.htm>.

“concerns have been raised about ineffective assessment procedures”

Local News

Substance Misuse Service Users and Carers Network

Manchester Drug and Alcohol Strategy Team (DAST) commissions substance misuse services for the City. The DAST put forward the idea of a Manchester Substance Misuse Service Users and Carers Network on 22nd January to about 120 people. The second Network meeting takes place 10 a.m. to 2 p.m. on Thursday 25th June.

They will be discussing among other things detox and how the DAST can best implement some aspects of its new annual Treatment Plan. If you would like a place at the event or one of the Forum meetings for service users (8th June) or carers (8th July), please contact Michelle Kennedy, Substance Misuse Service User and Carer Development Officer on 07507886618.



Support for BME Voluntary Community Groups

Association for Real Change (ARC) have received funding to support Black and Minority Ethnic Community Social Care Groups gain access to training suitable to them.

The support will help groups and will ensure more small BME VCS Social Care groups receive high-quality support services which are appropriate to them. Help will be

given to link into nationally recognised training that takes account of their cultural needs, thereby ensuring such organisations are fully able to maximise their potential.

For further details contact Bridget Fisher (01246 555043) or Sid Jeewa (01604 765661) or email: disability-works@aol.com

Help for vulnerable householders living in cold homes

AWARM aims to identify vulnerable householders, living in cold homes, to assist them in accessing grants for heating and insulation. By training professionals, who have one-to-one contact with people (preferably through home visits), we can identify those people most in need of our help.

The training to become an AWARM referrer is very straightforward and usually takes around

half an hour. This can be done in a team meeting (at your own place of work) or at any other convenient opportunity.

Please contact one of our AWARM co-ordinators by calling 0800 512012 quoting AWARM or via e-mail at awarm@manchester.gov.uk for further information about training or referrals.



New GP Practices in Manchester

NHS Manchester recently signed contracts for a new GP surgery and a new GP-led health centre to open later this year.

A new GP practice will open at Simpson Memorial Hall in Moston this summer. The practice will be able to accommodate up to 6,000 patients over the next five years. We expect this service to be up and running by August 2009.

In addition, there will be a new GP-led health centre based in the city centre which will have capacity to grow to deliver services to 8,500 patients. The city centre practice will offer services to both registered and non-registered patients. We hope this service will be in

place by November 2009.

Both of these contracts have been awarded to the not-for-profit company GO To DOC Ltd, which was chosen following two separate tendering processes.

NHS Manchester is also establishing two further GP services in Levenshulme and Longsight. Contracts for these have not yet been awarded but work is well underway to establish both before the end of 2009.

These new contracts represent a multi-million pound investment in GPs and primary care services. This will bring more health professionals to the city and make thousands more appointments available for patients.

Go To Doc
Out of Hours Medical Service



Pennine Acute Updates

North Manchester General Hospital (NMGH) Development

Major construction work has started at the NMGH on the new £32m women and children's development which will open in 2010. In advance of that, following the closure of Booth Hall Children's Hospital in June 2009, a new Children's Accident & Emergency Department will open at North Manchester General Hospital along with a range of new children's services, including in-patient beds.

A new colour-coded form to help people with learning disabilities while staying in hospital

The traffic light hospital assessment was launched at the Trust during Learning Disability Awareness week in February. A detailed colour-coded form is filled out that people with learning disabilities can take into hospital so that everyone involved with their care is clear of their needs and requirements. This will help

patients, carers and their families create a profile of how they like to be treated.

Patient Experience

The trust is looking at what patient's experience is when they attend the Trust, and how it makes them feel. Keen "to provide the very best care for each patient on every occasion", the Trust is looking at ways to capture this information from patients to allow us to make the patient journey better. Work is being undertaken to identify how best to facilitate this, and look at the patients journey through the hospital. This collection of information could be in the form of an electronic collection, and a pilot will be commencing May/June 09.

For more information contact Angela Wood, Patient Partnership Manager for Trust on 0161 684 5880 or angela.wood@pat.nhs.uk



National News

NHS regulator sets up 'risk summits' to monitor patient care

The Care Quality Commission (CQC) is planning to hold risk summits for inspectors, health watchdogs and regional NHS chiefs to monitor patient care across the country.

They will share information to identify early warning signs of patients getting substandard care, including high mortality rates, medical complications and complaints.

The rapid response system is being introduced after the Healthcare Commission reported in March on the

"appalling" standards of emergency care at Stafford hospital.

CQC will also pay more attention to the views of patients and staff. It will give NHS trusts lower performance scores if they do not listen to patients and act on their concerns. Trusts will have to show they are seeking out the opinions of disadvantaged groups as well as the articulate middle classes

For more information on CQC visit <http://www.cqc.org.uk/>

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New Telephone Helpline for Carers

Since 1st April 2009 the Carers Direct telephone helpline has gone live 7 days a week to provide a comprehensive advice service for carers wanting information and advice about benefits, how to get care and support, breaks, housing, equipment, etc.

It complements the new on-line information service, which went live on 26th January and is available at NHS Choices (<http://www.nhs.uk/carersdirect/Pages/CarersDirectHome.aspx>). It provides carers with a single and comprehensive

online resource for carer specific information, including: guidance on the different stages of caring, information for claiming benefits, advice for young carers, contact details for local authorities and local support groups, news articles, and case studies with videos. Future development will allow carers to receive answers to email enquiries and join online communities and forums.

You can call Carers Direct on 0808 802 0202 or email CarersDirect@nhschoices.nhs.uk.



Campaigns work to change people's lifestyle

Studies of social marketing campaigns to change people's behaviour to improve their health show they work, according to the organisation set up by the Department of Health to help deliver patient health promotion strategies.

The National Social Marketing Centre has now launched a database, ShowCase, of fully researched case studies

that show how social marketing can achieve and sustain positive changes in people's behaviour to promote healthy lifestyles.

If you would like to read more you can visit the ShowCase database at <http://www.nsmcentre.org.uk/public/CSHome.aspx>

**National
Social Marketing
Centre**

Dates for your diary

Cancer Survival Market Place

In June Macmillan are launching a 'Surviving Cancer' campaign. The campaign is in response to the growing number of people who are living with or beyond a cancer diagnosis. As part of the campaign they are planning to hold a market place event where people affected by cancer can come along and have access to a wide range of stalls of services.

For more information and to book a stall call 227 3727

The Roby - Celebrating our Big Lottery Fund Award

The Roby is celebrating its success in winning £185,183 funding from the Big Lottery Fund's Reaching Communities Grant.

To celebrate, The Roby is holding an event on the 21st May starting at 10:00am until 14:00pm, with stalls from mental health services providers around Manchester.

For more information contact Ben or Shabnam from The Roby on 0161 257 2653

Got an event you want to promote? Send us details on doggett@blackhealthagency.org.uk



Voices of Experience in Manchester Exhibition

This exciting exhibition can be viewed throughout May, June and July in the Urbis centre cafe. The original images from this exhibition were created as part of the Valuing Older People's Positive Images of Ageing campaign to celebrate its fifth year of campaigning and were exhibited during last year's Full of Life Festival. We asked artists Liz Lock & Mishka Henner to delve a little deeper and gather stories and artefacts from some of the participants to display alongside the original images. Why not pop in for a coffee and browse the stories exhibited? For more information contact Rachel York at the VOP team on 0161 234 3547.

Spirit Possession and Mental Health Conference

Spirit possession is recognised world wide across many cultures and by several religions. Spirit possession is often seen as an idiom of distress causing a change in behaviour and mental well being. Spirit possession is also included in the ICD 10 and DSM IV classifications of mental disorders, yet the extent to which it is recognised and / or discussed in clinical practice is less than we would expect, even in UK cities where there resides a diverse population.

This one day event will consider the critical themes and debates on spirit possession from an anthropological, social, psychological, medical and religious perspective using a range of illustrative case study, clinical practice, research and short film presentations.

For more information contact Ahmed Qureshi on 07931 199 421 or bookings.bme@googlemail.com

SPIRIT
POSSESSION
& MENTAL
& HEALTH

Consultations

Alzheimer's Society Consultation on Dementia Care in Hospitals

The Alzheimer's Society is exploring the quality of care that people receive for their dementia when they are admitted to hospital and the challenges that health care professionals face. Therefore they would like to hear from people with dementia and carers, nursing staff and nurse managers or ward managers by 28th May 2009.

Your views will be used to help ensure that people with dementia in a general hospital setting receive good quality care appropriate for both their physical

and mental health needs and that professionals receive better training and support.

The questionnaire is available to download from the society's website at www.alzheimers.org.uk/site/scripts/documents_info.php?documentID=934 and should be returned to Louise Lakey by email at louise.lakey@alzheimers.org.uk or by posting it to: Louise Lakey, Devon House, 58 St Katharine's Way, London, E1W 1JX.

Alternatively, a copy of the questionnaire and a pre-paid envelope for returning it can be requested from Louise on 020 7423 3581 or louise.lakey@alzheimers.org.uk.

Alzheimer's Society would like to hear from people with dementia and carers, nursing staff and nurse managers or ward managers"



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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

The Manchester Local Involvement Network has its own website and Facebook page. On them you are able to keep up to date with LINK news, publicise your own groups work or get involved with discussions.

The website address is: www.manchesterlink.org.uk

To find the Facebook page search for 'Manchester LINK' while in Facebook.

