

Leeds LINK Work Plan 2010/2011

	Work Stream	Service	Action Plan	Lead Member	LINK Members Involved	Timescales
1	Mental Health work group	Leeds Partnerships NHS Foundation Trust	See attached action plan	Gill Crawshaw	Mental Health work group	See attached Action Plan for specific Timescales
2	SHED work group (Seldom Heard and Equality and Diversity)	Health and Social Care – Various	See attached action plan	Beatrice Rogers	SHED work group members	See attached Action Plan for specific timescales
3	Maternity Services	Leeds Teaching Hospitals NHS Trust	To review the findings of the report from CHANGE and identify any issues which need resolution. Analyse the results of the	Betty Smithson	Maternity Services work group members (This group is currently on hold until the information highlighted is	It is anticipated that the information will be received in August 2010

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			National maternity services questionnaire at a local level been carried out by the Care Quality Commission and analyse the findings for issues and best practice.		available) Analysis of the surveys carried out by the LINK has been received from the freelance researcher	LINK to consider the analysis by end of September 2010
4	Hospital Food Group	Leeds Teaching Hospitals NHS Trust	a) To support the LTHT during the period leading up to the renewal of their outside catering contract in June 2012. b) To consider the following elements in	Bob Mason	Hospital Food Group members	There is a commitment to support the LTHT during the period leading to the renewal of their outside catering contract in June 2012 it is envisaged that the Project will

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			connection with the provision of food at the LHHT; <i>Patient Choice</i> <i>Food Quality</i> <i>Food Delivery</i> <i>Special Dietary Requirements</i> <i>Food Safety</i> <i>Customer Satisfaction and Complaints</i> <i>Wastage</i> <i>Staff/Meals and Restaurants</i>			continue after this date in order to monitor the success of that change.
5	Carers – Personalisation Agenda	Adult Social Care	Carers Leeds will carry out research on self directed support and the impact it is having on carers in Leeds	Val Hewison	Val Hewison	Event for information and Q&A session for carers re self directed support to be

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			on behalf of the LINK. Carers Leeds will feed the findings back to the LINK in report format for the Steering Group to action.			held September 8th 2010 Carers Leeds will submit the report to the LINK Steering Group 25 th November 2010
6	Feedback from the public / Monitoring of PALS / Complaints feedback via the Patient Opinion Website and comments received through the LINK office.	Health and Adult Social Care	To identify and prioritise issues for the LINK's future work plan by gathering feedback from the public using the following methods; a) From the results of the LINK feedback questionnaire. b) From the PALS	a Steering Group b, c, d Bob Mason	All LINK members	Ongoing – Analysis and results of first batch of feedback questionnaires to be received at the Steering Group meeting on 29 th July 2010 Full report to be received by Steering Group

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			and Complaints information received from each Health Trust and Adult Social Care. c) From feedback on the Patient Opinion Website. d) From issues raised via the LINK office.			on 26 th August 2010-Decision to be taken regarding use of the report Monthly reports for b,c and d to be sent to Bob Mason on a monthly basis for analysis and feedback to the LINK at Steering Group meetings.
7	To raise awareness of the LINK and increase membership	N/A	See Marketing and Communications Sub Group Action Plan.	Arthur Giles	Opportunity for all LINK members to be involved.	See attached Action Plan for specific timescales
8	Care Quality Commission Sub Group – Enter and View	Adult Social Care	Following a report received	Care Quality Commission	Joy Fisher Bob Mason	-Enter and View Plan

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	activity		from the Care Quality Commission rating a Care Home as zero, the Care Quality Commission Sub Group will carry out an Enter and View visit to the Care Home in Question.	Sub Group members		<p>Sheet approved by the Steering Group on 24th June 2010.</p> <p>-Enter and View Plan sheet to Adult Social Care on 5th July 2010.</p> <p>-Enter and View Activity to take place on 2nd August 2010.</p> <p>-Report to be submitted to the service provider by 3rd September 2010.</p>
	CQC Learning Set Project	N/A	The LINK has been invited to take part in a	Care Quality Commission Sub Group	Jim Kerr	

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			learning set with the CQC. The aim of this project is to understand what kinds of relationships LINKs have already developed with the CQC and to develop protocols for working together.			Action plan – Aug 2010 Project to be completed by March 2011

Mental Health Work Group Action Plan

ISSUES	Service	Step by Step Action Plan	Person Responsible	Timescales	Progress	Desired Outcomes
<p><u>Cleanliness:</u></p> <p>Leeds LINK Feedback form – Becklin Centre Wing 32 The Feedback form highlights issues of cleanliness and understaffing.</p>	<p>Leeds Partnerships Foundation Trust (LPFT) Patient Safety</p>	<p>Contact LPFT to enquire about whether it is aware of these problems.</p> <p>Enter and View visit to the Becklin Centre to look at the cleanliness.</p>	<p>Gill Crawshaw and Emma Hanusch</p>	<p>Enter and View visit to be completed by end of Oct'10.</p> <p>Report to the Trust to be submitted by end of Nov '10.</p>	<p>Two more comments received on lack of cleanliness at the Becklin Centre from LINK Week.</p> <p>Contact made with LPFT – happy to support Enter and View</p> <p>Necessary forms for the visit are being compiled.</p>	<p>Improve cleanliness</p>

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<p><u>Temperature at the Mother and Baby Unit at the Mount:</u></p> <p>Following an unresolved issue investigated by the Mental Health Patient and Public Involvement Forum - Investigate whether the temperature is still too high on the mother and baby unit.</p>	<p>LPFT Patient Safety</p>	<p>Make initial contact with LPFT to see if this issue has been resolved.</p> <p>If the issue has not been resolved, follow up with LPFT.</p>		<p>Confirmation that the units have been installed and conditions improved by end of Sept '10.</p>	<p>LPFT has informed the Group that air conditioning units are being sourced and will be fitted in the near future. The Group will monitor this situation.</p>	<p>Ensure safe and comfortable temperature for staff patients and babies at the mother and baby unit</p>

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<p><u>Service Provision for prisoners and ex offenders:</u></p> <p>Following an initial discussion between LINK staff and ICAS, one of the themes raised was the lack of mental health service provision for prisoners and ex offenders (This initial evidence is anecdotal) services and with Jigsaw. (Following initial</p>	<p>LPFT / Adult Social Care</p>	<p>Establish what support is currently provided and establish a link with the prison</p> <p>Contact the Jigsaw Project at Armley Prison</p> <p>Monitor 'Crime Reduction Forum' at Leeds Voice for useful</p>	<p>Sharanjit Boughan</p> <p>Emma Hanusch</p> <p>Emma Hanusch</p>	<p>Carry out meeting by end of Oct '10</p> <p>To follow up after their first meeting on 20th Sept '10</p>	<p>Contact made with Armley prison - report on mental health provision is positive.</p>	<p>Increase mental health service provision for prisoners and ex offenders</p>

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concerns raised through ICAS).		contacts and issues		Evaluate progress of issue in November '10 and decide how to move forward		
<p><u>Crisis and Emergency Services:</u></p> <p>Concerns have been raised by members of the public re access to crisis services for people with mental ill health</p>	<p>Adult Social Care – short term counselling for people.</p> <p>Crisis centre Health Trusts/Adult Social Care</p>	<p>Investigate with Adult Social Services what short term counselling is available and where / how this service is publicised</p>		<p>Evaluate the progress of this issue in Sept '10 meeting</p>		<p>Increase publicity about how to access crisis services and ensure the information is accessible to all communities.</p> <p>Ensure LINK involvement of</p>

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National crisis resolution campaign – MIND Link (Service user campaigning department of MIND)		Investigate what information is currently available from Adult Social Care and LPFT, where this is publicised and in what formats. Keep up to date with developments	Gill Crawshaw			any new materials are created to advertise these services

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<p><u>Ongoing gathering of evidence from the public about Mental Health Services in Leeds:</u></p> <p>Continue to gather evidence from Service Users about Mental Health Services in Leeds. The evidence gathered will then form future work topics for the Mental Health Work</p>	<p>LPFT / Social Services</p>	<p>Contact Groups and visit Day Centres to gather feedback from Service Users, including:</p> <p>Potterdale Vale Day Centre Stocks Hill Lovell Park</p>	<p>Emma Hanusch and members</p>	<p>Potterdale Day Centre – visit to be carried out by end of Oct '10.</p>	<p>Leeds Mind visit – complete.</p>	<p>Improve patient experience by taking forward issues which directly affect service users.</p>

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Group.		Mental Health Service User and Reference Group De Lacy House	Gill Crawshaw and Paola Vietri	Janet Somers to contact other day centres about LINK Aug '10. Visits to be scheduled by end of November '10 Visit to be carried out by September '10 work group meeting		

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		Use the LINK e-bulletins and Facebook page to request ask questions relating to the work plan to gather feedback			Questions about crisis services have been inserted into the LINK e-bulletin and several comments have been received	
Encourage and support the development of a network of Mental Health Service User Groups	Voluntary Sector / LPTF / Adult Social Care	Liaise with LPFT to drive forward the development of a mental health service user group network	Gill Crawshaw and Emma Hanusch	Plan of action to be established by end of Sept '10	Contact made with John Thorpe – a group has met to discuss this (June '10)	Create a stronger voice for people using mental health services to positively influence change to services

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					Emma to follow up with John about next steps by end of Sept '10	
Access to Mental Health Services for Deaf and hard of hearing people	LPFT	Liaise with the Becklin Centre and Community Health Teams to increase basic Deaf awareness amongst staff	Sign Health, Sue Gill / Emma Hanusch	Work to be complete by March '11	Sue Gill to attend work group meeting Sept '10 Emma to contact Caroline Bamford (LPFT) about current staff training and future needs by Sept '10	Increase deaf awareness amongst frontline staff to improve services

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Interface between the emergency services and NHS for mental health service users – sub group of the regional YAS group	Yorkshire Ambulance Service	Emma Stewart to attend the first meeting (yet to be scheduled)	Emma Stewart			

SHED Work Group Action Plan

<u>Issues</u>	<u>Service</u>	<u>Step by Step Action Plan</u>	<u>Person Responsible</u>	<u>Timescales</u>	<u>Progress</u>	<u>Desired Outcomes</u>
<u>Equality and Diversity checklist</u>	Health and Social Care	Design a checklist for people to use in order to evaluate the inclusivity of meetings/events they attend. The checklist will also inform people hosting the meetings/events.	Joy Fisher and Linda Boadle to make first draft.	To be completed by Sept '10	<p>Draft has been done building on the existing Physical and Sensory Impairment Network leaflet.</p> <p>Some further ideas for development have been agreed in May.</p> <p>Linda to</p>	To improve the inclusivity and accessibility of meetings.

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					confirm final sign off at VAL by Aug '10	
<p><u>The Gender Identity Clinic, Seacroft Hospital.</u> Trans Yorkshire approached the LINK with concerns about the location of the Leeds Gender Clinic (Newsam centre). They feel it is</p>	Leeds Partnership Foundation Trust	<p>- Build relationship with the Leeds Partnership Foundation Trust to establish history around the relocation of the clinic to the Newsam.</p> <p>- Possible visit to the clinic to look first hand at the suitability of the surroundings and speak to Clinical Manager.</p>	<p>Facilitated by Host staff.</p> <p>LINK Members And staff</p>		<p>Visit carried out for 21st July 2010. Report produced and sent to the work group with recommendation on how to take</p>	To make a recommendation to the Trust that the clinic is relocated.

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undignified for users of the service and that they are being stigmatised as having a mental illness.		- Define how to gather some more views from trans individuals about the clinic.	LINK work group.	Review views that have been gathered by Oct '10 and decide how to take forward the issue	forward	
<u>Access for Seldom Heard groups</u> (1) Barriers for trans individuals when accessing	Health and Social Care	(1) Joint working with NHS Leeds to find out specifically what trans individuals in Leeds think about access to Primary	LINK work group and a member of the Vulnerable	Update from Paul by Sept '10	Paul Sandom is liaising with his team to see how this	To add findings to the NHS Leeds

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<p>services.</p> <p>(2) Language Line and Interpreters. It has been highlighted by LINK member organisations that some groups cannot access services due to language barriers.</p>		<p>Care services.</p> <p>(2) Research how Language Line and Interpreters are made available to people who require them.</p> <p>Receive statistics from NHS Leeds on the use of Language Line across primary care services in Leeds.</p>	<p>groups team at NHS Leeds</p> <p>LINK members/staff</p> <p>Paul Sandom/Sharon Moore</p>	<p>Present in report for Oct '10 meeting</p> <p>End of June '10</p> <p>Review of the issue at the October '10 meeting to</p>	<p>can be approached.</p> <p>Statistics received June '10. Group to decide how to proceed in October meeting.</p>	<p>'Single Equality Scheme'</p> <p>To improve access for people who don't speak English.</p>

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				determine how to progress.		
‘A Need for a space in Leeds for lesbian and bisexual women’ – report from Amy Rebane at Leeds Involving	Health and Social Care	Amy Rebane (LIP) shared this report with the group and they agreed that they would like to support the work and help move it forward.	Work group members	Group to decide in the October meeting how to take this forward.		To submit the report to relevant statutory body and gain a recognition of the needs of lesbian and bisexual women in Leeds.

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People						
Equality and Diversity training	Health and Social Care	Training to be organised for the LINK membership to raise awareness of equality and diversity across the seven strands of diversity.	Emma to source and organise with guidance from the work group	First training course scheduled for 20 th September '10. Further courses to be rolled out in early '11.		Training will help members to ensure that principles are embedded into the LINK and it's membership .

Marketing and Communications Subgroup Action Plan

Item	Service	Step by Step Action Plan	Person Responsible	Timescales	Progress
<u>Newsletter (quarterly)</u>	Ensure balance of Health and Social Care issues and articles	Staff and members to collect information over each quarter i.e. events, consultations, issues. Staff and members to produce articles and write-ups. - Staff to pull together into an edition. - Staff and members meet to edit and prepare for print.	ALL – subgroup members and supporting member of staff.	Quarterly	
<u>Media Representative</u>		- Ask the Steering Group for a volunteer with the right skills, experience. - If no one volunteers, then the Co-Chairs should carry out this role. - Chosen representatives to undergo training. - Katie Baldwin (YEP) to be informed when representatives in place and trained.	Joy Fisher Arthur Giles Ken Ward	Training organised for 7 th September '10	Joy Fisher, Arthur Giles and Ken Ward chosen as media representatives.
<u>Easy Read Leaflet</u>		- Easy Read version of LINK leaflet to be designed externally.	- Emma to source organisation. - Members to agree design.		Work completed March '10
<u>The LINK Annual Report 2009-10</u>		- This group will take the lead on the report. - To decide on design and sections. - LINK work/sub group members to submit content.		Final Draft to be complete by 1 st June	Work complete June '10

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		<ul style="list-style-type: none"> - Emma to pull the draft together. - To be checked by Steering Group. 		2010	
<u>Development of Posters and Flyers</u>		<ul style="list-style-type: none"> - Current LINK poster design to be printed professionally. - Basic A6 flyer to be designed. 	Emma		Work complete Nov '09
<u>'LINK Week'</u> (A series of information/outreach drops across the city	Health and Social Care	<ul style="list-style-type: none"> - Group decided on 'LINK Week' – promotional week to raise awareness and also gather views from the public to develop the work groups. - To have a presence in hospitals, Health centres. Leeds Market stall. - To take place in May/June - Radio advertising to take place in conjunction. Emma to research. <p>Report produced for the week so that the Steering Group could analyse the effectiveness.</p>	<p>Host staff and members</p> <p>Host</p>		<p>Work complete June '10</p> <p>Complete – commercial aired June '10</p> <p>Submitted to the July '10 Steering group</p>
<u>Promotional Video</u>	Health and Social Care	To produce a DVD that tells people what the LINK is, what it can do and how to become involved in making changes to	Members facilitated by hosts staff	Early-Mid 2011	

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		<p>services in Leeds.</p> <p>Meet with media/production company to begin discussions.</p>			Carried out in Aug '10
<p><u>White Paper Consultation - Briggate</u></p>	Health	<p>To organise an event on Briggate to consult on the Health White Paper. Also to consult with the public on the current LINK work plan and ask their ideas for future development and work priorities.</p> <p>Advertise the event widely in Leeds through e-bulletin and other channels i.e. radio, tv and newspapers.</p>	<p>LINK staff and members</p> <p>Host staff</p>	<p>Information gathered on the White Paper from the public to be submitted to the Department of Health by 5th October '10</p> <p>To complete by end of August '10</p>	Event date set for 14 th September.