

**WILTSHIRE  
& SWINDON**



# **Wiltshire & Swindon Users' Network**

## **Newsletter**

**Spring 2010**



### **Update from the Chair of WSUN, Brian Warwick**

We have promised you for some time that we would continue to improve our communications about issues that are of concern to you, I do hope you like the new format of the Newsletter and the issues raised. I appreciate the responses and comments that members have written to me about, please do let us have your views they are most important to us. In the last issue we raised our concerns about the abuse of disabled bays at some Supermarkets. We are pleased that Tesco has now at long last recognised the problem, agreeing to tighten up their parking security and to take action against offenders. I would like to thank those members who have provided examples of their concerns, which we are now discussing with the appropriate Authorities. Listening to concerns from members about parking at our local hospital and the heavy cost imposed by some trusts we welcome the Dept of Health decision to consult on 'NHS Car Parking'.

Our Members tell us that they are concerned with the difficulties that disabled people are having when attending healthcare facilities due to the lack of available/appropriate parking facilities and, in some places, high parking charges. We are therefore supporting the view that there needs to be: A National Policy for car park charging should be imposed across the entire NHS. Any means testing for Blue Badge holders should be abolished at all healthcare facilities. Doctor/Dentist surgery car parks should meet the minimum requirements for the number of disabled bays as set out by the Department for Transport. We are all aware that learning to live with a disability can be very difficult; however, there is help to provide you with confidential advice on a wide range of issues. Local authorities must by law offer a free confidential counselling service to disabled people. Each session is tailored to individual requirements, ensuring the most effective and personal service possible. Individuals can seek advice on issues such as education, benefits, employment, housing and legal rights as well as psychological and emotional support.

Don't forget that our Head of Network Services would also be pleased to hear from you, especially about the role of the Network and how we can improve our service to you.

Best wishes, Brian



## **Update from the Head of Network Services, Louise Rendle**

It's certainly been an interesting start to 2010, not just with the changeable weather (all that snow really unsettled us at the beginning of January, didn't it?), but also with some changes taking place at WSUN. We have been looking at all areas of the Network and have been talking to our funders about how we can best fit in with their new ways of working. We have also been speaking with them, and other organisations, to find more opportunities for service users to be involved in different areas to influence change.

For a long time now we have realised that people don't fit very well into specific boxes. Some of our members may be an older person but also have a physical disability or have a learning difficulty. We have therefore decided to change our development team to generic outreach / development workers. We feel it is really important that we have as much knowledge within our staff team about all the areas of our work, and for members to be treated as individuals, with different experiences and expertise, rather than boxed into a category.

We will, of course, still carry on our work around mental health, older people and physical and sensory impairment commissioning boards, and continue to consult with groups of people around specific pieces of work. We will be visiting lots of groups and individuals over the next few months, to find new members in order to strengthen our organisation.

We have recently been awarded Department of Health funding, in partnership with Wiltshire Centre for Independent Living (WCIL), to explore the development of User-Led Organisations (ULOs) within Wiltshire and Swindon. This money is to be used to look at strengthening ULOs, to identify any gaps and develop more streamlined services around living independently. These services can include advocacy, peer support, support to employ and recruit staff, housing assistance and equipment.

We will be arranging some joint consultation events for our members at the end of April and beginning of May, to find out service users' views on these issues. More information on these events will be available shortly.

We have a number of consultation events coming up including the Police Forum and an event around personalisation in Swindon, so it's a busy start to the year.

May I wish all our members a Happy 2010 and I'm looking forward to the challenges and new opportunities that this year will bring for the Network.

All the best, Louise



## Patient Advice & Liaison Service

**NHS Wiltshire's Patient Advice & Liaison Service (PALS)** is a service which offers confidential advice, support, information and help to patients, their families, carers and friends.

PALS can help you to sort out any problems or concerns you may have about NHS services, particularly if you have been unable to resolve these by speaking to staff caring for you. PALS aim is to improve the NHS by listening to your concerns, suggestions and experiences and ensuring that people who design and manage services are aware of the issues you raise. PALS can provide information about a wide range of NHS services. We can also tell you how to contact other organisations that may be able to help or advise you.

PALS can provide information about the NHS complaints procedure and how to get independent help. We can help and support you through making a complaint.

You can contact NHS Wiltshire's PALS team on Freephone 0800 389 7671, or email [pals@wiltshire.nhs.uk](mailto:pals@wiltshire.nhs.uk)

Jo Davis,  
PALS Manager, NHS Wiltshire

## Single Equality Schemes - User Engagement Events



For those of you who took part in the above meetings in Salisbury and Chippenham, we would like to pass on thanks from the Agencies involved.

*"We would like to thank everyone who came along to the events and gave up their time with such good will and good humour. We really felt the events were great fun, while still taking the issues seriously and it was a pleasure for us to spend time with you all."*

*"One of the strongest messages ..... has been the need for really clear feedback about how people's views have been used to make changes and shape services."*

**Watch this space for further consultation events.**



# **Martin Fortune**

## **Community Development Manager**

Since my last detailed report in your Newsletter. I have been busy beavering away creating new and improved chances for you to be more involved in:

### **The Commissioning Structure for Physical Impairment (Under 65 years of age)**

The dates have been set for the year, but we need more younger people involved! Can you come along to give your views?

**We can provide support and transport if you wish to go but please do let me know your requirements as soon as you can.**

These dates are:

24 <sup>th</sup> March 2010	2.00 pm to 4.00 pm	West Ashton Village Hall
16 <sup>th</sup> June 2010	2.00 pm to 4.00 pm	West Ashton Village Hall
15 <sup>th</sup> September 2010	2.00 pm to 4.00 pm	West Ashton Village Hall
8 <sup>th</sup> December 2010	2.00 pm to 4.00 pm	West Ashton Village Hall

This will support the delivery of the Physical Impairment Strategy, mentioned in the Autumn newsletter. WSUN and Wiltshire Council are working on this together and will come out to groups, residential accommodations etc and support them to feed in to the next levels.

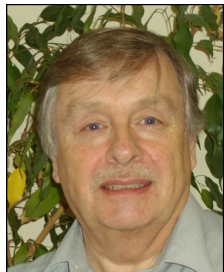
If you belong to a group, and want us to come and talk and listen to your views or if you wish to be involved in Commissioning, Planning or putting forward the Issues at meetings, do let me know, and we can add you to our list of Involvement.



### **Supporting people with Mental Health experiences:-**

We have been working hard to continue this work with Mental Health services and service users with Mental Health experiences. I have supported the representative service users at the Wiltshire Mental Health Partnership Board, along with Daniel Lyus, Commissioning Manager for Mental Health at Wiltshire Council and Daran Bailey, Commissioning Manager for Mental Health NHS Wiltshire. The four representatives have completed some training on the purpose of the group and how to be more involved and I have put together an Advisory Group for Daniel and Daran.

I have been doing lots of outreach for the User Friendly Group which will have taken place: 1<sup>st</sup> March , 10.30am to 12.30pm, St Anne's Manor, Salisbury.



## **Nick Crane**

### **Community Development Worker for Older People**

There must be some truth in the old adage that 'the older you get, the faster time flies'. It seems that having hardly finished putting pen to paper to write for one newsletter, then I am being asked to write for another. What it probably means is that we have entered a very busy period with lots of things happening.

For older people an important focus over the last few months has been the 'Shaping Choices' – CESD Care Pathway for older people. Wiltshire Council, NHS Wiltshire and South West Development Centre are working with the Care Services Efficiency Delivery (CESD) Programme of the Department of Health to review the way they work with older people, what services they commission and what outcomes they achieve.

They are doing this because Wiltshire already has a significant older person population and the number of older people living in the county will continue to increase year on year. The public authorities need to use the limited resources as wisely and efficiently as possible to provide the widest choice and best outcomes for older people.

Wiltshire Council and Wiltshire NHS (including the Acute Hospitals) staff are working with the voluntary sector (including ourselves) older people (some ten members of the Network have been regularly involved), carers, care homes and domiciliary care agencies to ensure that the right services are received in the right place at the right time.

A large event was held in Chippenham at the beginning of October last year. Over 100 people attended from all the organisations previously mentioned with a good number of older people. Individuals were invited to share their experiences and issues related to health and Social Care services. These were drawn together into themes and openly discussed in groups. At the end of the day there was a list of ideas about what needs to happen to improve these services, for older people, across Wiltshire.

Following on from this large event a series of five workshops has been held, with the last taking place on February 26<sup>th</sup>. The idea behind the workshops was to take the ideas generated at the Chippenham event forward. The workshops were some 40 to 50 people in strength with a sizeable proportion being older people who were either service users or carers. The first workshop looked at what is currently available, what people hoped would come out from this work and what they thought a successful outcome would look like. The second workshop tried to evaluate the current services against the agreed needs and identified gaps in service and support.



The third workshop was a more creative affair where those attending were asked to put forward what would be the 'ideal' future service. The fourth workshop brought in the reality looking at what, from the ideal, could realistically be achieved. The final workshop agreed a prioritised list of recommendations for improvement and planned the practical actions needed. These will be taken forward to the commissioners in Wiltshire Council and Wiltshire NHS hopefully for implementation.

### **The Older People Area Groups**



These four area groups that feed through the 'Involved Group' to the commissioning process for older people services at Wiltshire Council have continued to flourish. The groups are slowly growing in numbers and are beginning now to make themselves known in their areas. They are now picking up on issues that are of concern to older people in the areas they cover and taking those

Issues forward so that the appropriate people can hopefully address them. There are still places available on each of the four groups, so no matter where you live in Wiltshire, if you are an older person and would like to get involved please contact me (Nick Crane) and I will put you in contact with the relevant Chairperson.

## **Wiltshire Involvement Network (WIN)**

### **Open WIN meeting**

Everyone Welcome to attend, Come along and find out more about WIN

- 31<sup>st</sup> March – Devizes Sports Club – 6.30pm – til 8.00pm

If you need more information or transport to be booked, please contact Sharon Daws in the WIN office at Melksham on 01225 701121.

### **WIN Sensory Impairment Meeting:**

- 11<sup>th</sup> May 2010 at Trowbridge Civic Hall, 10.00am – 2.30pm

BSL Interpreters and Speech to Text, Typists are booked

More to follow on these WIN Meetings.

If you want to know more about WIN, a WIN volunteer or I will come out to groups or residential accommodations etc. Alternatively, if you belong to a group, and want us to come and talk, listen to your views or you may wish to be more involved in WIN activities. Become a member of WIN too!

If you want to be involved in any of the above do not hesitate to me, on 01380 871800 or [martinfortune.wsun@btconnect.com](mailto:martinfortune.wsun@btconnect.com)



# Madhu Verma & Lisa Chadwick, Swindon

## Big Care Debate, October 2009

The Government is offering everybody the opportunity to have their say on the reform of adult care and support in future. For this reason a "Big Care Event" was held in October and was a great success. It gave everybody a chance to take part in the consultation event.

## Senior Well Being Day, November 2009



This event was held for older people. Service providers held stalls promoting their work. Exhibitors included the Fire Service, Local Involvement Network Swindon (LINKs), Mobile Library Service and many more. We held our display and many people joined our membership. As it was approaching Christmas, all exhibitors were encouraged to get into the festive spirit. This was a very enjoyable day for all.

**Fire Service Consultation, November 2009.** We were invited to take part in the consultation of the future of the fire service. We were given the opportunity to voice our ideas from the disability point of view.

## Digital Switchover Event, February 2010

The Digital Switchover will launch in parts

of the country from March 2010. We have kindly been given a grant from Wiltshire Age Concern to enable us to inform our members of what changes will take place. An event was held for our members on 25 February; this helped them to understand and be ready for the switchover.



**Transforming health & care services/ personalisation, March 2010.** This event was held on 3 March and all our members were invited. It was an opportunity to find out about the changes taking place in health and social care services and how they will affect us locally.

## Event for wheelchair users, March 2010

We are joining forces with LINKs and have organised an event where people can come and find out about everything they need to know about wheelchairs. This will include who is eligible and where you are can get one. This event will be held on 17 March.

**Meeting for 3<sup>rd</sup> sector Community Groups, March 2010.** We are working with Swindon Borough Council to hold a workshop with a number of local 3<sup>rd</sup> sector service providers. This is to consider the implications of the changes in Health and Social care on the development of local 3<sup>rd</sup> sector organisations.

# Wiltshire Independent Travel Support Team (WITS)

Thankfully we now have funding for another year and of course that means we are already looking for funding in the future.

Our referrals continue to be received at a rate of 1 to 2 individuals a week. This year (2010) already 16 service users have completed their travel support training. If we carry on like this we will have completed a minimum of 50-55 individual users by the end of March 2010 since April last year.



## Service user feedback

We are really keen to hear from those people who have undertaken the training. All service users are given feedback forms to fill in, so they can keep us up-to-date and make suggestions about how we can improve the Service. Any comments are taken on board and if necessary, acted upon.

These are some of the things that service users have said about the service:

### What do you think was good about the WITS project?

"It was good this was offered as a service for someone with learning disability on a 1:1 support"

"Very helpful, nice travel supporters, very patient"

"Increased my independence and self belief enormously. I am now able to travel on my own in holiday time"

"Brilliant"

### Is there anything about the service we could improve?

"Can't think of anything, but maybe a bit more time"

"If possible a little more time spent with the user"

"No"

Since service users have completed their training they have been spotted out and about all over Wiltshire.





This article is from Hazel Watson who is the Director of Nursing Compliance Assurance and Standards at Avon and Wiltshire Mental Health Partnership Trust.

2010 represents an exciting opportunity for Avon & Wiltshire Mental Health Partnership NHS Trust (AWP). AWP will be continuing to close the gap between our Trust vision and the service experienced by individuals. With your involvement, 2010 will see us become an NHS Foundation Trust (FT), enhancing and strengthening our position as a leading provider of mental health services. We are grateful that so many commented during our consultation period on how we plan to set up and run as an FT. Through listening, we can develop services that meet the needs of the communities we support and in which you live. The outcome of how we will operate as an FT will be published shortly.

During 2010 we will continue to build a broad membership, representative of our region's diverse communities and locations, by asking people to do what some of you already did last year – become a member of the Trust. As a member, not only can you help us recruit new members, but you can play a greater role by standing for election as a governor.

So far we have some 7500 Foundation Trust members. But we still need more. Our ambition is to achieve 20,000 and we hope

closer to this figure. That's why we've launched our **Member get Member** promotion. If every member recruited one new member we'd be that much closer to our target.

This promotion runs from 1 January to 31 March 2010 and includes three prize draws, each with a prize of £100 worth of High Street shopping vouchers.

For more information, and full Terms and Conditions on this promotion, please visit our website:

[www.awp.nhs.uk/membergetmember](http://www.awp.nhs.uk/membergetmember)

If you would like further information about any aspect of our Foundation Trust plans, please contact our membership team on 0800 694 9990, or email them at [foundationtrustinfo@awp.nhs.uk](mailto:foundationtrustinfo@awp.nhs.uk)

**We would love to hear from you:**



We are looking for people who have recently been discharged from hospital within the last year, who would like to share their stories about the plans that were put in place after being discharged from hospital. For example, how you felt about these plans and if the plans were followed.

If you would like to share your story, please contact Louise Rendle on



01380 871800 or email



[louiserendle.wsun@btconnect.com](mailto:louiserendle.wsun@btconnect.com)

## Lynda Griffiths - article from a WSUN member

I wrote this article for the Disability Parents' Network (DPN) last year and would like to share it with you. If you are a parent who wants to use your experiences of Social Services or Social Care, you may like to do as I did. I became a member of my local user involvement organisation, WSUN, who helped me become more confident and aware of Social Work practice by providing training in communication skills, Social Worker roles and how to become part of the tutor team at the local college and/or university, to interview and teach students. Having doing it for over a year I love it. WSUN organises taxis for service users or pays travel expenses. Being treated as a colleague by college/university staff feels really good. I know I am helping to put across a 'user's' perspective, sometimes to people who haven't the first idea of what or who a service user is, helping the college to be inclusive and me to feel valued and useful. If you fancy the idea of becoming involved you could contact WSUN or your local college/universities Social Care Departments and ask what user involvement opportunities they offer. It's in the General Social Care Commission's guidance for training that service user input be encouraged and endorsed by providers of the Degree in Social Work.



<http://www.gscc.org.uk> Working towards full participation report. Published by the GSCC in 2005.

It really is fun and rewarding to see students think about things from our viewpoint; a great achievement and one that could influence their practice when they graduate.

Feedback from students is very positive and the staff feel that the earlier we are involved the better, as it helps students be mindful of whom they are going to be working with and for! **Skills for Care**—Phone: 01305-751130

email: [info@skillsforcare.org.uk](mailto:info@skillsforcare.org.uk) Web: [www.skillsforcare.org.uk/southwest](http://www.skillsforcare.org.uk/southwest)

My work with student social workers has led to my attending some very interesting meetings, like the Taunton regional meetings which have been re-named from RAG to SUCCESS. I attended a conference in Exeter in January: it was an amazing hotel, very accessible and comfortable, a Mercure hotel - The Southgate. Please look up the above website and see if you can see me at the conference. I was fortunate to be on the top table with David Croisdale-Appleby, Chair of Skills for Care, and Professor Jon Glasby, who did a workshop on Personalisation. If you're interested in social work and the issues facing the workforce the website will be of interest to you or you could phone for information on a whole host of issues. There are many information sheets free to service users and social care workers. I feel privileged to have been invited to be involved and hope that the invitations to attend keep coming. I am very happy to check out the accessibility of nice hotels for conferences in my wheelchair.

Very Best Wishes, Linda Griffiths, (DPN Helpline Volunteer)

## DON'T BE A VICTIM OF A SCAM

Every day people across the country become victims of criminals who use all kinds of tricks and schemes to con you out of money. These '**scams**' can come in a number of ways, through the post by phone or by email. Some of the many different kinds of **scams** people use are fake lotteries, prize draws, get rich quick investments and miracle health cures.

Scammers are very clever and target people from all walks of life. Every year three million people fall victim losing on average £850 each and sometimes a great deal more.

Being taken in by a scam doesn't just cost you money. It is a very distressing event which leaves people feeling vulnerable, worried and can make you ill.

Don't become a victim, don't let down your guard, look out for the **WARNING SIGNS**. If something sounds too good to be true then it almost always is. If you are contacted out of the blue by letter, phone or email by someone you have never heard of offering you a prize or something similar then beware. They will try and get you to make a quick decision, so that you don't have time to think things through. They will try to pressure you by saying things like 'You need to act now so that you don't miss out.' If it comes in the post – **bin it**. If they are on the phone – **Hang up**. If they email you – **delete it**.

If you want more information on:

- How to protect yourself from scams
- Common Scams
- Reporting a Scam

Then please go to: [www.consumerdirect.gov.uk/watch\\_out](http://www.consumerdirect.gov.uk/watch_out) or contact the Consumer Direct advice line 08454 040506.

## IDENTITY THEFT

Identity Theft is where criminals use your name and personal details to steal money or get benefits.

To help protect your identity and stop criminals getting your details shred or cut up any papers that you are throwing out which have your name and personal details on.

Wiltshire Council has suggested that any shredded paper should go into the large skips at supermarkets or other recycling sites. What they don't encourage is shredded paper going into household black bins because when they are emptied into the trucks the paper strips tend to get blown away.

# Here are some dates for your Diary

29 April 2010 - Development for a Centre of Independent Living in Wiltshire -Service User Consultation - Devizes - venue to be confirmed. (Please contact us if you would like to attend)

6 May 2010 - Development for a Centre of Independent Living in Wiltshire -Service User Consultation - Salisbury Methodist Church, St. Edmund's Church Street, SALISBURY, SP1 1EF (please contact us if you would like to attend)

10th to 16th July 2010 - Age No Barrier Week - more to follow on this.

Community Groups and Individuals are invited to hold events during this week, please contact us for details.

## We would like to hear from you

From the next issue onwards we are going to have a members page, where you can write in with your letters/submissions that you want to be included that you want to be included in to the newsletter.

## Just for Fun!



This dot to dot is from website [www.printactivities.com](http://www.printactivities.com)

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