

The logo features the text "Wiltshire Involvement Network" in a green, sans-serif font, centered within a white circle. This circle is partially enclosed by a thick green swoosh that curves around the left and bottom edges. The entire logo is set against a light green background.

Wiltshire Involvement Network

For Health and Social Care

THE WILTSHIRE INVOLVEMENT NETWORK (WIN) ANNUAL REPORT 2010—2011

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A WORD FROM THE CHAIR

The year 2010/2011 has been a difficult and challenging one for WIN. Between April and October 2010 we had no WIN Officer and our HOST changed in August 2010. Despite the disruption we, with the help of our Support Officers from Age UK and WSUN, hosted, in May 2010, a very successful event for people throughout Wiltshire with Sensory Impairment. This enabled them to get together, listen to speakers, discuss relevant issues and voice any concerns. A commissioning group was subsequently set up to address issues arising from the workshops. These issues are ongoing as we await feedback from the Physical Impairment Managers.

We finally appointed a WIN Officer in October who along with our Administrator and Support Officers from WSUN and AGE UK have worked diligently to get WIN back on track.

We now have many members representing WIN while attending local groups and organisations. A very active Outreach Group has been set up and they are engaged in publicising WIN throughout the County as well as putting together a formidable Work Plan to cover our remaining time as a LINK.

A HealthWatch Implementation Task Group has also been set up to make sure that we are ready for action in June 2012. Representatives from this group will continue to attend the many Seminars and Conferences in the South West to ensure that WIN members are kept fully informed of HealthWatch developments.

Finally I would like to take this opportunity to thank all members of the Core Group for their continued support and hard work in the development of the Wiltshire Involvement Network, in particular the Vice Chairs Jill Tompkins, Phil Matthews and Rodney Haverson.

Anna Farquhar

Chair, Wiltshire Involvement Network



THE WILTSHIRE PICTURE

The Wiltshire Involvement Network, known as WIN is a network of people and local organisations. WIN listens to what people have to say about local Health and Social Care issues and reports these concerns back to the relevant provider.

An overview of Wiltshire

Wiltshire is a large, predominately rural and generally prosperous county with a population of 452,600. Almost half of the population resides in towns and villages with less than 5,000 people and a quarter live in villages of fewer than 1,000 people.

Approximately 90% of the county is classified as rural. Wiltshire has the third lowest population density of the counties and unitary authorities in the south west. The rural nature of the county has implications for the planning and provision of health and social care services. This is particularly so with a shift towards more provision of services in the community. Transport provision especially in the context of a commitment to sustainable living and potential reduction in availability of fossil-fuels also has implications to Health and Social Care planning.

At 3.2% of the population, Wiltshire has a lower proportion of ethnic minorities than the South West region as a whole, (4.3%) and a considerably lower proportion than the national figures, (England 11.3%). The County is a largely white and rural area.

People in minority groups are often not present in sufficient numbers to form coherent groups. This can result in an unknown demand for services and hence unmet need.



THE WILTSHIRE PICTURE

The health of people in Wiltshire is generally better than the England average.

Deprivation levels in Wiltshire are lower than the England average. However, there are still over 10,000 children living in poverty in Wiltshire

Wiltshire has a higher rate of malignant melanoma skin cancer than the England rate.

The percentage of children classed as obese and the rate of teenage pregnancy are lower than the England average.

Rates of early death from cancer and from heart disease and stroke have fallen in Wiltshire over the last 10 years and are below the England average.

The rate of serious injuries and deaths on the roads in Wiltshire is higher than England's average. Around 300 people are killed or seriously injured on the roads of Wiltshire every year.

Information sourced from the Wiltshire Joints Needs Assessment 2010-11

WIN would like to thank everyone involved with the network and those who have contributed toward the work

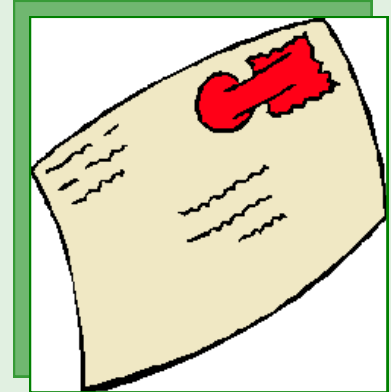


The WIN display stand

WIN CONTACT DETAILS

By Post:

Wiltshire Involvement Network
Independent Living Centre
St Georges Road
Semington
Wiltshire
BA14 6JQ



By Telephone:

01380 871800

By Fax:

01380 871507

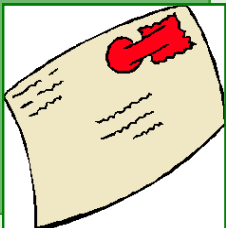
By Email:

luciewoodruff.wsun@btconnect.com



HOST ORGANISATION CONTACT DETAILS

The Wiltshire Involvement Network is supported by The Wiltshire and Swindon Users' Network as Host Organisation (WSUN) and AGE UK Wiltshire.



By Post:

Wiltshire & Swindon Users' Network
Independent Living Centre
St Georges Road
Semington
Wiltshire
BA14 6JQ



By Telephone:

01380 871800

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Support Staff—WSUN:

Dot Kronda—WIN Officer

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Martin Fortune—WIN Support Officer

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Lucie Woodruff—WIN Administrator

luciewoodruff.wsun@btconnect.com

Support Staff—AGE UK Wiltshire:

Mary Rennie—WIN Support Officer
(Older People)

mary.ennie@ageukwiltshire.org.uk

tel: 01380 735525

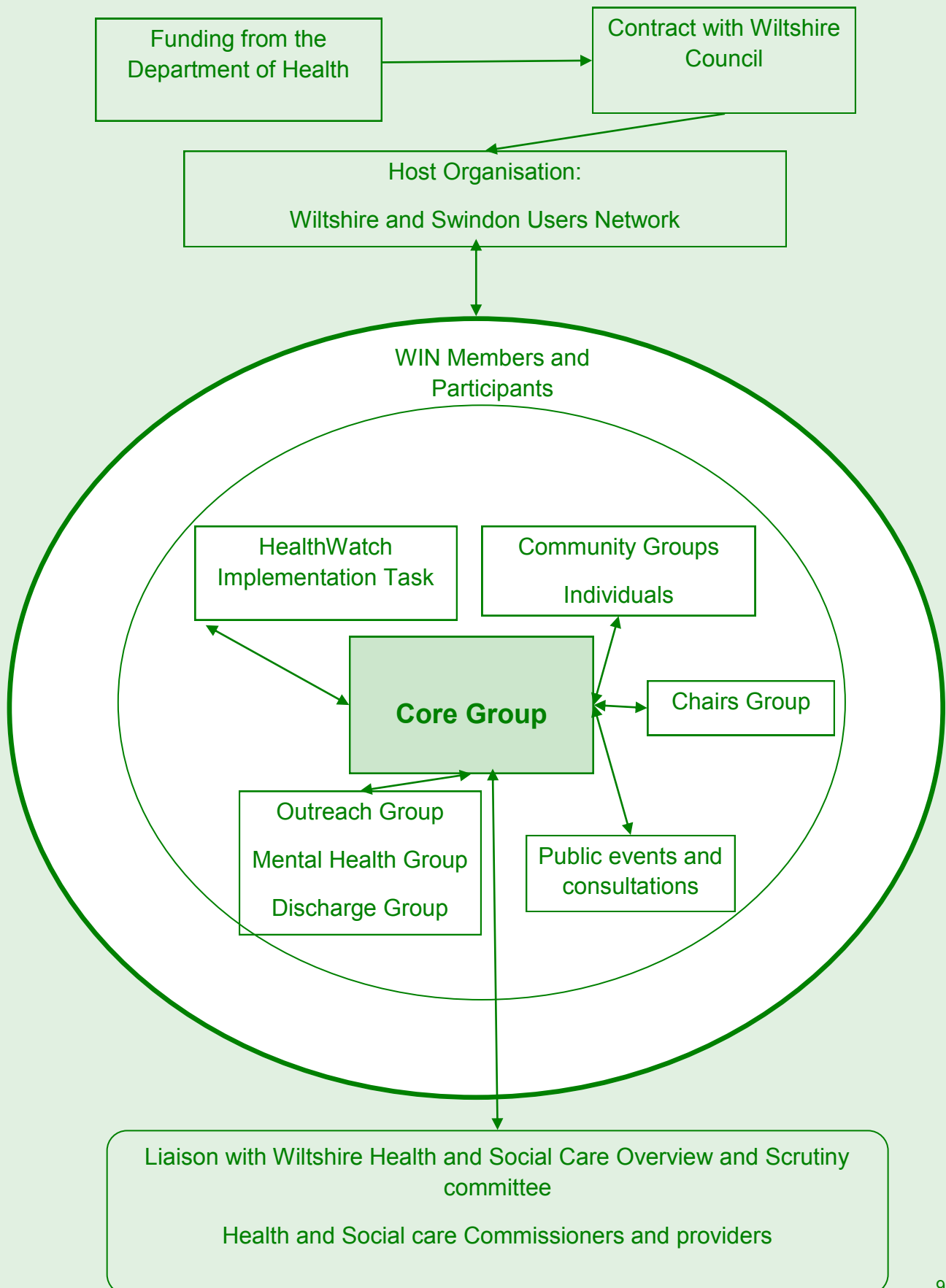
WIN CORE GROUP

MEMBERSHIP

WIN has 200 members in total. The Core Group consists of 20 members who make up the decision making body. These members are listed below along with their areas of interest.

Peter Biggs		<i>Health</i>
Debbie Burse		<i>Elected 10/08/2010</i>
Neill Cadmore		<i>Elected 10/08/2010</i>
Sharon Daws		<i>Elected 10/08/2010</i>
Martin Eggleton		<i>Social Care</i>
James Elford		<i>Elected 10/08/2010</i>
David Evans		<i>Social Care</i>
Anna Farquhar	CHAIR	<i>Health</i>
Jetta Found		<i>Health</i>
Ann Haughey		<i>Elected 10/08/2010</i>
Rodney Haverson	VICE CHAIR	<i>Community Groups</i>
Janet Jarmin		<i>Health</i>
Anne Keat		<i>Health</i>
Phil Matthews	VICE CHAIR	<i>Health</i>
Irena Kate Magil		<i>Social Care</i>
Patricia Putland		<i>Elected 10/08/2010</i>
Dorothy Roberts		<i>Health</i>
June Sadd	<i>Representing the Wiltshire</i>	<i>Racial Equality Council</i>
Jill Tompkins	VICE CHAIR	<i>Social Care</i>
Mary Wilson		<i>Health</i>

THE WIN STRUCTURE



WIN SUB GROUPS

To carry out the work of WIN the Core Group has elected the following sub groups to concentrate on specific areas.

WIN Chairs Group

Anna Farquhar	CHAIR
Phil Matthews	<i>VICE CHAIR</i>
Rodney Haverson	<i>VICE CHAIR</i>
Jill Tompkins	<i>VICE CHAIR</i>

The WIN Chairs meet on a bi-monthly basis to manage the business of WIN. This includes discussion of new work plan arrangements and setting the agenda for Core Group meetings

Mental Health Sub Group

Jill Tompkins	<i>CHAIR</i>
Anna Farquhar	
Jetta Found	
Anne Keat	
June Sadd	
Mary Wilson	

The Mental Health Sub Group works closely with the Avon and Wiltshire Mental Health Partnership Trust (AWP) and was recently the lead LINK in compiling a composite response to the AWP Quality Accounts.

Outreach Group

Mary Wilson	<i>CHAIR</i>
Debbie Burse	
Sharon Daws	
Martin Eggleton	
Ann Haughey	
Rodney Haverson	
Phil Matthews	
Patricia Putland	

The Outreach Group was set up in February 2011 and will focus on the WIN work plan and it's implementation. So far the group have put into action the free distribution of 500 newsletters and membership leaflets to homes across Wiltshire.

WIN Discharge Group

Jill Tompkins *CHAIR*

Phil Matthews

Janet Jarmin

Anne Keat

Mary Wilson

Neill Cadmore

The Discharge Group was set up in late 2010 to look at discharge policies of the acute hospitals that cover Wiltshire patients and to assess how health and social care needs are addressed on discharge.

WIN TASK GROUPS

To carry out the work of WIN the Core Group has elected the following task groups to concentrate on specific areas.

HealthWatch Implementation Task Group

Peter Biggs *CHAIR*

Phil Matthews

Jill Tompkins

Mary Wilson

Jetta Found

David Evans

This group was set up in March 2011 to work on the implementation and transitional arrangements for WIN to merge into HealthWatch. The HIT Group, for short, works closely with Wiltshire Council and NHS Wiltshire to ensure that the transitional process runs smoothly. The group have been looking at WIN's existing policies to ensure that they are robust enough for the transfer into HealthWatch.



WIN FINANCES

Period 1st August 2010 to 31st March 2011

	Expenditure			Income
	Age UK (£)	WSUN (£)	Total (£)	Total (£)
Local Authority Funding for 8 month period				82000
Salaries & Recruitment Costs	7816	30534	38350	
Other Staff Costs and Expenses	971	3090	4061	
Management Charge	1591	9592	11183	
Members Mileage	0	3192	3192	
Parking	0	19	19	
Taxi Fares	0	1941	1941	
Enablers	0	177	177	
Training	133	661	794	
Postage	0	346	346	
Stationary and Photocopying	0	1380	1380	
Telephone and Broadband costs	107	533	640	
IT Maintenance	600	0	600	
Equipment Charge	1073	0	1073	
Refreshments and Catering	0	505	505	
Room Hire	0	549	549	
Gloucester Rural Council	0	120	120	
Bank Charges	0	23	23	
Software	0	763	763	
Website Cost	0	150	150	
Total Expenditure/Income	12291	53575	65866	82000
Surplus of income over expenditure - Available to carry forward £16134				

THE YEAR AT A GLANCE

April 2010

WIN promotion at:

- AGE UK Health and Wellbeing Day
- AGE UK AGM
- Calne Health Fair

May 2010

WIN was represented at:

- NHS Wiltshire's End of Life Care Implementation Group meeting, to monitor progress implementing End Of Life Care strategy;

WIN put on a Sensory Impairment Event at the Civic Hall;

June 2010

WIN promotion at:

- Wiltshire Volunteer Festival, Trowbridge
- Wiltshire Council's Older People's Strategy meeting, Devizes
- NHS Wiltshire Stakeholder Assembly, Warminster

July 2010

WIN was represented at the Provider Services Committee;

August 2010

WIN Core group meeting at Potterne Wick;

WIN was represented at the Provider Services Committee;

September 2010

WIN promotion at:

- WSUN AGM
- Colerne Luncheon Club

WIN was represented at:

- the Establishing HealthWatch consultation workshop in Bristol;
- the White Paper consultation in Swindon;
- the Wiltshire PCT Board meeting;
- the Equality and Human rights Assurance Group meeting;
- the Provider Services Committee meeting;

WIN was represented at the NHS Wiltshire Board Meeting;

WIN was represented at the Provider Services Committee;



THE YEAR AT A GLANCE

October 2010

Core Group meeting at Potterne Wick;

WIN promotion at:

- Older People's Day, Melksham
- Age Concern Chippenham October Event
- Wiltshire Voluntary Sector Forum Network, Devizes
- Age UK Wiltshire AGM

November 2010

WIN represented at the Regional Links meeting in Exeter;

WIN was represented at NHS Wiltshire's End of Life Care Implementation Group meeting, to monitor progress implementing EOLC strategy; Promoted WIN in sheltered homes across Wiltshire;

WIN was represented at the Health and Adult Social Care Select Committee;

WIN was represented at the NHS Wiltshire Board Meeting; WIN was represented at the Provider Services Committee; WIN was represented on the Swindon and Wiltshire LPC group;

WIN was represented on the Urgent Care Local Implementation Group;

December 2010

WIN Core Group meeting at Devizes
WIN promotion at:

- Wiltshire Council's Older People's Strategy, Delivering Value to Patients Workshop, Potterne;
- National Carers' Rights Day – Planning for the Future – Devizes Promoted the *Equalities and Human Rights Commission Inquiry into home care of older people*;
- Sainsbury's Trowbridge;

Win was represented at the Great Western Ambulance Service Annual General Meeting;

WIN was represented at the NHS Wilts Neurological Long Term Conditions Working Group;

WIN was represented at the NHS Wiltshire Nutritional Steering Group; WIN was represented on the Rapid Scrutiny Exercise – Carers Funding and Dementia Breaks group;

January 2011

WIN Core Group Meeting at Devizes;

WIN was represented at NHS Wiltshire's End of Life Care Implementation Group meeting, to monitor progress implementing EOLC strategy;

WIN was represented at the NHS Wiltshire Board Meeting;

WIN was represented at the Provider Services Committee;

February 2011

WIN promotion at:

- Community Hub, The Barge



March 2011

WIN held an Equality update day to inform the group of changes to the Equality Act 2010;

WIN was represented at the NHS Wiltshire Board Meeting;

WIN was represented on the Teenage Pregnancy Commissioning Group;

WIN was represented on the Urgent Care Local Implementation Group;

WIN was represented at the Health and Adult Social Care Select Committee Quality Account/CQC Task Group;

WIN was represented at the Equality and Human Rights Assurance Group;

WIN Core Group meeting at Wilton;

WIN promotion at:

- Age UK Fitness & Friendship Club, Chippenham

COMMENT FROM NHS WILTSHIRE

Wiltshire Involvement Network (WIN)

During 2010/11 NHS Wiltshire has continued to consolidate its relationship with WIN by regularly attending the Core Management group to brief members about National and local developments in the NHS. This also provided an opportunity for WIN members to raise issues they have received and ask questions of NHS representatives.

WIN members are formally represented at the Commissioning and Provider Services Committees, the Exceptions Committee, the Joint Commissioning Board, the End of Life Care Strategy Group, the Neurological Long Term Conditions Group, the Wheelchair Service Users Group and on the Equality and Human Rights Assurance Group. There is also a WIN member sitting as a formal observer at the NHS Wiltshire Board. WIN members are routinely involved in evaluation panels for the tendering of NHS services, most recently Eating Disorder Services.

WIN members attended many of the health fairs held across the county to compliment the presentations on local health issues given by members of the public health team and were able to take part in discussions and networking sessions, developing contacts and recruiting new members. This helped WIN members develop an understanding of the issues that are important to people living in Wiltshire and illustrate how representative groups can work closely with the NHS, while still retaining their independence.

NHS Wiltshire has worked closely with WIN members to develop a productive relationship based on mutual respect and trust, but which allows members of WIN to effectively and constructively challenge the NHS where issues affecting patients have been raised and we look forward to working with the new HealthWatch body in the same spirit.



WIN PROMOTION & PUBLICITY

In November 2010 Host staff made contact with 37 different disability and community groups, including carers groups across Wiltshire to give information about the work of WIN and to offer them an opportunity to engage with WIN and inform us of any relevant issues.

Staff and members attended a variety of events to promote WIN with an information stand including Age UK and WSUN AGM, Equal Chances Better Lives launch, Carers Rights Day, International Older People's Day and the Age UK October event. Future events include, Chippenham Area Board Health Fair and a Mental Health Summit event in Salisbury.

Drop In surgery's – took place on a monthly basis in Salisbury and Trowbridge. Although well advertised the drop- in's were not well attended and after an evaluation a decision was taken to finish them in September.

The Host has placed articles in the Newsletters of both Age UK and WSUN and has recently been given the opportunity to promote WIN through the Develop and Grow e-bulletin.

In December last year Host staff wrote to all the current Patient Participation Groups in Wiltshire to inform them about the work of WIN and to offer to meet each group to hear about any issues that may be of concern to the local community. As a result WIN was invited to talk to Bradford on Avon's PPG about public involvement.

In December a short information bulletin about the work of WIN and details of a forthcoming meeting was released to a local radio station.

Information leaflets were sent to 21 health related locations licensed by Wiltshire Council including Community Hospitals and Health Centres.

WIN have tried a variety of ways to communicate with and gather the views of the public. One of the methods used was the mobile library service. One of WIN's remits is to try and reach people who are "seldom heard", so in November 2010 Mary Rennie, WIN Support Officer, Older People, went out with Wiltshire Council's Mobile Library Service - a large van stuffed to its roof with a huge range of books - to spread the word to its regular readers about WIN.

They set off from Trowbridge at 7.30am on a cold, bright and frosty morning, and visited sheltered accommodation in villages around Salisbury, covering Wilton, Harnham and Nunton, before visiting the Robert Stokes Almshouses, and St Nicolas and Brympton House in Salisbury.

Mary's impression: "This was a most interesting experience. The mobile Library service is hugely appreciated by less mobile people, and those who cannot rely on a regular bus service to take them to the local library. It is a great way of getting to meet them!"

*Wiltshire Council's
Mobile Library*

HOW PEOPLE'S VIEWS ARE HEARD

Members of the Core Group represent WIN on a variety of health and social care commissioning groups as members and stakeholders and are stakeholders on the Health and Social Care Overview Scrutiny Committee (HSCOSC) and Joint Commissioning Board (JCB).

A relationship and referral protocol exists between the Wiltshire Health and Social Care Committee and WIN.

WIN Members also attend the NHS Stakeholder's Assembly and AWP Stakeholder's Assembly.

Members represent WIN on a Joint Working Group which looks at the Great Western Ambulance Service. This is a cross boundary working group made up of LINK members and Host representatives across the seven Local Authority areas covered by Great Western Ambulance Services. Members also attend the Wiltshire Mental Health Partnership Board. Members sit on the Maternity Strategy and Liaison Committee.

The feedback to Establishing HealthWatch Consultation included measuring the impact of people with hidden impairments (such as people with Mental Health and/or some Learning difficulties and also people with the full range of impairments.) Recognising the importance of making sure that people who are Social Care "Self-Funders" are not overlooked. Also monitoring the way in which the eligibility criteria is applied, in terms of the implementation of the Personalisation agenda. The use of appropriate advocacy services to advocate for those who would find it difficult to do so without support. WIN were made aware of the Social Care, 'Transparency in Outcomes' white paper. Comments made were included in the response submitted by the Host organisation. The Core Group also commented on Wiltshire Council's National Blue badge Holders' consultation.

The Core Group commented on Equity & Excellence: Information Resolution and Choice & Control consultation, making appropriate points about access to information and different accessible formats.



HOW PEOPLE'S VIEWS ARE HEARD

The Outreach group has begun to look at and to understand the local communities of Wiltshire and their health & social care needs. They have used the Wiltshire Joint Strategic Needs Assessment (JSNA) to identify community groups and under represented interests will be targeted as part of a programme of engagement. In order to understand these local communities and their health & social care needs, Host staff have each been tasked to report on under represented interests to the Core Group. A report has recently been completed for the Core Group by the WIN support officer on the health and social care needs of Travellers and other nomadic groups in Wiltshire. Reverend Roger Redding, Chaplain for Travellers and Showmen has offered to speak to the Core Group about the problems travellers face in accessing health and social care needs.

Since August 2010 WIN have received information and commented on the following White Papers:

- Equity and excellence: Liberating the NHS – Establishing HealthWatch, consultation ended 5th October 2010. This was discussed at a Core group meeting a response was submitted to the Department of Health in Sept 2010.
- Equity and Excellence: Liberating the NHS – An Information Revolution, consultation ended 14th January 2011. A response was submitted to the DoH January 2011.
- Equity and Excellence: Liberating the NHS – Greater choice and control, consultation ended 14th January 2011. A response was submitted to the DoH January 2011.
- Transparency in outcomes: a framework for adult social care consultation. Members were given an opportunity to contribute individually to the response that WSUN submitted.
- A summary of the 'Healthy Lives, Healthy People' Public Health White Paper was passed on to Core Group members. A WIN member attended a consultation and engagement event and had the opportunity to feed in the comments that had been made by members.
- WIN made a statement that was included in the Quality Accounts for both Avon and Wiltshire Partnership and Great Western Ambulance Service.

Contact has been made with groups involved with service users with sensory impairment in particular Wiltshire Low Vision Group. Support will be made available for members to attend Core Group meetings.

An information stand was held at the Carers Rights Day in December. WIN plans to expand its joint work with Carers' and their representative organisations over the next year. A number of members' are registered as family carers, and have input into the subgroups of WIN.

THE IMPACT OF WIN ACTIVITY

END OF LIFE CARE

Case study

WIN facilitated a very successful open meeting on End of Life Care. Discussions were focussed on two questions: *‘How can we support people who wish to die at home?’* and *‘How can we encourage people to have discussions about the end of their lives with family and professionals?’*

One of the suggestions for improving current practice was to offer better staff training. During 2010/11, NHS Wiltshire has followed up on this request by running *Advanced Care Planning* and *Advanced Communications Skills* training sessions for staff from the community nursing service, social care, care agencies and nursing homes. The courses cover symptom control, palliative care needs, (theory and practice), communications skills for difficult conversations, and bereavement. The training is open to GPs, who are also being updated on current practice in palliative care.

Another suggestion asked for *“clear documentation about patient’s wishes, wherever they are being cared for”*. This has been addressed by the implementation of an Ad Astra Database, accessible by all the services who may be involved (nursing staff, GPs and the ambulance service), on which a patient’s wishes are recorded. A revised “Do Not Resuscitate” form has also been agreed, to be kept at the front of a patient’s notes.

The number of people dying at home in Wiltshire, in line with their wishes, has increased from 42% two years ago to 44%. In human terms, this equates to 120 people.



THE IMPACT OF WIN ACTIVITY

SENSORY IMPAIRMENT

Case study

In 2010 WIN were asked to find out the views of people with Sensory Impairment with a view to assisting the Local Authority to develop a Sensory Impairment Strategy for Wiltshire. It was decided to hold a discussion event that included the full range of people with Sensory Impairments. The event held in May 2010 was attended by over a hundred people with sensory impairment as well as Councillors, support staff, enablers and BSL interpreters.

Participants were asked a range of questions designed to discover what services people with sensory impairment need to remain independent and supported in their own communities. A report of the event was produced that was intended to help inform a Sensory Impairment Strategy for Wiltshire. The report was presented to the Overview and Scrutiny Committee in late 2010 with a recommendation that it be discussed at the Joint Commissioning Group.

Participants representing the full spectrum of impairments were invited to attend a Commissioning Group meeting to take the issues that had been identified from the event forward.



REQUESTS FOR INFORMATION

The following formal requests for information were made over the 12 month period:

- The Director of Operations & Manager of Services and the Head of Partnership & Policy at the Avon and Wiltshire Mental Health Partnership Trust updated the group on the work of AWP concerning mental health service re-design.
- The Core Group asked questions and requested to be kept updated on NHS Wiltshire's plans for new primary care centres for Salisbury, Westbury, Trowbridge and Devizes.
- At the request of WIN the Assistant Director for Children and Young Adults, gave an update about NHS Wiltshire's five year business strategy. The Assistant Director for Adult Services also answered questions from the Core Group around the business strategy.
- WIN Mental Health Sub Group met with the Director for Quality and Healthcare Governance at AWP. They were updated on AWP Services and to asked questions about AWP's application for foundation status. Questions were also asked about Dementia services, AWP mental health service re-design process, and how AWP plan to improve care planning. A copy of the integrated experience report was requested as was a breakdown of complaints and issues raised through PALS.
- Regular requests for information and updates have been made since November 2010 over the announcement that Great Western Hospitals NHS Foundation Trust had been appointed 'preferred provider' for community-based health services in Wiltshire. GWH were asked to report back on concerns with early discharge and communication between hospitals and GP's. Questions have also been raised about why the current podiatry service differs across the County and on hospital nutrition and the standard of food.

All requests for information have been dealt with sufficiently and within the timescale.

OVERVIEW AND SCRUTINY

The Standing Operational Procedures sets out WIN's policy for its relationship with health and social care agencies, commissioners, providers and Wiltshire Council and its Health and Social Care Overview and Scrutiny Committee which serve the population of Wiltshire.

Two members of the Core Group sit as stakeholders on the Overview and Scrutiny Committee of Wiltshire Council. A relationship and referral protocol exists between the Wiltshire Health and Social Care Overview and Scrutiny Committee and WIN. It has been found to be beneficial to all parties that a relaxed and informal dialogue based on good relations exists and a common interest in the improvement of health and adult social care services in Wiltshire. Members of the Core Group also sit on the following Overview and Scrutiny Committee focus groups—Dementia and the Health and Social Care Bill.

During a meeting of the Health Overview and Scrutiny Committee in March 2010 it stated that the best conduit for health and social care concerns to be passed to the WIN for possible action would be via the Community Area Partnerships (CAP) - Health and Social Care Forums. Host staff wrote to the existing Health and Social Care Forums to make contact and to build relationships. As a result WIN has asked members to attend their local CAP and Area Board meetings and have been invited to take part in Health and Social Care Fair's taking place across the County.

Mental Health services – a mental health sub group has been involved in scrutinising the development of the Quality, Innovation, Productivity, Prevention (QUIPP) agenda to ensure the voice of users and carers are heard in the re-design of Mental Health Services in Wiltshire. Information from the sub group has been fed into the OSC.

ENTER AND VIEW

Wiltshire Involvement Network have accepted the National Centre for Involvement Code of Conduct relating to visits to Enter and View as their policy of good practice. A document has been written to identify and publish the procedures for decisions required of the WIN in the matter of Enter and View visits. WIN views the 'Enter and View' process as a last resort if information cannot be obtained in any other way.

A number of Core Group Members received training early 2010 in visits to Enter and View services and as a result are 'authorised representatives' (see membership list). CRB checks have been undertaken for all the Core Group members. An up to date list of all the WIN authorised representatives is publicly available. The NHS Centre for Involvement has produced a Code of Conduct relating to the Links ability to Enter and View certain health and social care settings which has been adopted by WIN. Core Group members are bound by provisions of the Data Protection Act and the Nolan Principles for Public Life. WIN has an Equality and Diversity Policy which will be updated in order to ensure that it meets the requirement of the Equality Act 2010.

To enable WIN to carry out their activities effectively there will be times when it will be helpful to undertake an observation of the delivery to either health or social care services and collect the views of people whilst they are directly using those services. To date the WIN has not undertaken any formal Enter and View activities. Informal visits have been planned to take place in April at an inpatient facility for people with Dementia and a private treatment centre contracted to NHS Wiltshire.



ENTER AND VIEW CONT

WIN have met with compliance managers from the Care Quality Commission to discuss ways of working together and have a systematic approach to any requests for information either about residential homes, domiciliary care agencies, private clinics or NHS Trusts.

A number of the Core Group members have over the year been involved in PEAT Inspections (Patient Environment Action Teams) which are an annual assessment of inpatient healthcare sites.

List of authorised representatives:



Anna Farquhar



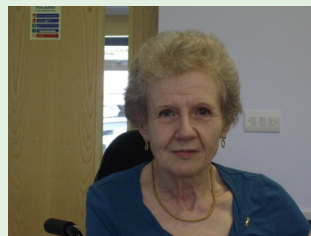
Phil Matthews



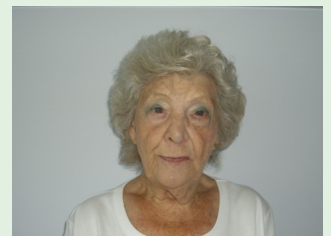
Jill Tompkins



Peter Biggs



Dorothy Roberts



Mary Wilson

and

- Janet Jarmin
- Anne Keat

SUMMARY OF WIN ACTIVITY

Requests for information in 2010-11	
How many requests for information were made by WIN?	5
Of these, how many of the requests for information were answered within 20 working days?	5
How many related to social care?	0
Enter and View in 2010-11	
How many enter and view visits did WIN make?	0
How many enter and view visits related to health care?	
How many enter and view visits related to social care ?	
How many enter and view visits were announced?	
How many enter and view visits were unannounced?	
Reports and Recommendations in 2010-11	
How many reports and/or recommendations were made by WIN to commissioners of health and adult social care services?	1
How many of these reports and/or recommendations have been acknowledged in the required timescale?	1
Of the reports and/or recommendations acknowledged, how many have led, or are leading to, service review?	1
Of the reports and/or recommendations acknowledged, how many have led, or are leading to, service change?	1
How many reports/recommendations related to health services?	1
How many reports/recommendations related to social care?	1
Referrals to OSC in 2010-11	
How many referrals were made by WIN to OSC?	0
How many of these referrals did the OSC acknowledge?	0
How many of these referrals led to service change?	0

NEXT STEPS FOR WIN

Since August 2010 WIN have kept themselves informed about the progress of the Health and Social Care Bill and how it relates in particular to HealthWatch, Health and Wellbeing Boards, GP Commissioning and Public Health and have attended events and received briefing papers on all of the above. It was decided to set up a HealthWatch Implementation Task Group and to invite Wiltshire Council and NHS Wiltshire representation.

The HealthWatch Implementation Task Group has been tasked with ensuring that WIN is able to make the transition into HealthWatch. They will work closely to the HealthWatch Transition Plan document released at the end of March and will firstly undertake an evaluation of how WIN currently operate to establish what needs to change to ensure a smooth transition from WIN to HealthWatch. WIN will consider the current Governance structure and will update policies and procedures. WIN will also consult with members of the public, the Voluntary sector and other Community Groups with an interest in Health and Social Care issues to establish how they wish to be involved in HealthWatch. WIN believes that the importance of a good relationship incorporating collaboration and partnership between the WIN (HealthWatch), Local Authority and the new bodies will be vital to the future success of meeting the health and social care needs of the local population in Wiltshire. WIN will build on its relationship with the Care Quality Commission.

The smooth transition of Community Health Services from NHS Wiltshire to Great Western Hospitals NHS Foundation Trust (GWH) will be followed closely by WIN as will the proposed Avon and Wiltshire Mental Health Partnership (AWP) mental health service re-design process.

Help to live at home—Wiltshire Council and the other statutory organisations have developed a proposal to transform the provision of services for older people living in their own homes and sheltered accommodation. This proposal reviews and re-designs the current service to improve the lives of the elderly and vulnerable to ensure they can remain as independent as possible for as long as possible. WIN will be asking for information on the Help to Live at Home proposal.

WIN will reach out to people in Wiltshire via a new website that is being²⁶ constructed and through quarterly newsletters.



For Health and Social Care