

Joint Improvement Partnership News

Improving Adult Social Care Together in the East Midlands

We're talking Co-production!

See page 6 for more

The East Midlands's
quarterly
Adult social
care newsletter

Edition One
September
2009



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The East Midlands Joint Improvement Partnership is made up of the following partners:



Welcome...

News

Welcome to the first edition of the Joint Improvement Partnership newsletter.

This quarterly newsletter is aimed at keeping all those interested in social care informed of the partnership's latest developments, news, views and publications.

In this edition you will find an article outlining the Joint Improvement Partnership, its partners and aims and some excellent examples of the work that is going on in the region.

If there is anything you would like us to consider including in any future editions, please do not hesitate to contact the editorial team – details at the end of this newsletter.

I hope that you will find this newsletter informative and a useful means of sharing and promoting the work you are all involved in.

Best wishes,



Chair of the Joint Improvement Partnership
Director of Adult Social Care
Leicestershire County Council



About the JIP...

Each region has a Joint Improvement Partnership (JIP) and a national JIP Board monitors delivery of the regional programmes.

The East Midlands JIP is made up of nine Local Authority Directors of Adult Social Services, the Deputy Regional Director Department of Health East Midlands, representatives from the NHS, Government Office and the Regional Improvement and Efficiency Partnership and is supported by the Department of Health EM Social Care team and project staff hosted by local authorities.

Significant changes in government policy, worrying demographic trends, a dramatic increase in conditions such as dementia, greater public expectations and tough efficiency drivers meant that radical changes were inevitable in the delivery of social care services.

Activity was already under way in the East Midlands JIP however, it was decided that priorities needed to be redefined, activity sharpened and, most importantly, that the programme needed to have more councillor involvement. The government's policies for improvement in local council services placed an emphasis on sector led programmes.



The EMIEP Good Practice Case study tells you more about the JIP. Read it at:

http://www.eastmidlandsiep.gov.uk/case_studies.htm



East Midlands
Improvement and
Efficiency Partnership

The new agenda for social care, required more involvement of individuals in their own care. Councillors with responsibility for social care have taken a lead role in each of the programmes.

The JIP decided to 'refresh' its plans, to clearly define priorities and work with the Regional Improvement and Efficiency Partnership (RIEP) in the East Midlands to strengthen governance arrangements and to foster more councillor involvement at all levels.

Carers and personalisation – bringing together the agendas

The Department of Health ran a Carers and Personalisation workshop in Birmingham on 17th June.

The DH's purpose reflected the view that effective delivery of the Putting People First agenda depends on inclusion of family carers' needs and aspirations. Thus East Midlands authorities were invited to bring joint teams of officers working on the two agendas.

Presenters on the day included Martin Routledge, National Programme Director for delivering Putting People First, and Barbara Pointon, a former carer and an Ambassador for the Alzheimer's Society.

Paul Mansfield, who is managing the Carers Project for the Prevention and Early Intervention Board, led a workshop on the day and commented "it's clear that local authorities are seeing the crucial links between the carers strategy and the personalisation agenda. It was also good to see PCTs sending representatives to the event. Although there's more to do, joined-up working is definitely getting embedded in our region".



Carers Project Manager Paul Mansfield (left) is pictured with Brian Frisby (Northamptonshire County Council) and Stephanie Chapman (Leicester Carers Action Group)

For more information contact:

Paul Mansfield, Carers Project Manager
eastmidscarers@leicester.gov.uk

Co-production day

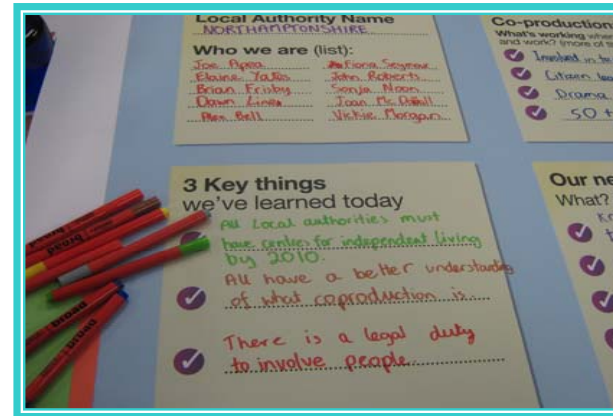
News

Friday 12 June saw more than one hundred people from across the East Midlands come together at Burleigh Court, Loughborough to explore co-production in a full day event that was launched with high energy and comedy by nationally renowned stand-up, Liz Carr.

All nine local authorities sent delegations consisting of people who use services, family carers, citizen leaders and the third sector as well as officers and some local councillors. The aim of the day was to raise awareness and understanding about how stakeholders can work effectively together to ensure that the Transformation of Social Care reform programme is "co-produced, co-developed, co-evaluated and achieved through the participation of users and carers at every stage." (Putting People First, DH, 2007). All delegate teams produced an action plan by the end of the day to progress co-production in their local area.

Supported by a range of facilitators, support workers and interpreters, delegates were able to use a whole range of media and tools through which to voice their opinions and share ideas. A theatre presentation and videobox booth to record delegates thoughts and feelings about co-production added to the rich media mix.

Workshop sessions explored different aspects of co-production from a variety of perspectives ranging from the legal context to how to strategically plan a wedding successfully. The risks of getting it wrong were also graphically set out by one group in the Dog's Breakfast Menu which unappetisingly included 'Apathy Pate' and 'Over-egged Souffle' on a bed of red tape.



Activities from the outset and Liz Carr's dynamism set the right tone. A relaxed dress code, accessible venue, good lunch and lots of opportunities to meet people from other areas also helped delegates to gain confidence and generated a real vibrancy about the day. As one delegate said "the most important thing to do next is to see that the energy and enthusiasm generated on the day is not dissipated"

A CD Rom of the day is being developed for use in the local authorities and a progress check on the action plans is planned for September. A future event to keep the momentum going is being considered to build on the success of this day to which all participants contributed.

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 East Midlands Personalisation Programme Director
Lincolnshire County Council
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DOLS/MCA Training Pack

(Deprivation of Liberty Safeguards Act/Mental Capacity Act)

As part of promoting the requirements of the new Deprivation of Liberty Legislation we took to the road and were privileged to be part of the Innovations Expo held at the London Excel Centre on the 18th & 19th June. Ian Chennery, Mental Capacity Act Implementation Programme Manager, Leicestershire County Council, and Robert J, Nisbet, Programme Manager, Safeguarding & Dignity in Care, D.H. East Midlands were invited to be part of the NHS East Midlands Innovations stand.

NHS East Midlands funded and collaborated with Leicestershire, Leicester City and Rutland Social Services (adult care), NHS Leicestershire County and Rutland on the production of a DVD and training pack for care homes and hospitals, to improve care and choice for the most vulnerable people in hospitals and care homes.

It aims to reduce restraints and restrictions and protecting the rights of those service users who may lack capacity to inform decisions about their care and treatment.

It supports improving practice in relation to the prevention of a Deprivation of Liberty and for the implementation of the DOLS Legislation which came into effect on the 1 April 2009, (Amendment to the Mental Capacity Act (MCA) 2005), and involves all health and social care professionals across public and independent sector services.

The DOLS and the MCA support good practice for those most vulnerable adults in our community, supporting front line staff to understand and implement quite complex legislation. The opportunity of seeing this legislation as integral to safeguarding, dignity in care and of a person-centred approach informed the objective to produce training materials which raise practice issues and enable staff to look at improving care as well as an understanding of where DOLS fits into this.

**Robert J Nisbet - Programme Manager,
Safeguarding and Dignity in Care Programme
Department of Health East Midlands**
Email: robert.nisbet@dh.gsi.gov.uk

Health and Social Care Awards

East Midlands Social Care Services Recognised in National Awards Ceremony.

The East Midlands had two Social Care finalists in this years awards held on the 8th July at the Excel Centre, London. Congratulations to both and particularly Nottingham City Council who were a national award winner. Rachel Holynska and Robert Nisbet were privileged to be invited to this event and to see health and social care services in the East Midlands among the well deserved award winners.

Robert also attended the Dignity in Care reception at which presentations were made by Sir Michael Parkinson to the three national finalists. Sir Michael is the National Ambassador for the Dignity in Care Campaign and speaks with great passion and enthusiasm about the work of the programme.

Award category: People's Award for Dignity in Care

Finalist: Adult Social Services Nottinghamshire County Council

The Disabled Card Group project is developed by Nottinghamshire County Council to combat negative attitudes towards disabled people who do not appear to have a physical disability, but who need to use disabled facilities.

Forms of disability are not always identifiable through physical appearances. In response to the embarrassment felt by many disabled residents when challenged about their disability, the council has developed a special disability card that users can show in these situations. Following an initial six month trial with ten disabled people from the local community, feedback was extremely positive helping the users to feel confident when using disabled facilities.

In rolling out the project, the council introduced a simple way for people to obtain the card by completing a form, so that access to the internet is not a barrier.

The project has now improved the lives of over 1,000 residents by ensuring they have the confidence to show their disability card if challenged when using public disabled facilities. As a result of the positive feedback the council is looking to extend the card for disabled children.

The Disability Card project has also been recommended by The National Audit Commission as a scheme to be adopted on a national level by all councils.

Award Category: Innovative Health and Social Care Technology

Finalist and National Winner: Nottingham City Council

Nottingham Dementia Service Team is pioneering the use of technology to promote dignity in care for older people with dementia. The team is using discreet radio frequency buttons to identify clothing belonging to residents in care units.

The technology is contained in buttons, measuring just 11mm, that can be fitted in seconds to individuals' possessions. These buttons contain essential information to ensure clothing is not lost - a common issue in residential care. They are robust and withstand the rigours of washing.

The Stayput Laundry Identification System eliminates the anxiety for residents of clothing mix-ups, which can be particularly distressing for people with dementia, and helps deal with the possibility of residents not recognising their own clothing, thus losing items. The technology also ends the undignified practice of writing residents' names or attaching name-tags to clothing, which is seen as demeaning for older people.

The buttons can carry additional information enabling care to be tailored to the individual. For example, laundering instructions for someone with a sensitive skin condition, or separate washing of clothing belonging to a resident with MRSA, to minimise transmission of the infection.

The Dementia Service Team consulted residents, families and carers before introducing the new technology and received comprehensive support. Feedback on the use of the Stayput system has been overwhelmingly positive.

The laundress of the first unit to pilot the technology, Laura Chamber's Lodge, noted: *'I would not be without this technology now. It has stopped confusion when family buy new clothes. Family members are more confident with purchasing expensive clothing. And with this button system we no longer have a lost property box.'*

**Robert J Nisbet - Programme Manager,
Safeguarding and Dignity in Care Programme
Department of Health East Midlands
Email: robert.nisbet@dh.qsi.gov.uk**

Valuing People Now – Valuing Employment Now

Joint Improvement Partnership News

In early 2009 as part of the JIP priorities for people with learning disabilities a successful bid for regional RIEP funding was made as part of a social inclusion project to help people to get a job.

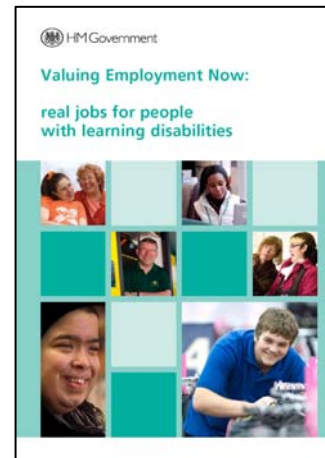
Justin Hammond was appointed as the part time regional Valuing People Employment lead in April 2009. Justin works for the other half of his job in Leicester City Council and has a lot of experience in supporting people into jobs using a new model called 'project search'.

The JIP employment project has started at a good time, as the new National Employment strategy 'Valuing Employment Now' was launched on June 24th 2009. Justin's role will be to provide support across the region to implement the national plan and to support local partners to develop their local employment strategies for people with learning disabilities.

A regional launch of 'Valuing Employment Now' will be held on 7th October 2009 at Trent Vineyard in Nottingham and will be opened by the Care Services Minister and the East Midlands Regional Minister Phil Hope MP and the National Director for learning Disabilities Anne Williams.

Helen Mycock
Valuing People Regional Programme Lead
Department of Health East Midlands
Helen.mycock@dh.gsi.gov.uk

Regional Launch 7 October
To request a copy of the event flyer please contact:
Email:
carol.peacock@dh.gsi.gov.uk
Tel: 07827 254 391.



If you would like to contact Justin email:
justin.hammond@dh.gsi.gov.uk or
telephone: 07810 756 983

Valuing People Now – Planning for person centred futures

News

Since the publication of Valuing People in 2001 there has been some great progress across the region in supporting people with learning disabilities to change their lives through person centred planning. Earlier this year the JIP Board agreed to fund a regional project as part of its priority to support people with learning disabilities to be socially included. The project is consolidating the learning from across the region and bringing in some extra help to support areas in developing their new plans. The ultimate aim is to support people with learning disabilities to get better lives through a personalised approach with person centred planning at its core.

Sue Wilson was appointed as part time Regional Person Centred Planning lead in April 2009 and has been working with local areas to start to look at where they are now and what would be the most useful support to help them move forward and ensure that people with learning disabilities and their families get the best from the opportunities that the personalisation agenda can offer them.

Sue said "Its still quite early days in the project but after meeting all the people who are leading planning across the region and looking at the excellent work they are doing Its really exciting and I think that we already have the right foundations and energy in the east midlands to make this the place to be , I look forward to sharing more news with you in the coming months "

If you would like to know more about the project or what is happening across the region contact:

Sue by email sue.wilson@eastmidlands.nhs.uk
or call 07768 888 508

Valuing People Now - Better Health

We all want good health and if we are ill expect good healthcare but as we have heard over the last few years with various reports like Mencap's death by indifference and the ombudsman's report 6 lives that hasn't always been the experience of people with learning disabilities.

In the East Midlands we are fully committed to making sure our health services are serving people with learning disabilities well, so as a Strategic Health Authority we are pleased to share we have appointed two people to support us in working with making sure this is happening. Our regional health leads Judi Thorley and Sue Wilson cover the region between them. Since starting have been focusing on supporting primary care trusts in assessing how well their local health services are performing.

Over the last month there have been nine Big Health days, which brought together people with learning disabilities, their families and health professionals to discuss the quality of local services and the priorities for action for the next year. We will be publishing a regional overview report in October where you can expect to hear about all the great work that is already happening and the progress we expect to see over the next year.



If you want to know more about the project contact Judi and/or Sue on:

judith.thorley@eastmidlands.nhs.uk

sue.wilson@eastmidlands.nhs.uk

Regional dementia strategy programme

The programme was established by the JIP Early Intervention and Prevention Programme Board (Chair David Pearson) in order to support the implementation of the National Dementia Strategy across the East Midlands.

The programme sponsor is Brenda Howard (Director of Strategy NHS Nottinghamshire County). The programme has been set up in partnership with NHS East Midlands and is co-ordinated by the East Midlands Dementia Strategy Delivery Group.

The Care Services Efficiency Delivery Programme (CSED) is providing consultancy input to the programme. The programme will support all localities within the region and consists of work programmes based in 5 sub-localities:

- Lincolnshire
- Nottinghamshire, Bassetlaw & Nottingham City
- Leicestershire, Leicester City & Rutland
- Northamptonshire
- Derbyshire & Derby City

Each sub-locality multi agency partnership will participate in a programme of service improvement activity designed around local needs.

The programme has begun by establishing a baseline position for each sub-locality and locality against the 17 objectives identified within the Dementia Strategy. The localities will then participate in a series of workshops to identify what is working well, which services could be redesigned or developed and what gaps in service provision exist.

All localities will then participate in workshops that focus on care pathway redesign. They will also be recruiting a Local Dementia Programme Lead in order to support activity at a local level. CSED has provided input into the programme design and will do the same with workshops. CSED will also provide commissioning master classes to support commissioners at a local level.

Workshops will begin in October and commissioning master classes will take place over the winter and early spring. For further information, to find out who your local lead is, or to get involved please contact:

Annette Lumb
Strategic Relationship and Programme Manager
Department of Health East Midlands
Email: annette.lumb@dh.gsi.gov.uk

Personalisation Programme Action Learning Sets

As part of the Personalisation Programme Consultancy Support Workstream, iMPower are facilitating 2 Action Learning Sets (ALS) - 1 on Mental Health & Personalisation and the other on ULO's. Each ALS will be made up of 3 sessions and the first session for each has already been held. Future dates are:

Mental Health & Personalisation - 1 September 2009 and 29 October 2009

ULO's - 6 October 2009 and 1 December 2009

These ALS are for invited people only, with 1 place for each authority. In addition, the appropriate representative from each Mental Health Trust has been invited to the Mental Health & Personalisation ALS.

If you wish to know who from your authority is participating in the ALS please contact Vicky Pearson, Personalisation Programme Support Officer - vicky.pearson@lincolnshire.gov.uk

EM Launch of the DH Adult Social Care Workforce Strategy – Working to Put People First – 30 September 2009

This event is for invited participants. If you would like more details please contact Paul Rawston at Skills for Care Email : emrc@skillsforcare.org.uk Tel: 01332 345 270

This is the Big Care Debate!

The Government is currently consulting on it's proposals to create a new National Care Service for England that is fair, simple and affordable. How should it be structured and paid for? Have your say on the options for reform.

The consultation runs until November 2009 and you can contribute to the debate in a variety of ways.

- Through the website www.careandsupport.direct.gov.uk and facebook site.
- Via leaflets with specific consultation questions, which will be distributed via GP surgeries, pharmacies and other outlets. These can be sent back to the Department freepost.
- Through a series of Department of Health events which will be held throughout the summer. For dates and locations see www.careandsupport.direct.gov.uk
- By holding your own consultation events. A toolkit to help set up an event is available at www.careandsupport.direct.gov.uk

Key points from Boards

Prevention and Early Intervention Board

- A dementia diagnostic screening tool is now out and is being completed. This has been designed to assist in driving local action plans and is not a performance management tool but a way of helping us improve.
- The region has 4 LA's selected as National Demonstrator Sites in a pilot scheme to test different ways of providing practical and emotional support for people with dementia and their carers. The 4 selected are: Lincolnshire, Northamptonshire, Derby & Nottinghamshire.
- The region also has 3 selected Carers Demonstrator Sites: Derby City Council (breaks for carers), Nottinghamshire County Council (breaks for carers) & Northamptonshire PCT (better NHS support for carers).
- A bid for an additional £200,000 for the East Midland region has been made which will assist in the training of staff in carer's issues'

Market Development Board

- Shaping the Market, high level of savings identified (needs to be validated).
- All nine local authorities now signed up to the Shaping the Market Framework Agreement.
- Partnership project with National Treatment Agency around residential placements for substance misuse agreed.
- Discussion to take place with Transforming Community Equipment National Team about options for regional development.

Safeguarding & Dignity Board.

Safeguarding & Dignity Board is promoting programmes to work collaboratively through audit and practice experience to improve safeguarding for adults. Adult safeguarding is a key feature of CQC assessment for adult social care, with themed reviews taking place.

The users & carers experience of services in whatever setting and how staff treat people with respect & dignity is the key benchmark to improvements in safeguarding.

Programmes & projects currently in place include:

- An audit of local authority's current practice and consultancy support to improve systems and processes. (Contact: John Wilson@nottscc.gov.uk & anne.carswell@nottinghamcity.gov.uk)
- Medicines Management: Informing safe practice in the administration of medication within the social care sector. (Contact: Darren Allsobrook@derbycity.gov.uk)
- Dignity in Care Homes: A project co-hosted by Leicester City and Leicestershire Adult Social Care Services aims to look at what improves the quality of care and dignity in care homes, how to implement those improvements and to disseminate good practice across the region. Linked to commissioning and safeguarding and with provider involvement at the core of the project. (Contact: Annette.Forbes@leics.gov.uk)

New Programmes Seeking Hosts.

- Accessing social care for Vulnerable Prisoners to support safe release.
- Audit of GP (Primary health care) awareness of safeguarding and the legal requirements under the Mental Capacity Act (2005) and the Deprivation of Liberty Safeguards (2008) to inform improved awareness and engagement. Contact for further information: Robert.nisbet@dh.gsi.gov.uk

Contacts and useful information

If there is anything you would like us to consider including in any future editions, please do not hesitate to contact us. We will be happy to accept articles on an ongoing basis. Articles received between editions will be collated and saved for the next edition.

Editorial Team

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Useful information

- Please look at the Regional JIP website...
<http://www.jointimprovementpartnership.org.uk/region/index.asp>

....for more detailed information on the work of the Department of Health, Social Care Partnerships team including:-
 - **Introductory leaflet on the Social Care & Partnerships team**
 - **JIP Programme Overview with contacts**
- The East Midlands Personalisation website is now **LIVE!** You can check out the site using this link:
<http://www.dhcarenetworks.org.uk/EastMidlandsPersonalisation>
- Please see the following links for information on regional social care events
<http://eastmidlands.skillsforcare.org.uk/events/events.aspx>
http://eastmidlands.skillsforcare.org.uk/SFC_EventListing.aspx