



Who Cares



The health & social care Local Involvement Network for North Lincolnshire

Annual Report April 2009 - March 2010

The Second Year: Local People Working to Improve Health
and Adult Social Care Services



Voluntary Action
North Lincolnshire
Advancing Local Voluntary Action



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Who Cares is hosted by Voluntary Action North Lincolnshire. To become a member or to take part in any of our activities please contact us using the details below.

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BETTER TOGETHER

Who Cares is a Local Involvement Network (LINK) and has been formed with one key goal: to enable all local people to influence the suitability and quality of local health and adult social care services. The Department of Health instigated *Who Cares* in 2008 and provided it with legal powers to enable it to function effectively. Voluntary Action North Lincolnshire (VANL) and members have worked together to ensure that *Who Cares* truly represents the composition and the aspirations of the people of North Lincolnshire. It is the ethos of *Who Cares* that it will be run by its members and that every person resident in North Lincolnshire, or who is registered for primary care services in North Lincolnshire, should be encouraged to become a member.

This annual report covers *Who Cares* second year and we believe that our work is now beginning to make a real difference to improving health and adult social care services across North Lincolnshire. We have built

up strong and proactive working relationships with the key healthcare bodies across the region and our influence is being recognised at the highest levels. This year has been one of real progression for *Who Cares* and this is no small part to Greg Gough, our former coordinator, who worked tirelessly to make *Who Cares* one of the most proactive LINKs in the country. Both the host staff and the membership would like to thank Greg for the work he did, and for the continued support he shows.

The biggest thanks must go out to our members. Without their input and endeavours *Who Cares* would not be the effective force it is. We continue to need all your help to overcome the challenges of the forthcoming year, so I urge you all to get involved.

**Foreword from Kristian Reed,
Who Cares Coordinator**

THE HOST STAFF



Kristian Reed
Coordinator



Helen Kirk
Research &
Communications



Julie Ponting
Administration

THE EXECUTIVE GROUP



Roni Wilson
Chair & Lead on
Primary Care



Hilary Kitchen
Vice Chair



Richard Leach
Lead on Mental
Health Subgroup



Tony Scrase
Walters
Enter & View Lead



Les Barrett



Jim Harding



Colin Hornsby



Sunil Kapil



Dali Khan



Sandra Lingard



Susan Marrison



Ian McPherson



Carole Phillips



Susan Pridmore



Guy Reynolds



Stuart Wilson

The photo shy...

- Alonghir Ali
- Anne Dunkerley
- Julian Kidd
- Jane Paine

CHAIR'S REPORT

I am pleased to be the elected chair of *Who Cares* for the second year. Over the two years we feel we have become well established in the local area and have built up some strong working relationships with statutory agencies. These relationships have allowed us to contribute significant pieces of work, such as the GP access project, which have begun to influence positive change for the people of North Lincolnshire. Consultation and public engagement is the key part of our work and we will continue to seek the views of our members and the public in the widest possible way. We will also persist in raising the profile of patient and public involvement to statutory bodies, making sure that they carry out meaningful consultation with those who matter most – service users.

The contribution of the members and the public is the main reason behind the success of our work, without the endeavours of our members and the strength of public opinions we gather, *Who Cares* would not be one of the leading Local Involvement Networks in the region. I, on behalf of the *Who Cares* Executive Group, would like to thank you all for your hard work and urge you to continue to engage and work with us on our future projects, particularly at a time when public involvement is high on the agenda of shaping services.

Roni Wilson
Chair of the *Who Cares* executive group.

THE STRUCTURE OF WHO CARES

The members are the true owners of *Who Cares*, it is the members who make key decisions, carry out investigations and contribute to reports. Any person who lives in North Lincolnshire or who is registered for primary care services in North Lincolnshire can join *Who Cares*. There is no charge to membership and no minimum term of commitment or minimum level of involvement.

- *Who Cares* has a membership of 318 people from all walks of life throughout North Lincolnshire.
- There are 192 voluntary and community sector organisations who receive our publications offer their views on relevant topics and send representatives to our events and meetings. Coupled with the individual members this gives *Who Cares* access to a vast array of people across the area.
- There are two affiliate members of *Who Cares* – North Lincolnshire Council and Corus. These are the two largest employers in the region, collectively employing over 10,000 people and by having the organisations signed up as affiliate members it allows us to engage with their staff and find out their views on health and social care issues.
- The executive group is a body of 20 members who were elected by the ordinary members. It has the authority to make key decisions on behalf of *Who Cares* and meets every month.
- *Who Cares* has four subgroups which explore and investigate particular issues. Members are not obliged to take part in subgroup activity and can join the groups or activities that interest them and can leave when these activities are concluded. The groups cover Primary Care, Secondary Care, Social Care and Mental Health.
- The performance group receive performance and financial reports from VANL relating to host activity, as well as taking a leading role in putting together reports and assisting in the marketing activities of *Who Cares*.
- One of the legal powers LINks have is to *Enter and View* any property where health and adult social care is delivered which is wholly or partly funded by public money. The role of *Enter and View* is not to inspect but to observe. Authorised *Who Cares Enter and View* representatives are selected from the membership through an application and interview process by a panel from the executive group. They must be fully trained and Criminal Records Bureau (CRB) checked before they can carry out a visit. Subgroups may request the *Enter and View* team to conduct visits.
- Voluntary Action North Lincolnshire is the host for *Who Cares*. This means that it is responsible for providing a range of support services that enable *Who Cares* to fulfil its functions and responsibilities as the LINK for North Lincolnshire.



WHY OUR WORK IS NEEDED

All of our work streams come from priorities which our members and the people of North Lincolnshire tell us are issues. By continually seeking the views of our members we can see which are the current health and social care issues. Over the past few months a number of trends have been identified to *Who Cares*. Some of these are listed below in further detail, along with other concerns of our members. Over the coming months we will try and investigate a number of these concerns through the work of our subgroups.

What we know:

- The ratio of older people to younger people is greater than the national average and looks set to increase further. There will be around 1000 people aged 65+ added to our population per year between now and 2029¹. This presents challenges in tailoring care and providing carers to meet future needs. *Who Cares* wants to be assured that North Lincolnshire Council and NHS North Lincolnshire are putting in place the right plans to prepare for this growth, particularly in rural areas where there may be gaps in service. With the advent of personalised budgets service changes will be uncertain.
- The health of people in all social groups is improving but there are significant inequalities in life expectancy between people in the least well off and in the most affluent communities. The 2010 Marmot Report shows that there is an eight year gap in life expectancy between deprived and affluent communities in North Lincolnshire². *Who Cares* wants to make sure that all people, regardless of background, social group, wealth or

place of residence have equal access to high quality care.

- North Lincolnshire has one of the highest rates of teenage pregnancy in the Yorkshire and Humber region. Figures have consistently been above the national average for a number of years³. Whilst we recognise that work is being done to address the issue we are still hearing concerns from young people about the availability of services outside of school term times, and for people over the age of 18.
- Our members have told us they feel that mental health issues have been pushed to the bottom of the NHS North Lincolnshire's agenda for too long. *Who Cares* wants to make sure that local, independent work into the experiences of Mental Health Service users is carried out. We know that service user's experiences are vital in improving services.

Other concerns of our members:

- Lack of Dentists
- Problems in occupational therapy
- A lack of pain clinics
- Hospital discharge procedures
- Treatment for dementia patients
- A need for greater access to psychological therapies for mental health service users

¹ Statistics taken from NHS North Lincolnshire 2009 document Pharmaceutical Needs Assessment, pp 6,7, 12

² Marmot Report, 2010

³ North Lincolnshire Childrens Trust, 2010 Teenage Conceptions in the North Lincolnshire Context, pp 10-27

OUR COMMUNITY

Who Cares is committed to continually engaging with our members and the wider public. To do this we try to be as accessible as possible. We are always open to hearing the views of anyone either by phone, email, through our website, or face to face at the events we hold. Below is a sample of the things which we do in order to consult our members, as well as promoting the work of the LINK.

Members' Forum

Members' forums are held quarterly and are an opportunity for members to come together and be updated about the progress we have made over the past quarter. Each forum also has a topical guest presentation by a representative from one of the local health and social care commissioners. Over the past year we have heard presentations on personalised budgets, the transformation of community healthcare services, initiatives and improvements

planned at Scunthorpe General Hospital and the ACORNS community scheme⁴. As well as the presentations we also hold focus groups to help us with our research projects and to identify member's priorities.

Information Events

We recognise that North Lincolnshire is a diverse region with large areas of urban and rural populations. To make sure that we consult with the widest possible cross section of the public we hold Information Events. These are very informal events held in each of the five localities of North Lincolnshire (Scunthorpe North, Scunthorpe South, Brigg and District, Barton and District and the Isle of Axholme). There are also stalls from other health and social care groups giving people the chance to find out information and advice across the whole range of services.

WHAT WE DID

Our research

All our work and investigations are based on evidence. Our reports and recommendations are filled with solutions which have come from the public. This enables commissioners to have an opportunity to implement the outcomes local people want.

During the past year we have carried out a number of research projects, as well as being involved in consultations and research which have led to changes in services across a wide spectrum of services.

Over the year *Who Cares* has submitted a total of six reports which have included recommendations to commissioners. Five of these reports have been submitted to NHS North Lincolnshire and one report to Northern Lincolnshire and Goole Hospitals NHS Foundation Trust (NLaG). It is pleasing that all of the reports have been responded to within twenty working days, and even more pleasing to know that many of our recommendations have been discussed at a commissioning level.

Details of these and a case study of our GP Access report are highlighted over the next pages.

Investigating GPs Appointments Systems

The first major project undertaken by *Who Cares* was to look into Access to GPs. During late 2008 a number of *Who Cares* members expressed concerns at being able to make a suitable appointment at their GP practice. This view was supported by 2007/2008 Healthcare Commission statistics which highlighted that NHS North Lincolnshire was in the bottom 20% nationally in terms of people being able to make an appointment within three working days.

Members decided that the area of study should concentrate on central Scunthorpe as this area had not been covered by 2007 Community Profiles research, which had been carried out by Voluntary Action North Lincolnshire, the host of *Who Cares*. This research looked at nine parishes of North Lincolnshire⁵ and covered a number of topics. Within this research a number of concerns regarding GP practices came to light.

⁴The Acorns area covers the Manor Farm, Riddings and Westcliff areas of Scunthorpe. It was selected as one of only 26 areas in the country - and the only one in the Humber region - to take part in the Participatory Budget scheme.

⁵The nine parishes were; Barton, Winterton and Burton, Messingham, Scawby and Hibaldstow, Burringham and Gunness, Bottesford, North Axholme, South Axholme, Wolds and Grange Lane

The purpose of *Who Cares* research was to engage with the relevant residents of central Scunthorpe to identify:

- Any issues which they may have with their particular GP practice
- The positive elements of their GP practice
- Any improvements and solutions they feel could improve the service their GP practice provides

One of the most important things to recognise about all the work *Who Cares* undertakes is that we are not simply here to criticise and tell the health services that they are doing a bad job, in many instances people spoke positively of their experiences. We want to work closely with commissioners to ensure that services are improved for the people of North Lincolnshire, and we want to tell them when they are doing a good job.

Members made a conscious decision to use a type of research which was accessible and would allow the most diverse range of communities and ages to participate. The method of research which was used for the project was Participatory Appraisal. It uses highly visual and engaging tools designed so that all members of the community can get involved. It is a completely flexible approach and much more open ended than other methods such as questionnaires. Participants are able to express themselves freely through written and drawn responses. With the questions being so broad it allows the participants to set the agenda. Local people have an awareness of what the problems are in their area, and what the best ways are of solving them. Participatory Appraisal uses a coloured coding system and monitoring map to make sure that all sections of the community are represented in the research.

Our research began in the bitterly cold weather of early 2009 out on the streets of Scunthorpe. Despite the cold weather the public response to our research was excellent and we spoke to over 120 people in only three research sessions. By the time the research had been completed we had spoken to 316 people. Those spoken to gave us their views on all aspects of their GP practice, and we were able to gather a range of opinions from every GP practice based in Scunthorpe.

From carrying out the research we were able to see that there were a number of issues, all of which came with solutions suggested by the public. The recommendations which were reported to NHS North Lincolnshire are outlined on the right.

Appointments

All General Practices to consider introducing open surgeries that do-not require pre-booking

General Practices to provide longer and more flexible opening hours.

General Practices to consistently provide pre-booked appointments across North Lincolnshire, particularly prioritising those with long-term conditions and Carers.

General Practices to ensure that receptionist routinely and consistently offer a high standard of customer care and a person centred approach. Options for initiating this include offering accredited training and pursuing a relevant quality standard.

Consultations

General Practices to consider how they can improve the experience of those with language difficulties and specialist conditions such as mental health problems, perhaps by sharing specialist resources.

General Practices to consider how they can extend appointments for those who need to talk through complex issues e.g. multi symptoms.

Actions suggested to NHS North Lincolnshire for consideration

- Consider sourcing Customer Care Training for Receptionists and other Primary Care staff.
- Monitor the experience of patients when contacting their General Practice e.g. by carrying out 'Mystery Shopper' assessments.
- Consider how the needs of patients with specialist needs e.g. Mental Health, language difficulties can be met within a NHS contract, particularly as this may well impact on the numbers attending A & E, or mental health crisis support.
- Consider how the length of appointments can be extended to accommodate patients with complex or multi-symptoms more effectively within the contract.
- Encourage General Practice to improve patients experience around making appointments at all levels:
 - Handling telephone calls
 - Making pre-booked appointments
 - Making same day appointments
 - Considering the provision of open (without appointment) surgeries

OUTCOMES OF THE RESEARCH

Reports were sent to every GP practice which we had collected comments about, as well as NHS North Lincolnshire commissioners, Department of Health, Care Quality Commission and the Strategic Health Authority. Following the recommendations and the constructive responses which were made by the practices and commissioners, there have been a number of changes which have occurred throughout the practices we looked at.

- 17 of the 19 practices now operate an extended hours service
- The majority of practices now offer a pre booking appointment system for those with long term conditions
- The opening of an 8am-8pm drop in centre in central Scunthorpe. People do not have to book an appointment, but can walk straight in.

Midwifery Consultation Work

In April 2009 Northern Lincolnshire and Goole Hospitals NHS Foundation Trust (NLaG) announced proposals to change the way midwifery services would be delivered. *Who Cares*, in conjunction with North Lincolnshire Councils Overview and Scrutiny Committee lobbied for public consultation on the proposals. Our members carried out small scale research and issued a number of recommendations to NLaG in a report and a meeting between commissioners and *Who Cares* members. These recommendations were taken forward to board level.

Pharmacy Changes

An example of healthcare trusts recognising the value of *Who Cares* came in November 2009. NHS North Lincolnshire actively sought to engage with members

in order to discuss planned changes to Pharmacy provision. *Who Cares* were able to provide constructive recommendations to the commissioning leads, particularly on the Minor Ailment scheme. Our involvement has led to a number of pharmacies in the area asking *Who Cares Enter and View* team to carry out mystery shop exercises on their premises. These visits are currently being planned in conjunction with the FreshSteps service user group.

NHS North Lincolnshire Commissioning Strategy

In January 2010 *Who Cares* held a focus group as well as online research in order to gain an oversight into how people viewed NHS North Lincolnshire. Members were asked a number of questions on the perceptions they had of the organisation and whether they fully engaged with the public enough. The recommendations made have been fed into an impact assessment resulting in an assurance of further public engagement.

Transforming Community Services

During the early part of 2010 *Who Cares* has been heavily involved in the commissioning process for changes in the delivery of Community Services. Both host staff and members have been invited to meetings by NHS North Lincolnshire and have seen presentations by both prospective service providers. Our inclusion provided user perspective not only through our feedback in the final tender process but through our direct questioning of the prospective service providers. This illustrates not only the impact *Who Cares* voice has, but also the strong positive working relationship we enjoy with commissioning bodies.

ENTER AND VIEW

Enter and View is an essential tool that enables LINKs to review the quality of care services and the suitability of the premises used for the delivery of care. *Enter and View* representatives can enter any premises in connection with adult health and social care service delivery where that care is wholly or partially funded through public money. There are exceptions which exclude a right of entry to people's homes and to make visits where the visit may compromise privacy, dignity and the standard of care.

To conduct *Enter and View* visits *Who Cares* members must be authorised and trained. *Who Cares* has implemented a rigorous selection process which requires all members who wish to carry out *Enter and View* duties to complete an application form and to attend an interview with three members of its executive group. The approved candidates must then complete a two day training course which covers the legislation and the code of conduct behind *Enter and View*, personal conduct and communication skills, evidence gathering and reporting, diversity awareness and safeguarding responsibilities. At the conclusion of this training and after obtaining a satisfactory CRB certificate the candidate becomes an authorised *Enter and View* representative.

Who Cares has appointed seven *Enter and View* representatives. These are:

- Tony Scrase Walters (*Enter and View* Lead)
- Les Barrett
- Sandra Lingard
- Susan Marrison
- Susan Pridmore
- Guy Reynolds
- Roni Wilson

Scunthorpe General Hospital Visit – July 2009

The secondary, tertiary/acute health provision and patient transport subgroup of *Who Cares*, received a number of concerns from members relating to the standards of cleanliness at Scunthorpe General Hospital. The group requested the *Enter and View* team make a visit to the hospital. The concerns related to wards 24, 25, 28, the medical assessment unit and all involved parts of these areas having poor standards of cleanliness.

The majority of the concerns were made by people who had been patients at the hospital and were historic, i.e. referred to stays at the hospital of more than one year before the visit had been requested (June 2009). The visit was intended therefore to examine the present standards of cleanliness at the Scunthorpe General Hospital.

NLaG were notified that an *Enter and View* visit would be taking place during the 17th-24th July, and they would be notified fifteen minutes before the visit was due to start so that a suitable escort could be provided for the *Enter and View* team. The visit took place on 22nd July, starting at 3pm.

Enter and View representatives were provided with a checklist observation record, adapted from the hospital's schedule of cleaning responsibilities, to enable them to make written records of their observations during the visit.

Through observations and discussions with patients, the team found no evidence of unhygienic or unclean conditions in Scunthorpe General Hospital. In making this statement they acknowledge that:

1. Their investigations are limited to wards 24, 25, 28 and the medical assessment unit.
2. The hospital staff were aware of that the visit would be conducted within a one week window

The *Enter and View* team rated the four locations that they visited as being exceptionally clean, but did make three recommendations to Scunthorpe General Hospital, all of which were acted upon.

Great Oaks and Older Peoples Mental Health Ward Visit – September 2009

Who Cares were invited to pay a visit to Great Oaks Adult Mental Health Unit and the Older People's Mental Health Ward at Scunthorpe General Hospital in September 2009. The Older People's ward comprises the Wesley ward and the Tennyson ward. Whilst this was not an official *Enter and View* visit it gave members a great insight into the facilities of each building, as well as learning much more about mental health provision in North Lincolnshire.

OUR WORKING RELATIONSHIPS

Freedom of Information Act

Who Cares has worked hard to build a strong and constructive relationship with all of the health and adult social care commissioners and partners. We are pleased to say that this relationship is apparent throughout the organisations, as is the wider sector.

Bearing this in mind we have made a total of nine requests under the Freedom of Information Act. These relate to:

- Three policies from Northern Lincolnshire and Goole NHS Foundation Hospital Trust on Hospital Discharge, plus one service flow diagram showing a patient's possible route from admission to discharge.
- Two sets of statistics from Rotherham, Doncaster and South Humber NHS Mental Health Foundation Trust relating to readmissions to Great Oaks Adult Mental Health Unit based in Ashby.
- Patient and Liaison Services (PALS) documents from all four health and social care bodies (RDASH, NLaG, NHS North Lincolnshire and Adult Social Services)

All of our requests were responded to in the allotted time frame. In many cases we have not had to resort to using the Freedom of Information Act as we have easily been able to obtain the information we need thanks to the cooperation and working relationships built up with commissioning staff.

Overview and Scrutiny Committee

Who Cares has a very strong working relationship with North Lincolnshire Council's Overview and Scrutiny Committee. Throughout the year we have attended many meetings of the panel, as well as a scrutiny officer keeping our Executive Group updated bi-annually. Host staff meet with scrutiny officers every quarter to update each other on work topics, and to flag up any issues of concern either party may have.

These meetings have now been combined to include the local area manager for the Care Quality Commission (CQC), allowing ourselves and the Overview and Scrutiny Committee to feed our work into the CQC.

With this positive relationship in mind *Who Cares* have made no formal referrals to the Overview and Scrutiny Committee during 2009-2010.

Statutory Endorsements

Who Cares have worked hard over the past two years in order to build up productive working relationships with statutory partners. For the Annual Report we asked each of the trusts we work with to explain the value of our relationship. Below are the replies which we received.

Rotherham, Doncaster and South Humber Mental Health NHS Foundation Trust

As Chairman of both the Board of Directors and Board of Governors of RDASH, I would like to confirm your kind words re the productive and useful relationship which we feel has been established between our two organisations.

As you know I have taken a particular interest in your work, not least because I am a resident of North Lincolnshire and would always wish to ensure that we at RDASH continue to enhance the service that we deliver in the area and build on the valuable feedback that your members provide.

I have much appreciated the opportunities you have provided for us to attend your events and meet your members and where appropriate to provide information on our provision and our constant aim to strive for high quality. As a Foundation Trust we aim to have optimum communication with our members and it is through our governors and organisations such as yours that we can continually strive to achieve this. - **Madeleine Keyworth, RDASH Chair of Governors**

NHS North Lincolnshire

NHS North Lincolnshire (NHSNL) is working to seek and build continuous and meaningful engagement with the public and patients in order to shape and improve health services. NHSNL has an excellent relationship with *Who Cares* and meet regularly, providing a two way flow of information.

Who Cares have been invaluable in providing feedback on documentation and issues pertinent to NHSNL and even in the early stage of this network's development the work they do is proving extremely useful. - **Alison Cooke, NHS North Lincolnshire Chief Executive**

Adult Social Services, North Lincolnshire Council

I am delighted that *Who Cares* and the Council have developed a very productive relationship since the establishment of your organisation.

There is much change going on and in the pipeline for Adult Social Services and *Who Cares* has been very helpful in helping us to communicate this to vulnerable and older people. We are committed to listening to and giving people much more of a say in how we make services more personal and drive up quality. *Who Cares* play a vital role in getting this message across.

Good communication needs constant attention and I'm confident that we have a firm foundation on which we will continue to build. - **Mike Briggs, Director of Adult Social Services**

East Midlands Ambulance Service

I first met you and your colleagues on 13 January 2010 after Lincolnshire County was added to my area of responsibility.

Since that initial meeting I would like to say that we have formed a useful and productive relationship, with you introducing me to various groups in North Lincolnshire which I now attend as regularly as possible to enable any areas of concern to be addressed or questions answered. These groups include the Scunthorpe and District Healthy Communities Group (Falls Prevention), as a result of attending this group an information sharing agreement has been agreed with EMAS to enable areas where falls occur in the area to be identified to the group so that possible causes of the falls can be looked into and falls prevention advice and awareness raising in those areas carried out by the group. In the three months since our first meeting with your help we have been able to give the community in North Lincolnshire access into East Midlands Ambulance Service and we will continue to meet with these groups and develop further relationships with other community groups in the coming year. I look forward to continuing working in partnership with yourself and your colleagues in the coming year. - **Mick Rimington, Engagement Co-ordinator Nottinghamshire and Lincolnshire, East Midlands Ambulance Service NHS Trust**

North Lincolnshire Local Strategic Partnership

North Lincolnshire Council felt that an important initiative like LINK should sit under the LSP umbrella to ensure direct links with partner organisations and the ability (if needed) to challenge organisations if they failed to engage.

As the lead for the procurement of a host agency the LSP Manager was asked to lead on the LINK from the beginning. A thorough process in recruiting the host organisation was undertaken and this was seen as an exemplar of best practice by the Centre for Involvement.

Right from the outset we engaged with service providers giving them space to air their views and concerns on the development of and running of the LINK, leading to excellent relationships between the providers and the LINK members and host.

North Lincolnshire LINK '*Who Cares*' has always been at the forefront of innovative practice. It trained members on Enter and View techniques very early, it has established a good membership base and it has developed an associate membership scheme with large employers in the area to engage with their employees.

North Lincolnshire LSP very much values the work and dedication of the LINK and considers it to be a key consultative body in the area.

We hope that '*Who Cares*' continues to have a long and productive life in North Lincolnshire. - **Simon Driver, Chair of the North Lincolnshire Strategic Partnership**

Care Quality Commission

I am writing to acknowledge the cooperation between North Lincolnshire LINK and CQC. Although this relationship is at the beginning the effort that LINKs has committed to contributing to an effective and joined up approach to the regulation of health and social care is very promising.

Currently for example North Lincolnshire LINKs has followed up initial visits to NHS inpatient provision and will be providing input to the CQC Quality and Risk profile for the relevant provider. This input will be highly relevant to CQC's assessment of this provider. - **Michael Hird, CQC Local Area Manager, North and North East Lincolnshire**

WHO CARES BUDGET

1 APRIL 2008 - 31 MARCH 2011

Who Cares Budget	Spend 2008/09 /£	Spend 2009/10 /£	Budget 2010/11 /£
Staff salaries	35,687	52,079	61,558
Recruitment	5,111	4,129	0
Travel and subsistence	1,561	2,237	4,100
Room rent & meeting expenses	659	1,910	2,000
Equipment	2,680	97	1,000
Staff training	0	1,095	2,000
Communication/ Producing information	795	2,251	3,000
Contracted out detailed investigations	305	55	10,000
Events	187	983	7,000
General expenses	1,430	695	2,171
Total direct costs of the project	49,045	65,531	92,829
Portion of central functions costs	8,706	9,196	9,714
Portion of governance and strategic development costs	10,898	10,971	11,130
Portion of premises costs	5,705	5,886	6,055
Total costs of project	74,354	91,584	119,729

The budget plans in the years 2009/10 and 2010/11 are necessarily greater than the spend in 2008/09 because the host staff were recruited during the financial year and payment of their salaries did not commence at the start of the financial year 2008-09 and because *Who Cares* did not become fully operational until October 2008. The increased funds in the years 2009/10 and 2010/11 will allow *Who Cares* to:

- 1 Hold a greater range of diverse community focus group events
- 2 Enable members to attend valuable external health and adult social care related events
- 3 Provide the best training for members in Enter and View, research techniques and community engagement skills
- 4 Provide a greater fund for detailed outsourced investigations throughout the three year projected period



THE NEXT STEPS

Future Work Plans

Three areas of research were identified by *Who Cares* members, Teenage Pregnancy, Hospital Discharge and Mental Health Services for 2010. These three strands of research are currently being undertaken to evidence current practice and make recommendations for improvements which will benefit all parties in both the delivery and receipt of those services.

The three areas of research require flexibility in methodology because of the diverse communities across North Lincolnshire as well as the sensitive nature of the topics. Engagement with this wide spectrum of groups is seen as crucial to provide confidence in delivering representative responses.

- **Teenage Pregnancy**

Who Cares acknowledges that there are already considerable efforts being made to reduce the number of unplanned pregnancies across North Lincolnshire which have remained above the national average since 1998.

Who Cares also recognises that this is a very sensitive and specialist field of health care provision which has far reaching social implications. Whilst there are services in existence these are not always available outside conventional office hours. Anecdotal evidence suggests that these services are not always

designed to encourage the service users to avail themselves of the provision in a timely manner.

The ultimate ambition of the research is to collect evidence to inform commissioning managers and service providers. As with earlier research reports the recommendations will be presented as easy to implement suggestions which would deliver service improvements. That will then make services more accessible and user friendly in an endeavour to reduce unplanned pregnancies in North Lincolnshire.

This piece of work is scheduled to be completed in time to inform the revised commissioning strategy for Teenage Pregnancy Services due in September 2010.

- **Hospital Discharge**

Users, Carers and professional service provider's experiences are being canvassed about patients being discharged from hospital. Care Homes, Carers Support, Community Support Team, District Nurses, GPs and Sheltered Housing Wardens are all able to make contributions to the research. These professionals are on the front line of both good and bad practice and are well placed to assist the research. To date there has been a positive response to this work as there is a recognised benefit from collaborative working. The completed piece of work will be completed during the summer of 2010.

- **Mental Health Service**

The very nature of this research topic, and the stigma still associated with it makes it difficult to reach large numbers of people. It has been encouraging that so many past and current service users with varied experiences have been keen to share those to ensure that service improvements are instigated for future users. Researchers have endeavoured to access services users in their comfort zones and this is generally on an individual basis so that data can be captured with sufficient detail to ensure a valid evidence base is presented. To capture this data and case studies is labour intensive but reflects the nature of people's circumstances. We are currently approaching a sample which is close to representative scale. This will enable to complete the work over the summer of 2010.

- **Further Steps**

Who Cares is in a strong position to continue into the next year of its operation as the Local Involvement Network for North Lincolnshire. We enjoy the following benefits:

- Being a fully constituted and democratic body
- We are fully accountable to the public through our open membership
- We have a strong and active membership
- We are inclusive and representative of the community of North Lincolnshire
- The skills of our members are continuing to develop
- We enjoy good working relationships with statutory bodies in the health and social care sector
- We enjoy a strong and productive relationship between ourselves and VANL
- We have support from all of the care providers in the public sector and from many voluntary sector organisations

Enter and View

The Enter and View representatives will continue to carry out visits of care service premises to support subgroup research.

Community Engagement

We will continue to hold a range of events throughout North Lincolnshire to target communities to encourage all people to become involved in *Who Cares* to progress improvements to health and social care services across North Lincolnshire.

Building a regional LINK members forum

We want to continue working with our neighbouring LINKs in the Yorkshire and Humber region so that we may share best practice and provide exemplar working at a regional level.

Prioritising a programme of work

We will continue to seek the views of all of our members and of the wider community of North Lincolnshire and to put these at the core of what we do.

Championing public involvement

We will continue to encourage all statutory providers to be more proactive in their consultation with the public at the onset of any proposed changes to health and social care services.

All of the above will contribute to the improvement of local services for local people.



Who Cares



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Advancing Local Voluntary Action

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