

LINK Board Meeting, 10.30 – 12.30
9th May 2011

Present

Carole Crowe – St. Helens Council
Emma Rodriguez Dos Santos,
Sam Omar,
Roman Babij,
Eddie Cunningham,
Jonathan Griffith,
Joan Young,
Brenda Smith - Chairing.

Apologies

Margaret Leys, Bernie Lightfoot, Claire Wildman

Speaker:

Carol Crowe, explained her role from St Helens MBC – Training Section.

She arranges and provides training for the Council's own departments including social care, also to private and voluntary sector (alongside Coalition for Disabled People's Direct Payment advisors)

e.g. manual handling – but term it “client handling” for care staff and Personal Assistants.

The responses received to the training that is offered is not great, the dept. thinks it may be because managers are expected to know about most training needs/skills.

It can be a difficult thing to approach e.g. an employer about the person who's caring for them and what skills they may/may not have.

Health & Safety, First Aid, Client Handling, Medication, Safeguarding – explaining this last concept can be quite hard, to get the client to understand that they could be at risk.

If its in an employment/company setting – its also easier to get cover so that untrained staff or PA's can get to training (release), or if a very conscientious family member who was the carer.

Brenda queried whether 'dignity' was emphasized in those sessions.

Carol said it was stressed throughout their training package but could be revisited and emphasized more.

Carol can only provide training that is mandatory, which is the common induction and safeguarding insisted upon by St. Helens MBC. But the certification just proves staff have done the training, they might not be assessed as to whether they can perform it.

If a PA was injured using a piece of equipment, it would be the employer's responsibility to resolve the issue (and find adequate other care etc.)

It was suggested ten years ago that there should be care standards for residential homes e.g. 50% of car home workforce should be at NVQ 2 level of education, but it has not been updated since then and just because someone has an NVQ doesn't mean they will still practice it.

Roman asked what about dementia?

St. Helens MBC – offers quite a number of training sessions that cover dementia, but again the difficulty is making sure that the training is refreshed, etc. There is lots of guidance but not much mandatory training.

Joan – has written to the MP Dave Watts, after receiving an initial but non-committal reply, to see where government is going in this area.

Its estimated there's 550 Personal Assistants employed in St Helens (Direct Payments team provide a payroll service for those) and there will be additional PAs that are in private arrangements; but only approximately 10% of all PAs have been through training.

Sam - if the PA/client package is reviewed annually, is there a point at which you can suggest 'training' needs of PA?

Carole - it is mentioned/implied there but again, the majority of clients decline the offer or are 'used to' how their care is provided.

An induction pack is given at the point of agreeing to go down to Direct Payment route, and in there is a flyer about training provision to encourage people to access training sessions.

Without **a mandatory push from central government**, this will be a circular argument. Carole would be pleased to receive any other queries and have an on-going communication with LINK on how things could be improved.

Current Issues:

Attitudes of Staff

Starting to pay off by doing practice visits, getting some cooperation from practices in submitting more replies to staff survey.

JY explained concerning situation she had heard about.

Emma indicated she would go back to practices that had not responded in March and arrange some more practice visits, and obtain the more recent performance data regarding GPs, to help decide upon a new batch of practice visits.

Transport

There was on going joint-working with the scrutiny committee re. bus stops and seating. E-info board at the bus stop near The Owls at Haydock that had never been switched on! Merseytravel's Tony Hamilton has solved it.

Bus stop information at Hard Lane, there have been some difficulties there – Eddie Cunningham to liaise with Patricia Martinez-Williams.

The results of the transport group's work are being written up.

Dignity in Care

Nothing specific to mention – some of the groups work was discussed earlier under the section with Carole Crowe

Feedback from Reps:

Crisis Services Report

Roman went through the main conclusions and findings of the report e.g.

- GPs not using appropriate referral procedures.
- Staff not sharing information between Council and 5BP – how do you get around that
- Dual diagnosis – which bit of a person's mental health do you tackle first?
- Keeping appointments by the CRHT team.
- Difficulties actually delivering bits of M.H Act.
- No feedback on experience of crisis services – gap that has been identified.

Parr Nursing Home

Brenda had visited as part of joint work with Dignity group of Scruinty committee.

It was thought to be a very good home at being able to help people transition especially when from residential – to nursing – to end of life (can also accommodate funerals).

Gold standard framework, lots of activities going on.

Not all rooms are en-suite; those that are have a toilet and washbasin in. Offer bath or shower every other day. Have a bariatric patient in end of life situation there at present.

The same owners have just built a new place at Whilmere Lane.

EDMI Board

Brenda reported that there were good services at St Helens hospital for the mammogram service. She had suggested that professionals doing Health Checks need to remind people that after the normal 'screening age bracket' to emphasise breast and prostate cancer checking. Need to ensure that practices know the process to request a cancer check outside of the central services that invites people directly.

Requests for LINK representation

These were many and included requests for information on various services and also LINK participants to be involved in steering groups and boards.

Most were dealt with by the Board.

Any Other Business:

MONDAY 11th JULY – VALUES DAY

Senior Voice members joining LINK as individual members in addition to being a group and membership forms were provided.

ERDS to do response to 'listening pause' and circulate to the Board.