

# Having a Say on New Centre

Nearly a hundred people in St Helens have given their views on what they think a proposed new Centre for people with disabilities and long term health issues should contain.



St Helens LINK and the LISTEN Project were asked by St Helens Council to collect views on what a Centre for Independent Living (CIL) should look like, how services should be delivered and what extra services are needed. The aim of a CIL is to help people become independent and gain control over their lives. This includes people with physical or learning disabilities and people with mental health problems.

People thought that the Centre should provide information, advice and advocacy, as well as services such as a café, counselling and a small aids and equipment display. There should be a flexible mix of drop-in services and appointments which would need to be available outside office working hours. The Centre

should focus on promoting health and wellbeing, with opportunities for socialising, confidence building and signposting to other organisations.

The questionnaire was the first part in a longer consultation process about the future use of the Windle Pilkington building. This will include looking at the issue of car parking and public transport to the Centre and the role of local services which already provide support. There will also be more consultation on setting up a steering group of local people for the Centre, to make sure that service users are involved in the development and running of the Centre.

## Win a £10 gift voucher

If you have followed up any information in this newsletter, we would like to hear from you. This could be getting involved in LINK, attending an event, applying for funding or making contact with a group featured. All replies have the chance to enter a draw for a £10 gift voucher of your choice if proof can be shown.

This newsletter has been produced by St Helens LINK. If you would like it in another format, please let us know. If you need any more information about the work of LINK, contact:

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Outreach Worker

## Contact us at...

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24 Church Street  
St Helens WA10 1BD

**Tel:** 01744 457119

**[www.linksthelens.org.uk](http://www.linksthelens.org.uk)**

**Email:** [sthelenslink@sthelenscvcs.org.uk](mailto:sthelenslink@sthelenscvcs.org.uk)

St Helens LINK is hosted by St Helens CVS.  
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# The Voice

The Newsletter of St Helens LINK

St Helens  
**LINK**  
Local Involvement Network

Your way to have a say

Issue 3 Summer 2010

## Proof by Post!

**St Helens LINK (Local Involvement Network) has launched a postcard campaign to encourage people to tell us their experiences of health and social care services.**

LINK wants to hear people's stories in three areas - Access to Information, Hygiene and Staff Attitudes. You can find the postcards in GP surgeries,

pharmacists, libraries, community centres and churches and returning them is free and confidential.

The postcards are helping to build a picture of patterns in poor care and service, evidence which will help LINK when working with the NHS and Council to improve services.



People can also give their views to St Helens LINK by emailing [sthelenslink@sthelenscvcs.org.uk](mailto:sthelenslink@sthelenscvcs.org.uk) or by telephoning **01744 457119**.

## LINK's Task Force in Action

**Work is underway on LINK's three priority areas.**

On **Hygiene**, LINK is using questionnaires with the general public and at Whiston Hospital to look at the public perception of hygiene at Whiston Hospital. The questionnaire is on the LINK website at [www.linksthelens.org.uk](http://www.linksthelens.org.uk)

Members of its Hygiene Task Group will also be

carrying out spot checks of residential care homes with the Primary Care Trust's Infection Control Nurse.

As part of its work on **Staff Attitudes**, LINK Board members will be observing how staff deal with patients in GP practices and using questionnaires to see what pressures are on staff. LINK will also be looking at complaints data before and after the visits to see how

surgeries are performing.

The **Access to Information** Task Group has been looking at the issue of access to interpreters within the Council and NHS. As part of this work, it has had input into a report for the Council's Diversity Strategy Board on the need for Polish speaking advocacy and interpretation in the borough.

## Local news, training and events

# An Introduction to Personalisation

### 1 day training Course

**22 June**

Step by Step Living Network, 188 Rainhill Road, St Helens

**8 July**

Robert Foulkes Centre, Whiston

#### Includes:

What is personalisation?  
How is it different?  
How will it give people greater choice?

Cost: £25 for individuals,

£60 for small voluntary organisations and £125 for Primary Care Trust employees, local authorities and large voluntary organisations. There are limited free places for people with a disability and family members.

Places need to be booked in advance. For more information, contact **Step by Step** on **0151 430 2740** or email: **believe@livingnetwork.org.uk**

# Partnerships and Representation

### Workshops

St Helens CVS is running two workshops for individuals in Voluntary, Community and Faith groups.

**Skills for Partnerships** on 16 June looks at how individuals can benefit from partnerships, networks and meetings.

**Roles and Responsibilities of Representatives** on 14 July looks at the role of being a community representative and best practice in representing an organisation. Both courses are from 10am-



1pm and cost £25.

For a booking form, contact Lisa Brown on **01744 457114** or download one from **www.sthelenscvcs.org.uk/what-we-do/training**

# Out of the Box

### Conference

**22 June**

9.30am – 4.00pm  
Deaf Cultural Centre  
Birmingham  
B16 8SZ

This full day conference will explore how patients, service users and carers are using the internet to change both their lives and their services. This includes using the web to connect, encourage and inspire both people and services to think and act differently.

The tickets are **free** but people are asked to bring something to share on the day.

For more information, email **jonty.hall@patientopinion.org.uk** or visit **www.box10.eventbrite.com**



## Funding and opportunities

# Help to Improve Major Trauma Care

**People who have experience of major trauma are being asked for their views, questions and suggestions to help improve major trauma care.**

The Major Trauma Improvement Forum (MTIF) is collecting information on major trauma (such as life threatening accidents and injuries) from patients, families and carers, and professionals including ambulance crew, nursing and rehabilitation staff and health and social care workers. Feedback can be given online, by phone, letter or email.

Tel: **020 7239 7806**  
Email: **mtif@opm.co.uk**  
Website: **www.majortrauma.net**

MTIF  
OPM  
252B Grays Inn Road  
London WC1X 8XG



# Meet PEAT!

## (The Patient Environment Action Team)

**Volunteers are invited to join the Patient Environment Action Team which visits wards and the outpatient department at Whiston and St Helens Hospital.**

The PEAT visits last about 2 hours and look at all aspects of the environment and patient welfare. Volunteers will need to move around the

ward, observe, complete a questionnaire with a patient and help with the summary report. Full training will be given before the visits and travel and light refreshments will be provided.

For more information, contact Yinmoi on **0151 290 4136** or Will on **0151 430 1874.**

**St Helens and Knowsley Teaching Hospitals**  
NHS Trust

# Make a difference with Get Checked

**The Get Checked campaign** is dedicated to raising awareness of the signs and symptoms of breast, bowel, lung, head and neck cancers across Halton and St Helens and we are looking for volunteers.

- Meet new people and put your spare time to good use
- As little or as much time as you can spare
- No qualifications are needed and free training provided

If you would like to get involved with this successful project please contact **Kerry Grimes** on **0151 495 5450** or email **kerry.grimes@hsthpc.nhs.uk**

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\*If just one person is diagnosed early as a result of my handing out a leaflet about early detection, it will be an achievement!  
Get Checked Volunteer



Cancer.  
Early detection saves lives.  
Visit your GP now.



Halton and St Helens  
Community Health Services