

## **Wandsworth LiNK- Commissioners' Priorities for 2009/10**

At the LiNK public meeting on 19th January 2009 there was a discussion about the need to establish clear priorities for LiNK work in the coming year. Local commissioners are very supportive of this and would like to propose that the LiNK Executive agree an annual Work plan, commencing in 2009/10. Commissioners are happy to work with the LiNK Executive and WCA to take this forward, with the aim of producing a plan to be signed off by the LiNK, WCA, and local commissioners, before 1<sup>st</sup> April 2009.

As a contribution to the development of the plan, this paper presents a list of commissioner priorities compiled from various documents, including the Joint Strategic Needs Assessment. The areas and topics that have been highlighted (and are detailed in Appendix One) are those on which commissioners feel that the LiNK has an opportunity to be genuinely influential and on which commissioners are particularly keen to have input from service users and the public.

### Wandsworth Adult Social Services Department:

- **Preventative services**
- **Carers**
- **Safeguarding adults**
- **Direct payments**
- **Learning Disability services**

### Wandsworth Primary Care Trust:

- **Stroke**
- **Sexual Health**
- **Polyclinics**
- **Trauma**
- **South Wandsworth**

Commissioners are also aware that a number of topics have already been generated by the LiNK membership, including:

- **Patient transport**
- **Springfield village**
- **Prison health**
- **Social care issues**
- **Physical disability issues**
- **Hospital discharge care.**

Clearly there are many competing priorities and we would not expect the LiNK Executive to address them all. There will have to strike a balance between e.g. national and local consultation, local commissioning decisions, work generated from 'enter and view', signposting, and work proposed by the LiNK membership. The LiNK Executive will need to develop signposting mechanisms for issues that are not within its remit, or for issues that it has chosen not to get directly and actively involved in.

Whilst the number of topics for potential involvement may look daunting, there are many different ways for the LINK to get involved. These could include: representation on groups; short questionnaires; qualitative and quantitative research (including commissioning work); signposting; forwarding information; requests for further information, or referrals to Health OSC. The LINK Executive will need to look at its priorities and consider what added value the LINK can bring to each topic, taking account of arrangements for user engagement that have already been put in place by commissioners.

As an integral part of their support for Wandsworth LINK, commissioners fund Wandsworth Care Alliance to provide user engagement in Learning Disabilities and Mental Health, as well as the Community Partners Programme, and a user engagement project with substance misusers will shortly be transferred to Wandsworth Care Alliance management. In setting out its plans for 2009/10 we hope that the LINK Executive will consider how best to make use of these resources,

We would be grateful for the LINK's feedback on these suggestions and look forward to working with them on an Annual Plan.

**APPENDIX ONE.**

<b>DEPARTMENT OF ADULT SOCIAL SERVICES</b>	
Wandsworth Adult Social Services Department has a number of strategic priorities for 2009/10. In particular there will be a great deal of work in relation to <b>preventative services, carers, safeguarding adults, and direct payments</b> (among others). There will be opportunities for the Wandsworth LINK to get involved in a number of different ways, and on a number of different levels. There will be opportunities to be involved in reviews of services and help assess the impact of recent service changes. There will be the opportunity to help develop strategies and questionnaires, assist with consultations, training and reviewing literature.	
<b>OLDER PEOPLE</b>	<b>START DATE</b>
Implement the recommendations from the reablement pilot to achieve a mainstream Intake and <b>Reablement Service</b> with a formal review of progress	January 2009 (ongoing)
Develop and implement a strategy for older people with an emphasis on development of a range of <b>preventative services.</b>	(ongoing)
Develop and implement a joint plan for <b>Intermediate Care</b> with the PCT	April 2009
Review <b>day services</b> for older people	April 2009
Progress <b>Accreditation</b> Framework for <b>residential and nursing care</b>	April 2009
Introduce outcomes based contracts (Home care)	April 2009
Implement <b>Single Assessment Process</b>	April 2009

<b>CARERS</b>	
<i>The Council has a national target (NI135) relating to the number of carers receiving a needs assessment or review or specific carers' service or advice and information.</i>	
Develop strengthened support to carers to enable them to sustain caring situations, and implement the power for provision of services directly to carers in their own right	(ongoing)
Develop <b>Carers Strategy</b>	(ongoing)
Develop support for carers to find and/or remain <b>in work</b>	April 2009
Increase the number of <b>carers supported</b>	April 2009
<b>LEARNING DISABILITY</b>	
<i>The Council has a national target (NI146) to increase the number of adults with a learning disability in employment.</i>	
Commence reviews of people with learning disabilities in <b>residential care</b> to progress <b>personalised care</b> arrangements and promote take-up of <b>Direct Payments</b> and <b>Individual Budgets</b>	
Implement the Better Days Strategy, including the arrangements for an <b>alternative to Battersea SEC</b>	(ongoing)
The <b>closure of Battersea SEC</b> and move to the Wilditch Community Centre.	April 2009
The reduction of the number of Council green <b>buses to Day Centres</b> to 9 vehicles by April 2009.	April 2009
The implementation of a <b>travel support service</b> . Supporting more people to use the service.	(ongoing)
Develop an <b>employment</b> strategy for people with disabilities	April 2009

<b>MENTAL HEALTH</b>	
<i>The Council has a national target (NI150) to increase the number of Adults in contact with secondary mental health services in employment.</i>	
Implement the <b>Mental Health Accommodation Review</b> action programme as approved, including aspects relating also to all hostels for adults with mental health needs.	(ongoing)
Consult on the future of <b>Roehampton Hostel</b> , and implement actions required following decision	(ongoing)
Review accommodation for people with mental health problems	April 2009
<b>DIRECT PAYMENTS</b>	
<i>The Council has a national target (NI130) to increase the number of social care clients receiving self-directed support</i>	
The emphasis is on <b>Prevention, Independence and Choice</b> (self-determination)	
<b>Monitor</b> and <b>review</b> performance and increase number of clients in receipt of direct payments in line with targets.	(ongoing)
<b>SAFEGUARDING VULNERABLE ADULTS</b>	
Strengthen <b>user engagement</b> in determining the success and effective performance of services in meeting their needs	(ongoing)
<b>Evaluate</b> Safeguarding Adults <b>training</b>	January 2009 (ongoing)
To introduce Safeguarding Adults Service <b>User Engagement</b> Project	April 2009

Develop a one-off and rolling programme of <b>questionnaires</b> to obtain service user views on investigations	April 2009
Develop Safeguarding Adults Service User Form	April 2009
Develop accessible <b>leaflets</b> for people with <b>Learning Disabilities</b>	April 2009
Develop <b>training and briefing sessions</b> to services users via day centres and other locations	April 2009
To ascertain the views of local residents-priorities <b>questionnaire</b> to Wandsworth households to be incorporated in Brightside	April 2009
Identify <b>a representative</b> from the Safeguarding Adult Service Users Forum	April 2009
Management information reports to include focus on <b>BME Community</b> Targeted outreach work to community groups in response to any under-representation	April 2009
<b>MISC USER ENGAGEMENT</b>	
Review current user engagement processes and <b>identify gaps</b>	Nov 2008 (ongoing)
Develop User Engagement <b>Strategy</b>	Feb 2009 (ongoing)

<b>WANDSWORTH PRIMARY CARE TRUST</b>	
<p>Wandsworth Primary Care Trust has a number of strategic priorities for 2009/10. There are a great number of areas of work for the PCT in 2009/10 but the Trust has identified <b>alcohol related harm, support for carers, reducing emergency bed days, stroke services and increasing the proportion of deaths that occur at home</b>, as areas that it believes the LINK can become actively involved in. There will be opportunities for the Wandsworth LINK to get involved in a number of different ways, and on a number of different levels. There will be opportunities to be involved in shaping strategies, redesigning care pathways, assisting with developing eligibility criteria and getting involved with local campaigns. There are also a number of active PCT user and patient involvement programmes that would welcome a LINK presence/representation. However, more critically there are a number key commissioning consultations in 2009 that will genuinely shape the future of care within Wandsworth. The PCT asks that the LINK becomes not only actively involved in the consultations on <b>stroke, trauma, polyclinics, South Wandsworth</b>, and <b>sexual health</b> but considers how it could offer further, additional, complimentary engagement work that could influence the development of these services.</p>	
<b>REDUCE ALCOHOL RELATED HARM</b>	
<i>In 2009/10, the PCT will implement its alcohol strategy in order to deliver a year on year reduction in the rate of hospital admissions per 100,000 population for alcohol related harm.</i>	
In 2009/10 the PCT will continue to invest in an increased focus on <b>prevention and early intervention</b> for hazardous and more mildly dependant drinkers.	2009
To identify ways of <b>improving the management</b> of Specialist Community Alcohol Treatment services in order to reduce DNA rates and waiting times	2009
<b>SUPPORT CARERS</b>	
<i>The PCT has a target to increase the number of people receiving a carer's break or a specific service for carers as a percentage of clients receiving community based services by 4%.</i>	

In 2009/10, the PCT is committed to increasing <b>support to carers</b> . It will provide <b>short term breaks</b> for 50 individuals and regular episodes of 24 hour care.	2009
Establish a <b>network of people</b> in each practice who can become an information resource to carers	2009
Promote the uptake of <b>carers allowances</b>	2009
Work with Council services to identify a set of <b>criteria for access</b> to the carer's break service	2009
Establish a clear means of accessing the carers break initiative.	2009
<b>INCREASE THE PROPORTION OF ALL DEATHS THAT OCCUR AT HOME</b>	
<i>The PCT has a target to increase the proportion of all deaths that occur at home, and reduce the proportion that occur in hospital. In 2006, 15% of deaths occurred at home and 76% of all deaths occurred in a hospital. The target for 2009/10 is that this will be 18.0%.</i>	
The PCT will <b>redesign</b> the rehabilitation pathway and Adult nursing care services during 2009/10. This will include specialist nursing, Community Matrons and District Nurses.	2009
<b>REDUCE THE NUMBER OF EMERGENCY BED DAYS</b>	
<i>In 2009/10, reducing the number of emergency bed days will be a key demand management initiative. This will be achieved by <b>reducing both the number of actual admissions</b> and by <b>reducing the length of stay</b> of patients once they have been admitted as an emergency</i>	
Experienced GPs, together with community nurses and social workers will work together with patients to ensure that their overall care plans are robust enough to ensure that their health and social situations do not become problematic enough to require admission.	2009

The PCT and St George's are working on a number of initiatives to support the early discharge of medically fit patients.	2009
<b>STROKE</b>	
Successful <b>redesign</b> of the whole stroke <b>pathway</b> and redesign and expansion of community rehabilitation services	
The PCT is working with the Stroke Association to run a FAST <b>campaign</b> for 4 weeks in March 2009 to raise Wandsworth residents' awareness of the symptoms of stroke and what to do about them.	March 2009
<b>HEALTHCARE FOR LONDON CONSULTATION- ACUTE STROKE</b>	
The PCT will locally <b>consult</b> on Healthcare for London plans to develop hyper acute <b>stroke units</b> and specialist stroke units.	January 2009 (ongoing)
Wandsworth PCT is a member of the JCPCT which will decide on the future configuration of London stroke services in June 2009	June 2009
<b>HEALTHCARE FOR LONDON CONSULTATION- MAJOR TRAUMA</b>	
The PCT will locally <b>consult</b> on Healthcare for London plans to major <b>trauma</b> centres	January 2009 (ongoing)
The PCT will design and implement a major trauma <b>prevention programme</b>	April 2009
The PCT will support and inform the designation process and set commissioning standards to ensure that HfL standards are met at all stages of the <b>patient pathway</b> .	June 2009
<b>HEALTHCARE FOR LONDON CONSULTATION- POLYCLINICS</b>	
The PCT will locally <b>consult</b> on Healthcare for London plans to develop local <b>polyclinics</b> .	2009

<b>CONSULTATION- COMMUNITY SEXUAL HEALTH</b>	
The PCT will be <b>consulting</b> early in 2009 on a revised and integrated model for <b>sexual health</b> services to improve consistency of services and number of patients seen.	early 2009
<b>CONSULTATION- SOUTH WANDSWORTH</b>	
The PCT will be formally <b>consulting</b> on options for the future configuration of <b>primary care and community-based services</b> in south Wandsworth to address local health inequalities. The pre-consultation began in November 2008, and formal public consultation is planned for summer 2009	July 2009
<b>MISC USER ENGAGEMENT</b>	
Expert Patients Programme	(ongoing)
Lay User Network	(ongoing)
Thinking Partners Group	(ongoing)
Patient Reference Group	(ongoing)
Patient Issues Group	(ongoing)