

WINTER 2010

We care about DIGNITY

Bradford LINK is looking for people who are committed to standing up for the rights of health and social care users.

In support of the Government's **Dignity in Care Campaign**, we have joined forces with the District Council to start a Dignity Champions Network in Bradford.

What is a Dignity Champion?

A Dignity Champion is someone who believes that people being treated with dignity and respect when in care, is a basic human right and not an optional extra.

Anyone can be a Dignity Champion.

People from all walks of life are signing up from MPs to health care workers, and



from carers to volunteers. It doesn't matter how much experience or knowledge you have.

As a **Dignity Champion** you can devote **as much time as you can afford to the role**. Your commitment and energy could make a difference. All action, no matter how small will help us create a care system that is compassionate towards the people who use it.

What is the Dignity Champions Network?

People who sign up to the network can meet to share information and talk about their experiences. They can discuss ways of improving the quality of care people are getting in the district and then work together to take action. The more people who work together, the stronger our voices will be.

Around **200** people have now signed up to be Dignity Champions in Bradford.

55 people have already asked to be part of Bradford's Dignity Champions Network.

What is the Dignity Challenge?

Health and social care services in Bradford and Airedale should pass the Dignity Challenge. To pass the challenge a service must:

- have **zero tolerance** for abuse
- support people with **respect**
- treat each person as an **individual** and offer them a service that suits their own needs
- encourage people to be **independent**

Dignity Champion Q&A

- give people **control** over their treatment
- give people **choices**
- **listen** to the people being cared for and encourage them to **talk** about how they feel
- respect people's right to **privacy**
- ensure people feel they can **complain** without being worried about the consequences
- **engage** with family members and carers
- help people to feel **confident** and **positive**
- help **prevent** people from feeling lonely or isolated.

If you know of a service in Bradford or Airedale that would fail the Dignity Challenge and you want to make changes to that service, then you should become a Dignity Champion.

The Big Event

In October, people from across the district came together at City Hall to learn more about the Dignity in Care Campaign and how it will be rolled out in Bradford.



There were keynote speakers from Birmingham Council and The Department of Health. There was also a chance for people to discuss the campaign in work groups.

The Dignity Champions Network will meet on **Wednesday January 27th**. Contact Bradford LINK for more details.

Kath Beer, who works for Bradford Alliance on Community Care, has signed up to be a Dignity Champion.

1) Why did you become a Dignity Champion? I believe strongly that quality of care can often be improved by listening and adopting a positive attitude. I think all ten points of the Dignity Challenge are important but if I had to choose one it would be 'Listen and support people to express their needs and wants'.

2) What have you done or will you do to help improve the quality of health and social care services in the area? I encourage and support people to comment on services through my work, personal contacts and friends. It is important people do not feel afraid of commenting on the way a service is being provided. I am also trying to spread the word about the Dignity in Care Campaign.

3) Why do you think the Dignity Champion scheme is a good idea? I think it is an excellent idea - it helps lift the whole debate on care standards from 'older people having a grumble' to acceptance that people have the right to be listened to and treated with respect and dignity. I think it provides a good opportunity for people to improve services for older people and it is important to try and make it work so it is not just seen as another flash-in-the-pan initiative.

How do I become a Dignity Champion?

You can register on the official website

www.dignityincare.org.uk

or you can phone 020 7972 4007.

If you would like to join the **Dignity Champion's Network** in Bradford please contact Bradford LINK or complete the online form at www.bradfordlink.org.uk/dignitychampion

Working with Foundation Trusts

Three of the four NHS Trusts in the Bradford district are Foundation Trusts or are applying to become a Foundation Trust.

What is a Foundation Trust?

A Foundation Trust is free from Government control and manages its own affairs. Local organisations and communities make the big decisions for a Foundation Trust. Anyone can be a member and have a say on how services are run and provided.

How will Bradford LINK work with Foundation Trusts in the area?

Patient and Public Involvement (PPI) Forums used to keep an eye on what hospitals and Foundation Trusts were doing. Now the PPI forums no longer exist, Bradford LINK is looking at ways to develop a relationship with any Trusts in the area. A work group has been set up to look at ways of doing this.

Day Services

Bradford LINK is looking into day services in the district. These are services for adults with either mental health issues or learning disabilities.

It is part of a review being carried out by Bradford Council.



should be investigating.

We want to know what you think about these services and what issues you think we

If you would like a say on the matter please contact Daniel Park on 01535 665258 or email daniel@bradfordlink.org.uk

Autism and Asperger Syndrome

Bradford LINK wants to know how people with Autism and Asperger Syndrome are treated when they use health and social care services in the district and whether there are enough services available to them.

We have been talking to members of Bradford and Airedale Asperger's and



Mental Health Support Group. Some of the things we have been considering

include how young people with Autism and Asperger's use services as they move into adulthood and how the National Autism Bill passed in November will affect the services on offer.

If you want to get involved and help us take action, please get in touch with Becky Mears at Bradford LINK. You can email becky@bradfordlink.org.uk or phone 01535 665258.

**Our next big meeting is
Wednesday January 27th.**

Everyone is welcome!

**If any of the issues in the
newsletter interest you, please
come along.**

**For more information please
contact a member of the LINK team**

The Big Care Debate

Shaping the Future of Care Together

The Government has been asking people what they think of some of the changes they want to make to the current



adult care system. It published a Green paper called *Shaping the Future of Care Together* that sets out 3 different ways people can pay for their care in the future.

1) Partnership

- The Government will pay for a quarter to a third of the cost of care.
- Those people with a low income would get more of the costs paid. The poorest would still get all their care for free.
- People would use savings or value of their home to cover the rest of their costs.

2) Insurance

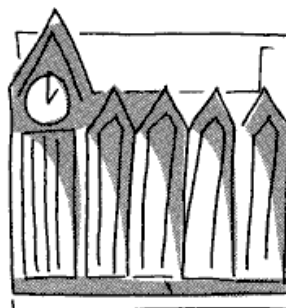
- The Government would pay a quarter to a third of the costs.
- The rest of the costs would be paid through insurance cover.
- Care would be free for people who buy insurance at around £25,000.
- People with no insurance pay for themselves.

- People can pay in several ways before or after retirement or after death.

3) Comprehensive

- Everyone over retirement age who can afford it, pays into a state insurance scheme.
- Everyone then who needs care and support will receive it free.
- How much money you have and how much you own in assets will decide how much you pay yourself.

In October 2009, people from Bradford and the surrounding district came together at Carlisle Business Centre, to give their views on the Government's ideas.



Most people at the meeting strongly disagreed with all 3 suggestions. Instead the group said they want the new care system to be funded

through **taxation**.

All the views collected at this event will be fed back to the Government.

If you want to read more about what people said at the Shaping the Future of Care Together event in Bradford go to:

<http://www.bacc.uk.com/documents/ReportShapingtheFutureTogether.pdf>

You can also visit the official website www.careandsupport.direct.gov.uk

Paying for Home Care

Plans to give free personal care at home to those people with the greatest needs, regardless of how much money they have were outlined in **The Queen's Speech** in November.

It is called the **Personal Care at Home Bill** and has been described as the 'first steps to setting up a National Care System that is a simple, fair and affordable care system for everyone'.

At the moment if a person has savings of over £23,000 they have to pay for their home care. The new law would mean over 280,000 people with conditions like Dementia and Parkinson's Disease, get personal care, in their own home, free of charge. It would also see the 166,000 people who don't have to pay at the moment, protected from being charged fees in the future.

As part of the Bill, the Government has also promised:

- To help around 130,000 people who need home care for the first time to regain their independence.
- To offer any technology or adaptations to homes that will help a person be more independent and reduce their care needs.
- £130 million will be used to help people live in their own homes for longer.
- A new system that would put prevention at its heart, improve quality, give people a say in how they are treated, and save money for the NHS and social care.

Some charities that support the people who would be affected by these changes have welcomed the Personal Care at Home Bill, but don't think it goes far enough.

Control Your Care

In November people from across Bradford and Airedale met to discuss how 'Personalisation' should be rolled out across the district.

Personalisation means people having more choice and taking more control over health or social care services they use.

Wendy Lowder from Barnsley Council told the group how they have introduced the system.



Andrew Jones and Fred Bascombe from Bradford Council spoke about how they think it should be introduced here.

People at the meeting then split into work groups to talk about the different ways this method of funding health and social care services will affect the voluntary sector, those who run the services and most importantly the individuals who use it.

Bradford LINK wants to help people understand what personalisation means and help people tell the service providers how to make it work better in Bradford.

This project will start in January.

Get in touch if you want to be involved, especially if you use council care services at the moment.

Access to Information

Doing information differently

A Bradford charity that works to make information accessible to people with disabilities in the district, is being celebrated.

Bradford Talking Media (BTM) has gained further recognition for its work. The **Aim Project** has been Highly Commended by judges for a national award scheme.

The disability network **RADAR** hosts a glitzy ceremony in London every year to celebrate excellence and achievement by both disabled people and organisations that make a real difference to the lives of disabled people. The Aim Project took second place in the category 'Doing Information Differently' from the Minister for Disabled People Jonathan Shaw.



Staff and Students collect their award in London

The Aim Project trains people with learning disabilities and mental health service users to enable them to produce health information in a range of formats that is accessible and easy to understand.

So far the group has produced booklets and audio CDs on testicular cancer, looking after your heart, understanding diabetes, and alcohol.

As a result of another piece of their work the number of people with learning disabilities getting health checks in Bradford has shot up from just 73 to 950 in just 6 months.

New Projects get the Go Ahead

This success comes as Bradford Talking Media gets two new projects underway.

The Healthy Communities Fund has given the charity money to consult with the deaf community and produce information in British sign language (BSL). The money will pay for recording and editing equipment and a part time member of staff to produce the information as a video. BTM will also provide a facility for deaf people who are BSL users to record information they want to give to the NHS Trust or other organisations they may wish to communicate with.

The Kickstart project is designed to make more organisations aware of the government initiative 'five principles for producing better information for disabled people'. **Bradford Talking Media** is joining forces with **Bradford People First**.

They will work with three organisations or departments to make an item of their information accessible to a wider audience.

For more information about
Bradford Talking Media

Visit: www.btm.org.uk

Email: info@btm.org.uk

Phone 01274 848150

Better Information Needed for Blind and Partially Sighted People

More needs to be done to help blind and partially sighted people access information about health.

That is according to research by a company called Dr Fosters, which was asked by the Royal National Institute of Blind People (RNIB) to investigate the issue.

The report focuses on the experiences of blind and partially sighted people in the UK. Some of the main points are:



- 95% of people questioned want healthcare information in a format they can read for themselves.

- 9 out of 10 were not asked by NHS staff which format they would prefer when information was given to them.
- 8 out of 10 blind or partially sighted people did not receive medicine information in a format they could read.
- 7 out of 10 of those surveyed said they had received personal information from their GPs in a format that was not accessible to them.
- 6 out of 10 blind or partially sighted people are unaware of their legal rights under the Disability Discrimination Act (1995)

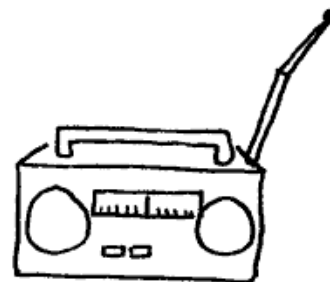
If you or someone you know has had any of these experiences, you can contact a member of the Bradford LINK team. If you want to read the full report you can phone RNIB on 020 7391 2008 or you can email hugh.huddy@rnib.org.uk

LINK on the Airwaves

Bradford LINK is getting its messages across on the **radio** thanks to one dedicated LINK worker. Peter Warwick sits on the Governance and Monitoring Committee and is a member of the Communications Group. After being invited to talk on the Health Matters show on Bradford Community Broadcasting, he enjoyed himself so much he now co-presents the show. As well as talking about general health issues, Peter promotes the work of Bradford LINK.

Peter says, "I myself have raised awareness on many different issues, including Bradford LINK and what it hopes to achieve. By reaching the contrasting communities that Bradford has across the district it then gives the community a voice in health matters.

By hearing that voice we hope to bring a desired outcome on issues that are of concern to the general public."



Peter also contributes to shows on St Luke's Sound and Radio Royal.

You can tune into
BCB on 106.6FM.
Health Matters is
aired every fourth
Sunday at 1pm.



Fresh Voices in Keighley

Bradford LINK is launching a short film about what people in Keighley want in the proposed new Health and Wellbeing Centre

Over 250 men and women from across the area attended 5 events organised by Bradford LINK. The LINK arranged for a network of people from local communities to ask the questions, so those taking part felt more comfortable talking about issues that affect them. Translators were also on hand for those who speak little or no English. As a result people who might not usually speak out about health or social care issues have made their voices heard.



Local filmmaker Shyla Lee from Clayhouse Productions has produced *Fresh Voices*. The 10-minute film will be shown to the decision makers in charge of the proposed health centre.

How to Contact Bradford LINK

Write to us at:
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Phone us on: 01535
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Email us:
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newsletter in a
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