

Influencing change for people with autism



Bradford LINK's ASC (Autistic Spectrum Conditions) workgroup has set out the three things it wants to improve in the district to make the lives of people affected by these conditions better. It wants to work with the people who run health and social care services on the following:

- ✓ Making it easier for people in the district to get diagnosed with autism or Asperger's Syndrome
- ✓ Improving housing for adults with these conditions
- ✓ Improving the training of health and social care staff around these conditions so there is a better understanding of how they impact on people affected

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People with an Autistic Spectrum Condition have difficulty with social communication – making sense of people's thoughts, feelings and actions. It is sometimes called a hidden disability.

Influencing change for people with autism continued

The group is also looking forward to seeing how the Local Autism Strategy is put in place. For the past year, Linda Peacock, a commissioner from Bradford Council who plans health and social care services, has been attending the work group meetings. She has been listening to the views and experiences of the group and using the information to write the strategy. The group has read this strategy and agree it is more 'progressive and productive' than local strategies in other areas of the UK. The group believe this might not be the case had they not had a voice.

Hear from group members in our podcast:

www.bradfordlink.org.uk/podcast

The Local Autism Strategy is written by Bradford Council and NHS Bradford and Airedale. It is a plan for services in the district for people with an ASC. The local plan is part of the government's first ever national strategy for adults with autism called Fulfilling and Rewarding Lives.

If you have an Autistic Spectrum Condition or care for someone who does and want to work towards making health and social care services better, get in touch with Bradford LINK. We are always looking for new members for the ASC workgroup.

Call Becky Mears on 01535 665258 or email becky@bradfordlink.org.uk to find out more.



Improving understanding of HIV in Bradford and district

GPs and other health workers will be learning more about HIV thanks to the work of The OUR Project and Bradford LINK.

Bradford LINK has been speaking with group members about their experiences using health services. People told us they don't always feel they are being treated with dignity and respect when using health services and they think there is a lack of awareness about how HIV is transmitted. The people we spoke to said they want better training for healthcare workers so they have a better understanding

of how the patients might feel. We wrote a report about the things we were told at The OUR Project and gave it to NHS Bradford and Airedale.

A worker at MESMAC met with NHS Bradford and Airedale and other health workers to talk about some of the issues raised. As a result a training session will now take place in September. 40 healthcare workers, mainly from GP surgeries, are booked onto the course. Due to the interest in the course, NHS Bradford and Airedale is considering arranging more training sessions in the future.

The OUR Project is a Bradford based community service working with people living with HIV. The OUR Project is part of MESMAC. MESMAC is a group of sexual health organisations in Yorkshire.

If you're interested in finding out more about the work Bradford LINK is doing with The OUR Project call Marcella Celli on 01535 665258 or email marcella@bradfordlink.org.uk

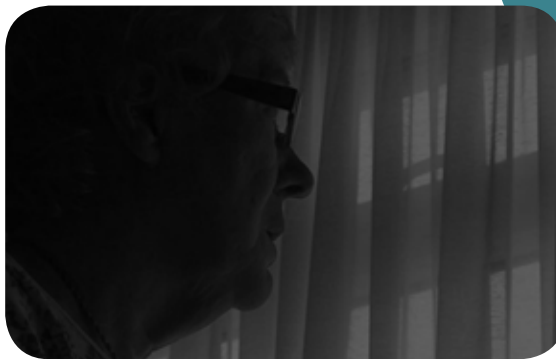


Positive Minds: raising awareness older people and depression

Positive Minds is continuing to raise awareness of depression among people over the age of 50 in the district. The group, which was set up by Bradford LINK in 2009, put on an event in April called Positive Solutions for Positive Minds. Over 40 people who run a range of services in the district attended, including Janice Simpson, Assistant Director Bradford Adult and Community Services. They talked about how they will work together more effectively and what services need to be available in the district. Members of Positive Minds are

also working with Seniors Show the Way to train Community Health Champions. These champions will learn how to spot the signs of depression in people over the age of 50 and tell people where they can get help if they need it.

If you want to know more about the work Bradford LINK is doing with Positive Minds call Marcella Celli on 01535 665258 or email marcella@bradfordlink.org.uk



Watching HealthWatch: Bradford gets Pathfinder Status

Bradford has been awarded HealthWatch Pathfinder status. HealthWatch Pathfinders will be laying the foundation for local HealthWatches that will come into existence in October 2012. Bradford is one of 75 Pathfinders across the country.

Local HealthWatch will build on the success of Local Involvement Networks like Bradford LINK. They will take on some of the responsibilities of LINKs and some new ones such as helping people make individual complaints. There are still a lot of decisions that need to be made about local HealthWatch.

Bradford LINK is now working with Bradford Council and NHS Bradford and Airedale (the Primary care Trust) to develop a Pathfinder project and help prepare for local HealthWatch. It will involve making sure GPs, decision-makers, organisations running services and advocates who speak out for people – all work together better so the public has a stronger say on health and social care services in the district.

We will be able to tell you more soon!



Rural LINKs



Bradford LINK has been working with people in rural communities to improve health and social care services available. We've already seen some really positive changes as a result of this work.

Ilkley dentists get a 'mystery shopper'

NHS Bradford and Airedale is looking at ways of making it easier for people in the area to register with an NHS dentist.

At meetings in the Wharfe Valley, people told Bradford LINK they think it is too difficult accessing these services. In June, Dave Ross, Head of Patient Experience at NHS Bradford and Airedale, came to one of our meetings. He has taken complaints made about this issue back to some of the decision-makers there. They are now trying to get more funding to make more NHS dentists available in the area. They're also trying to remove restrictions on the amount of work these dentists can do, so they can take on more patients.

A member of the public, who has been attending Bradford LINK's meetings, has also been recruited as a 'mystery shopper'. The shopper visited some NHS dentists in the area in an attempt to register with them and is reporting the findings back to NHS Bradford and Airedale. Bradford LINK will continue to work with people in the Wharfe Valley to keep track of how these services are developing and improving.

If you want to know more about our work in rural communities, call Alison Eagle on 01535 665258 or email alison@bradfordlink.org.uk



Community Lymphoedema services starting in Wharfe Valley!

Community Lymphoedema clinics will start in Ilkley in October. People raised concerns over the lack of these services at two Bradford LINK meetings earlier in the year. In June, Ann Wagner from Airedale Hospital attended a meeting we organised, to talk to people about how changes of the NHS might affect services available in the Wharfe Valley. She listened to the concerns of people affected by Lymphoedema and took those back to Airedale NHS Foundation Trust. As a result the clinics will start soon.



Lymphoedema is a condition that can cause swelling in the parts of the body such as arms or legs. It can be caused by blockages to the lymphatic system that lead to a build up of fluid. People with this condition may need regular treatment to drain the fluid.

Enter and View Training



Bradford LINK is putting on a series of two-part training courses for people who want to become Enter and View representatives.

What is Enter and View?

Bradford LINK has the power to visit health and social care services to make sure things are working well and make suggestions for improvements. These are called Enter and View visits. They take place when a person or someone speaking on their behalf has told us there may be a problem with a health or social care service that they are using or have used. Issues can also be picked up from the local media or referrals from other organisations. Services that are doing well can also be visited so our representatives can share examples of good practice with others in the district.

What services can be visited?

The places that can be visited include care homes, hospitals and GP surgeries as well as anywhere else where public health and social care services are delivered.

Who can carry out Enter and View Visits?

Members of the public can carry out Enter and View visits on behalf of Bradford LINK. You must go through an application process and complete a two-part training course first. Part one is learning all the information you need to know before carrying out Enter and View visits such as legal requirements and codes of conduct. You cannot progress to part-two of this training until you have completed this session. Part-two of this training includes a practical visit to a care home. Once you have completed this process you can become an

Authorised Representative for Bradford LINK.

How can I become an Authorised Representative?

There are still opportunities to take part in the Enter and View training. First you must complete an application form. You can download this from our website – www.bradfordlink.org.uk/training. You must be able to attend both training sessions!

PART ONE
WEDNESDAY 5TH OCTOBER
PART TWO
WEDNESDAY 12TH OCTOBER

Interested? Call Marcella Celli on 01535 665258 or email Marcella@bradfordlink.org.uk

Whetley Hill Resource Centre

Bradford LINK is helping disabled people using a day care service to have a say on their future care services.

Bradford Council is reviewing the service of Whetley Hill Resource Centre. As part of the review Adult and Community Services is asking the 99 people who use the centre what they think should happen.

Some of the people using Whetley Hill Resource Centre got in touch with Bradford LINK because they were worried about the consultation process. They want support to make sure decision-makers listen to their views. They are concerned that

they might lose the only service in the district that meets their specific needs.

Bradford LINK has talked to the people using the service, their carers and workers at Bradford Council. These people will now work together and agree what happens next.

Bradford LINK will continue to work with everyone involved and make sure that people using the service and carers are actively involved in conversations about the future of their services.



Care Quality Working Group

A Bradford LINK work group has been having its say on Quality Accounts written by healthcare services in the district.

A Quality Account is something organisations that provide health care services have to write so people know if they are doing a good job. It tells people about the quality of their services and what they intend to do to improve the care they provide.



The Care Quality Working Group meets regularly to look at whether services in the district are of a good standard. The group has now formally submitted its comments on Quality Accounts from five healthcare service providers. They are:

- ✓ Bradford Teaching Hospitals Foundation Trust (which runs Bradford Royal Infirmary and St Luke’s Hospital)
- ✓ Airedale NHS Foundation Trust (which runs Airedale Hospital)
- ✓ Bradford District Care Trust (which is responsible for mental health services in the district)
- ✓ Bradford and Airedale Community Health Service
- ✓ The Yorkshire Clinic

These comments will be included in the Quality Accounts for these providers so people will know what the group thinks of the services they offer. Members of the group are now planning to meet with representatives from Airedale NHS Foundation Trust and Bradford Teaching Hospitals Foundation Trust, to talk about the quality of services they offer. We’ll keep you up-to-date with what happens.

The next meeting is coming up in September. If you’re interested in being part of this group you can find out more by contacting Mike Quiggin at Bradford Resource Centre. Call 01274 779003.



Bradford LINK's Advisory Group

Bradford LINK's new Advisory Group is now meeting regularly. This group has been set up to make sure that people working with Bradford LINK are more involved in its day-to-day running. It is made up of representatives from each of LINK's work groups and it will meet at least every 3 months. At meetings members of the Advisory Group will:

- ✓ Share news from each of the work groups or issues that people are involved with
- ✓ Give each other support and advice



- ✓ Advise the support team on things they need to do to help people get involved in decisions made about health and social care services.
- ✓ Identify new health and social care issues that Bradford LINK needs to work on

At the September meeting the group heard about the work Bradford LINK has been doing throughout the summer and agreed a new governance document. This sets out the rules for how Bradford LINK must work. It also agreed the way

we will organise Enter and View Visits and discussed how we can make sure more people know about Bradford LINK.

Here's some of the things Bradford LINK will be getting involved with in the next few months!



- ✓ Bradford LINK will be a member of a steering group that is researching the health needs of people in the district. The information will help decision-makers plan services in the future.
- ✓ Bradford LINK is putting forward recommendations from people affected by post-natal depression on how services they need can be improved.
- ✓ A member of Bradford LINK will sit on the shadow Health and Wellbeing Board in Bradford. These boards will be really important in the new structure of the NHS in the future.

- ✓ Bradford LINK is building relationships with hospitals in the district to get patients more involved in improving quality of care
- ✓ Advocacy United (which Bradford LINK helped to set up) is telling the Council what it thinks needs to happen to improve advocacy services available in the district.



Keep up-to-date with our fortnightly e-bulletins or read more about them in Connect Winter!



Volunteer your time with Bradford LINK

Bradford LINK's Support Team is always looking for more volunteers to help with our daily tasks. The LINK currently has 6 people who give some of their time on a regular basis to help with things like admin work, updating the website and marketing.

If you need this newsletter in a different format such as on audio CD or in larger print, please get in touch with Bethan Davies on 01535 665258 or email bethan@bradfordlink.org.uk



If you're looking a new challenge and would like to donate some of your time, please get in touch with Becky Mears on 01535 665258 or email becky@bradfordlink.org.uk

Bradford LINK understands that this magazine will become out of date and the information in it will no longer give a true picture of what is happening in health and social care in the present day. The original reason behind the writing of this magazine and the people for who it was written may also have changed.

More than a year after this magazine has been written, you may find it is better to look for newer information on the subjects covered. We may have written newer information about the subjects you want to know about, so please call 01535 665258 and we will tell you if we have. Individuals and organisations are of course free to keep this magazine for as long as they wish, but please remember that any information may only be of historic value after publication.

Get in Touch!

We are always looking for people who want to work with us to improve health and social care services in the district. If you want to get involved with Bradford LINK, get in touch today.

Call us today on 01535 665258

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connect and make a difference

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