



Lambeth LINK

E-Bulletin from your Local Involvement Network

January, 11, 2010



Giving YOU a voice in how your local health and social care services are delivered

Happy New Year and welcome to the monthly e-bulletin for Lambeth LINK.

Lambeth LINK is one of 150 independent networks of local people and organisations created by the Department of Health in England to give everyone the chance to say what they think about their local health and social care services – what's working well and what's not. Any Lambeth resident or organisation can join and it is independent of statutory authorities such as NHS Lambeth and Lambeth Council.

Contents

1. We Want to Hear Your Views
2. Steering Committee Meetings
3. LINK Task and Finish Update
4. Public Meeting on Safeguarding Adults
5. Lambeth Carers' Hub
6. Big Volunteering Resolution
7. Re-development of Norwood Hall
8. New Lambeth Branch of Cruse
9. Getting the Quality Care You Deserve
10. Your NHS, Your Priorities
11. BME Cancer Patient Advisory
12. Physical and Sensory Impairment
13. De-mystifying Health Sector Regulation

1



We want to hear about your experiences of health and social care services

Lambeth LINK is keen to hear from Lambeth residents who have had a personal experience, good or bad, of health and social care services.

You can telephone, **020 7274 8522**, text: **07545 211 283**, write to us, **Lambeth LINK, Lambeth ACCORD, 336 Brixton Road, SW9 7AA** or email: **info@lambethlink.org.uk**, us with your experiences.

Please note that we cannot deal with individual complaints about services. However, we suggest that if you do have a complaint then you should first contact the service provider.

Any information you wish to share with the LINK Team will be treated as confidential. The information we gather from Lambeth residents will be pulled together and used as the basis of the LINK's work plan.

2

Lambeth LINK Steering Committee Meeting Schedule for 2010

All meetings are open to the public and take place on a **Wednesday, 5.30pm to 7.30pm** at **Lambeth ACCORD, 336 Brixton Road, SW9 7AA**. So come along and have your say.

Dates: January 20th, February 17th, March 17th, April 21st, May 19th, June 16th, July 21st, August 18th, September 15th, October 20th, November 17th, December 15th.

3

Task and Finish Update

Lambeth LINK has Task and Finish Working Groups looking into the following areas of health and social care;

- the standard of services provided for children and young people with diabetes;
- the standard of services provided for older people with mental health problems;
- the range and standard of services for the deaf community and newly deaf;
- the standard of residential care services for older people.

Terms of reference have been written for all the groups and those people who volunteered to participate in the groups have taken part in their first meeting to decide on action plans. If you would like to find out more about the work each group is undertaking or you wish to share your views with the LINK on any of the topics covered then contact us on **020 7274 8522** or e-mail: info@lambethlink.org.uk

4

Lambeth LINK Public Meeting on Safeguarding Adults



Lambeth resident, Ellen Lebethe, asking a question at the Public Meeting.

Over 40 people braved a very cold and wet December evening to find out what is happening in Lambeth to help prevent the abuse of vulnerable adults.

Susan Harrison, Divisional Director, Personalising Service, Lambeth Council's Adult and Community Services provided an introduction to safeguarding adults and Simon Harrison, Procurement Officer, Lambeth Council, spoke about contract monitoring for care homes.

The audience had a chance to ask questions before Neena Khosla, Head of Safeguarding Adults and Quality Assurance, Lambeth Council, showed a DVD which demonstrated the common ways in which vulnerable adults are abused.

[Click here](#) to find out more about Lambeth Council's Adult and Community Services policy on Safeguarding Adults.

5

"Lambeth Carers' Hub" – New Advice and Support Service for Carers.

The "Lambeth Carers' Hub" key services will include a telephone helpline, face to face advice and information service, Carers' Forums and a website and newsletter.

The "Lambeth Carers' Hub" is run by a consortium of three Lambeth voluntary sector organisations, Age Concern Lambeth, Disability Advisory Service Lambeth (DASL) and Crossroads Care - South Thames.

The Carers' Enquiry Line - **020 7642 0038** - will offer information and general advice on all types of carers' issues. The telephone service will be available Monday to Friday, 9am to 5pm, with voicemail at other times. Enquiries can also be made by email: carers.enquiries@disabilitylambeth.org.uk

6

The Big Volunteering Resolution 2010!



Age Concern Lambeth are holding a volunteer recruitment drive at the **Vida Walsh Centre, 2b Saltoun Road, Brixton** on **Wednesday, January 20, 10am to 3pm** and **Thursday, January 21 at 5.30pm to 8.30pm.**

Anyone interested in volunteering is welcome to go along to the Vida Walsh Centre and have a chat with Age Concern Lambeth staff. You can also hear first-hand accounts of the benefits of volunteering from the charity's current volunteers. Contact Age Concern Lambeth on **020 7733 0528** or e-mail: admin@aclambeth.org.uk for further information

7 Re-development of Norwood Hall into an NHS Neighbourhood Resource Centre

Lambeth residents had a chance to comment on the re-development of the Norwood Hall site into a new customer service and leisure centre and NHS neighbourhood resource centre in December.

NHS Lambeth and Lambeth Council held two public open days at West Norwood Library, where Lambeth residents were able to find out more about the scheme. They also viewed plans of the initial designs for the customer, health and well-being services at Norwood Hall.

Part of the re-development of the site will include replacement premises for Knight's Hill Surgery, two new surgeries for dentists, out of hospital clinics and community health services.

For further information on the development and to take part in the consultation, visit the [Future Norwood Website](#) or telephone, **0800 052 6336**.



Artist impression of the re-development

8 New Lambeth Branch of Cruse Bereavement Care



A Lambeth branch of Cruse Bereavement Care supported by NHS Lambeth was opened last month. The free service supports the well-being of those people bereaved by death.

Lambeth Cruse provides confidential support to help people understand their grief and cope with their loss. For further information contact Lambeth Cruse on **020 8939 2532**.

9



Are you and your loved ones getting the quality care you deserve?

The Nursing and Midwifery Council, the national body responsible for the regulation of the UK's 650,000 nurses and midwives, wants to hear your answer at two consultation events to be held on **February 24 and 25** at **The Resource Centre, Holloway Road, London**.

Good nursing and midwifery care makes a big difference to your quality of life. Wherever and whenever you receive care from a nurse or a midwife, there are certain standards that you should expect - the people that care for you have the skills and knowledge they need, show high standards of behaviour and treat you with dignity and respect.

But what do you think of today's nurses and midwives? And what skills will they need in the future?

See the attached Nursing and Midwifery Council flyer to find out how you can take part in the events.

10



Your NHS, Your Priorities

NHS Lambeth held a discussion evening with Lambeth residents including Lambeth LINK members as part of its work to refresh its Commissioning Strategy Plan.

The discussions, held last December, were with residents who have direct experience in one of NHS Lambeth's six priority areas; serious mental illness; cardiovascular disease; sexually transmitted infections; diabetes and smoking. Feedback from the discussions will help NHS Lambeth develop work plans for those priority areas.

For a full summary of the discussion evening's key points and what steps NHS Lambeth plan to take next, contact Keri Lewis or Catherine Flynn, Lambeth Patient and Public Involvement on **020 3049 4250** or e-mail: Lambeth.ppi@lambethpct.nhs.uk

11

NCAT Patient Experience

Working to improve the experiences of cancer patients



National Cancer Action Team

The National Cancer Action Team (NCAT) is recruiting patients and carers with an experience of cancer from Black and Minority communities to join the first national BME Cancer Patient Advisory Panel.

The aims of the panel are;

- to give cancer patients and carers from a BME background a voice and an opportunity to share their experiences;
- to provide the NHS with information to help support and improve cancer services.

People from BME background, who have been diagnosed with any type of cancer (and are aged 16 years and above) can be panel members. Family and carers of BME cancer patients are also invited to join the panel (and do not necessarily have to be from a BME background but do need to be aged 16 or older).

Click here for [the National Cancer Action Team \(NCAT\) website](#) and details on how you can become a member of the advisory panel.

12

Consultation on Services for People with Physical and Sensory Impairments



Lambeth Council's Adult and Community Services are currently consulting on a new strategy for people with physical and sensory impairments. They are keen to hear what representatives of the borough's voluntary and community organisations think of proposals to develop services and facilities over the next five years.

A programme of lunchtime and afternoon themed workshops and discussion groups with specific groups of people have been organised by the council throughout January. The workshops will take place at the Stockwell Community Resource Centre.

For further information on the strategy [click here](#). For times and dates of the workshops and to book a place telephone the Adult and Community Services on **020 7926 0773** or e-mail: [Adult and Community Services Consultation Team](#)

The Council for Healthcare Regulatory Excellence (CHRE) is holding interactive meetings at **The Royal Society** in London on **March 1 and 17, 2010**. The programme for the day is designed to help de-mystify the role of regulation in the health sector and you will have the chance to lend your voice to some ongoing debates in the field of professional regulation. To see a draft programme for the event, visit the **CHRE's website**. To book a place email: reception@chre.org.uk or call 020 7389 8030

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Please let us know if you would like this newsletter in large print, braille, audio tape, in pictures or symbols, or in a community language.