

An overview of User involvement in social care

What are Daily Living services?

Emotional and practical support for people with a diagnosis of cancer and for their carers

- social workers
- carers services
- children and family support
- counselling
- befriending
- bereavement support
- practical support
- Counselling

Some of these services are provided by paid staff, some by volunteers and some by a mixture of both; will be developing much more volunteer provided services over the next few years.

Daily Living services - where are we now?

- We have approximately 80 social workers, 22 carers services and over 20 other services (eg befriending, counselling).
- Current provision is generally of high quality but it's patchy and inconsistent
- Most people living with cancer do not have access to services which meet their emotional and practical support needs
- We are campaigning to have the emotional and practical support needs of people living with cancer recognised by statutory services at a local level and at a national level across the UK. Current focus is on green paper but not exclusively.

LINKs – Local Involvement Networks

England only. Cover both health and social care services.

The 'Our Health, Our Care, Our Say Health and Social Care' White Paper 2006 : stated that people should have, 'more choice and a louder voice' about the services they get.

LINKs:

- Gather local people's views and suggest improvements to the service providers.
- Look into specific issues (such as a dirty hospital), make recommendations and obtain a response.

- Refer issues to local politicians (Overview and Scrutiny Committee) if action is not taken.
- Each LINK will decide its own priorities and how to operate.
- Funded by national government through local councils
- Independent of the Government.

Membership:

- Individuals: carers, service users, community leaders, patient representatives.
- Groups: charities, faith groups, tenant organisations, youth councils, business federations.

To find your LINK, check the website of your local Primary Care Trust or local authority.

Northern Ireland – Patient and Client Councils:

There were Health and Social Services Councils in Northern Ireland but recently changed – now 5 Patient and Client Councils corresponding to the same geographical areas as existing Trusts:

Aim to provide a powerful, independent voice for patients, clients, carers, and communities on health and social care issues by engaging with the public to obtain their views on services and engaging with Health and Social Care organisations to ensure that the needs and expectations of the public are addressed in the planning, commissioning and delivery of health and social care services;

Also provide assistance to individuals making or intending to make a complaint relating to health and social care.

<http://www.patientclientcouncil.hscni.net/> or call 0800 917 0222

Scotland

The Scottish Health Council was launched by the Scottish Executive in April 2005, and is an independent organisation.

Its role is to ensure that patients' and public views are considered by the Health Boards, and it can comment on how well the Boards perform in this respect.

Has a local office in each health board area, known as a Local Advisory Council, made up of volunteers.

Also - Managed Clinical Networks – about these were formed to deal with long term conditions. There is one MCN for each Health Board. They must involve patients and carers. MCNs choose how money is spent in local health services.

Wales

There are 20 community health councils - concerned with all aspects of the Health Service and can give help and advice to the public.

Each CHC has its own way of working, depending on local needs.

Work may include:

- Involvement and consultation: for example, involving local groups, consulting local bodies on changes.
- Representing local interests: such as proposing improvements or challenging plans for change. They may assist groups in making their views known.
- Research and information: such as surveys to find out what local people need from the NHS.
- Advice for patients: information about local NHS services, advice on rights as a patient.

CHC members are appointed by the Minister for Health and Social Services. They are drawn from local authority nominations and from the voluntary sector. The CHC may co-opt additional members locally if needed.

Cancer Networks (CNs)

- local CNs all across the UK (NI has 1) to plan services
- each network has its own user group or mechanism for involving lay people
- focus mostly on health but some connections to social care services

Macmillan steering groups

Each Macmillan service has its own steering group; usually involving patient(s) or carer(s) – overview of the progress and development of the service or post.