



## Wiltshire Involvement Network (WIN)

### Report to Wiltshire Area Boards

September 2012 to November 2012

WIN is one of a nationwide system of Local Involvement Networks (LINKs) set up under the *Local Government and Public Involvement in Health Act 2007* to listen to the concerns of local people, community groups and organisations about their health and social care services. They all want to see these services change for the better. By sharing your views and experiences of health and social care in Wiltshire, you can help influence how services are planned and run. The work that WIN has carried out from September to November 2012 is set out below:

- The WIN Outreach Group met twice to discuss its work plan and arrangements for representing WIN at all area board meetings. A draft response to the Care and Support Bill consultation was also discussed. Final preparations were also discussed for the WIN 'Carers and Services that help people to live at home' event that will take place on the 19<sup>th</sup> October in Salisbury
- The WIN Officer attended the Regional LINKs meeting in Taunton to hear updates from NHS South West and the Local Government Association on LINK legacy and handover documents, the Equality Delivery System and information about how other Local Involvement Networks across the region are coping with the transition into Healthwatch.
- The WIN Chair, Phil Matthews, attended a meeting of Wiltshire Council's Shadow Health and Wellbeing Board, on which he represents WIN. He also represents WIN on Wiltshire Council's Health and Social Care Select Committee.
- Following two informal Enter and View visits to Athelstan House, Malmesbury, and Hungerford House, Corsham, which took place in July, full reports have been written and shared with the commissioners, providers and regulators of both services. Copies of the report can also be found on the WIN website. (WIN has the statutory power to enter and view any health or social care facility in Wiltshire.) A programme of unannounced visits is now being planned to other care homes across Wiltshire. WIN works closely with the CQC to ensure health and social care premises meet the required standards.
- During the period WIN members and staff attended the following events to promote the work of WIN and to listen and engage with members of the public to establish issues and concerns from around the county:
  - Wiltshire and Swindon Users' Network Annual General Meeting
  - Wiltshire Equality Network – Mental Health – Ensuring Positive Outcomes event
  - Carer Support Wiltshire Annual Review meeting
  - Wiltshire Patient Participation Group Forum
  - CCG Stakeholder Assembly
  - Voluntary Sector Assembly
  - AWP – Moving Forward Together Event

- Housing Tenants Open Day in Salisbury
- Age UK Wiltshire Annual General Meeting
- WIN, the Wiltshire and Swindon Users' Network and Wiltshire Council are committed to transforming how blind, partially sighted and visually impaired people are supported. With this in mind a series of workshops has been organised to help us to define:
  - What works really well within the current services on offer?
  - What needs to change within the current services?
  - What are the key issues and priorities for developing services?

A final list of recommendations will be taken forward for discussion with the Council, NHS Wiltshire and the Clinical Commissioning Group as to how services can be developed or enhanced in the future. For more information contact us.

- WIN has been working closely with Wiltshire Council's Help to Live at Home service and Carers Support Wiltshire to promote services available for people to help them to live safely and longer in their own homes. An information and promotion event took place at the end of May in Devizes which saw 100 people receive updates from Wiltshire Council, Carers Support Wiltshire, Youth Action Wiltshire, Age UK Wiltshire, Wiltshire Medical Services and Mediquip. WIN received some extremely positive feedback from attendees. WIN was asked by Wiltshire Council to replicate the event in Salisbury to ensure that the information was promoted as widely across Wiltshire as possible. The event in Salisbury will take place on Friday 19<sup>th</sup> October at the City Hall.
- The WIN Healthwatch Implementation Task Group met with a representative from Wiltshire Council to be updated on the progress of Healthwatch Wiltshire.
- The WIN Chairs met with the Wiltshire and BANES Compliance Inspector for the Care Quality Commission (CQC) to share information and discuss issues of concern. These meetings take place on a bi-monthly basis and enable WIN to have open and clear communication with the CQC.

A report of all meetings attended by members and staff is produced and shared with the wider membership and published on the WIN website.

Dates for your diary:

Friday 19<sup>th</sup> October – WIN 'Carers and Services that Help People to Live at Home' Event, Salisbury

Wednesday 7<sup>th</sup> November – First Vision Ahead workshop, Devizes

Wednesday 14<sup>th</sup> November – WIN Public Meeting (hospital and community discharge), Melksham

For more information on the above meetings or if you would like to be involved with WIN, or find out what our future plans are contact us on 01380 871800, [winadmin.wsun@btconnect.com](mailto:winadmin.wsun@btconnect.com) or find us online at [www.wiltshireinvolvementnetwork.org.uk](http://www.wiltshireinvolvementnetwork.org.uk)