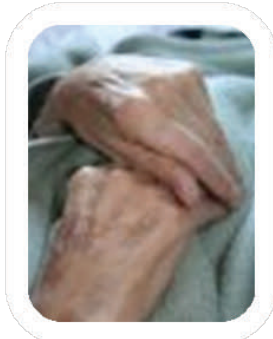


Brunswicks' Healthcare Review

Volume 3 Issue 25
02 July 2008



refreshingly modern, reassuringly traditional

This week's article

In light of the recent appointment of Sir Michael Parkinson as a Government Dignity Ambassador and the added impetus this has given to the issue of dignity generally Keith Lewin reviews the issues.

To read article click here.

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Parliament

30.06.08 – HoC – Question of Secretary of State for Children, Schools and Families - **Lynne Featherstone** (Hornsey & Wood Green): What steps his Department is taking to reduce the incidence of bullying of children with disabilities and special educational needs. **Ed. The same question is tabled by a number of other MPs formulated in precisely the same language. Continued...**

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Editorial

It was 60 years ago this week that after much tension and arm twisting the National Health Service came into being.

The date 05.07.1948

It took many years for the previously mixed estate and work practices to become more or less harmonised.

It is hard for those of us who do not remember a time before the NHS just what a difference it would make to the average citizen. Unless one was wealthy or a worker people in need of healthcare relied upon charity – either of the doctor or local charitable hospital.

People died because it was cheaper to administer two-penneth of green-gunk rather than fetch the doctor. A burst appendix was common place.

Now, 60 years on – there are excellent facilities and excellent staff providing excellent care. For the most part. There are frailties in the system and overhauling inefficiencies is needed. By the time this issue arrives on your computer screens Lord Darzi will have announced the Next Stage Review.

In the past decade we have seen the creation of NHS Trusts of all kinds and more recently Foundation Trusts which last week reached the milestone of 100 (see item 94 in this issue) aimed at improving management efficiencies.

To develop the estate we have seen novel approaches to funding - Public Finance Initiatives, Public Private Partnerships and Local Improvement Finance Trusts. My own local hospital, a former workhouse, is benefitting, construction work began in late autumn to build brand new facilities to replace what we have had.

Following inception of the NHS we also gained access to opticians, dentists and midwives.

And, of course, the NHS now has the largest workforce in Europe and the third largest on the planet – beaten only by the Chinese army and the Indian railways.

Happy birthday NHS.



Abuse

1. Parents are kidding themselves over child protection

29 June 2008 - The Sunday Times

Columnist Rod Little takes a swipe at the over-protectiveness that has swept the UK in monitoring the conduct of adults and children following the report 'Licensed to Hug' published by the think tank Civitas during the week, observing that CRB vetting removes the element of personal judgment.

Ed. John Humphries made the same point during the week when interviewing Esther Rantzen following publication of the report.

I have modified my relationship with children – I well remember 30 years ago scooping up a very distressed toddler whose parent had carelessly misplaced her in the supermarket in which I was shopping. The act of picking her up provided the child with some comfort while I sought out her parents or shop staff. I wouldn't do it today.

2. Elderly abusers to be targeted by Crown Prosecution Service

28 June 2008 - The Sunday Telegraph

People who pick on and abuse the elderly will be treated more harshly under a government crackdown to be announced next month.

New rules to be published by the Crown Prosecution Service will say criminals should be given longer sentences if there is evidence they singled out elderly targets because of their vulnerability.

Victims should also be given more support to enable prosecutions to go ahead, with the use of video-links and screens in court.

3. British judge may take over Jersey inquiry after police release suspects

26 June 2008 - The Times

Following the release of a couple suspected of involvement in child abuse connected with Haut de la Garenne children's home there is pressure on Jack Straw to appoint an independent judge to oversee the investigations.

4. AEA launches HomeFront

"21st Century Training for Homecare Workers on Abuse and Protection"

25 June 2008

Action on Elder Abuse, the only charity in the UK dealing exclusively with the abuse of older people, launched a new Training pack, the 'HomeFront', aimed at domiciliary care workers.

The HomeFront training pack offers "off the shelf" training for workers who are completing their NVQ Level 2 or Scottish National Vocational Qualification in Health and Social Care. It can also be used as general abuse awareness training for agencies and their staff.

Commenting on the launch Gary Fitzgerald, Chief Executive of AEA said, *"Domiciliary Care is a wonderfully enabling service that allows thousands of older people to remain active in their own homes. We are seeing more money than ever being spent by local authorities on such services and increasingly workers are supporting people with very complex needs. This is also a sector which has experienced increased regulation, both of organisations and individual workers. It is therefore essential that training on abuse and protection for these workers is of the highest standards."*

"We are delighted to be launching our training at the UKHCA conference as we have enjoyed a fruitful partnership with them over the last 18 months, including providing a joint adult protection tool kit. We hope that member organisations will use this new training to their advantage, the advantage of their staff, and most importantly to the advantage and well being of older people using the service"

UKHCA's head of policy and communication, Colin Angel said:

"Homecare workers have privileged access to service user's homes and in many cases homecare workers and their managers are the only people who recognise and raise the alert to situations of domestic abuse and familial neglect, so their role is crucial. The publication of the HomeFront training pack for homecare workers is a welcome development in the fight against abuse of older people."

5. Adults need greater protection from council investigators

24 June 2008 - Times Online

Imagine an investigator from the council breaking into your home - without permission. This could shortly be the scenario if your local authority suspects adult abuse in a private home, reports Local Government Chronicle (19 June).

Dwayne Johnson, joint chair of the Association of Directors of Adult Social Services' older people's network, has called for an adult version of Every Child Matters which would allow council staff the right to break into a private domestic property after an allegation of adult abuse – reported in Local Government Chronicle (19.06.08).

6. More arrests in Jersey abuse probe

24 June 2008 - [afp.google](#)

Pair held in Jersey child abuse probe

24 June 2008 - [Sky News](#)

A 70 yr old man and 69 yr old woman have been arrested in connection with alleged abuse linked to Haut de la Garenne. However, it is not alleged that the offences took place at the former care home.

7. Home Office and DCSF signal duty on UK Border Agency to protect children

24 June 2008 - [COI](#)

The Home Office and the Department for Children, Schools and Families announced their intention for the UK Border Agency to have a legal duty to safeguard and promote the welfare of children as part of the forthcoming Immigration Bill, which will be introduced in the next session.

8. Abuse: are you covered?

July/August 2008 - [CareManagementMatters](#)

Lindsay Gray writes that many insurers are reviewing the terms of their policies in view of decisions in *Lister v Hensley Hall* (2001) in which care providers were held vicariously liable for the abuse perpetrated by staff, even though the providers knew nothing of what was happening and *A v Hoare* (2008) reported extensively in *BHCR Vol 3*, issue, 4, article on page 15.

In short, keep an eye on your policy wording especially at renewal time!

Business News

9. The Best Companies 2008

29 June 2008 - [The Sunday Times](#)

Interestingly, the cover of this year's guide proclaims it to be for 2009 – still, we are all prone to typos!

6th, Denplan, Dental health insurer

9th, Sandwell Community Caring Trust, Care provider

43rd, Foster Care Associates, Fostering agency

10. African Medical Investments Plc ('African Medical' or 'the Company')

Admission to AIM

27 June 2008

African Medical is a newly incorporated Isle of Man registered company, formed to invest or acquire businesses in Africa operating in the healthcare sector. It is listed on AIM. The Company has raised £5.1 million through a placing of 51,000,000 new ordinary shares at 10 pence per share, giving it a market capitalisation of £5.6 million.

The Company intends to seek to acquire businesses which operate in the healthcare sector, and the Directors expect that they may need to raise additional finance, either through raising debt and/or through the issue of further equity, to complete any acquisitions that the Company may agree.

The Directors, Phil Edmonds, Andrew Groves and Corne Holtzhausen, have established business contacts and connections in Africa and intend to use their experience of working for companies primarily operating in Africa, to identify prospective targets with scope for growth. There are no employees of the company apart from the three directors.

11. US private equity firm to make bid for Craegmoor Healthcare

23 June 2008 - [Telegraph.co.uk](#)

Boston-based Advent International Corp. is said to be on the verge of entering into exclusive negotiations to buy Craegmoor Healthcare – the price is thought to be around £300m.

12. Claimar Care Group PLC

Trading update

23 June 2008

24 June 2008 - [The Times](#)

In conjunction with the preparation and independent review by Claimar Care's auditors of its interim results for the six months ended 31 March 2008, which will be released on 30 June 2008, Claimar Care has undertaken a detailed review of current trading and expected performance for the full year, ending on 30 September 2008.

The detailed review has identified a number of factors which have started to impact the Group materially over recent weeks:

- Complete Care has experienced a delay in entering into of a number of new complex care contracts, and the Board is not confident the resultant shortfall will be recovered by the financial year end;
- The Group has not yet been able to recover from local authorities the increased cost of providing its care services, including in particular the increased costs of fuel, in addition to costs associated with the working time directive; and
- The conversion rate of applicants for franchises from SureCare has fallen away significantly as a result primarily of the tightening of the credit markets, which has impacted the ability or willingness of applicants to meet the upfront franchise payments.

Taking into account the above factors, the Board anticipates that, whilst turnover and pre tax profit will exceed the equivalent prior year numbers, earnings per share will fall below those of the prior year and be materially below current market expectations.

13. Townend new FD for Claimar

23 June 2008

Claimar announced the appointment of Mr Nick Townend, ACA, as Group Finance Director. He will join the Group Board on 11 August 2008.

Care Homes

14. Care home fees – another authority ducks its obligations

29 June 2008

The misinformation and downright deceit on the part of some local authorities continues

Kent decided, as did a number of other councils, not to provide any fee increase to care home operators this year. Mostly the council's pleaded and continue to plead 'poverty' – despite the Government giving them cash specifically for care of older people.

Lincolnshire continues to seek to avoid the contractual obligations in its Framework Agreement and, apparently, penalises those who have invoked the 'dispute process' (whereby if a contracting party is dissatisfied with the conduct of the other party they together in good faith seek to resolve the differences through a set process). Such conduct is an odd way to build relationships and is far removed from partnership working.

It seems that Leeds providers are in a not dissimilar position; however, the council does seem to be making efforts to work towards a solution. Below is an extract from the Editor of the Leeds Care Association newsletter of 25.06.08.

"Fees – Negotiations with Leeds City Council

As reported in our first e – newsletter over the last few years Leeds Care Association (LCA) has worked closely with Leeds City Council, Social Services Adult Care Department to improve the fees paid to members, who mainly specialise in Older People's services. The aim has been to recognise provider's legitimate costs of care, as presented using the Laing Buisson costing model. Throughout the process we have shared the common goal of placing particular emphasis on promoting quality care.

This partnership working has resulted in providers on an individual basis, agreeing a PRICE Social Services Adult Care, would pay for funded care within their home. A contract either in the form of a Framework Contract or as one off spot contract has resulted.

The scope for individual negotiation is possibly a unique and innovative approach certainly in comparison to some neighbouring authorities. Leeds Care Association acknowledges the approach demonstrated by Leeds Social Services Adult Care and their commitment to commission quality care needs to be recognised.

Despite the innovation this does not mean that in Leeds, the legitimate costs of providing care have been fully reflected in the PRICE the Authority is prepared to pay. The pressures of rising costs over the last two years and as forecast this year is causing particular concern to our members.

There is clear evidence of costs not being fully recognised, as demonstrated in the results of the Laing Buisson model costing exercise, which many LCA member providers have undertaken this financial year, and in the range of published fees within homes, both members and non - members.

There are significant differences in many homes of the rates Social Services Adult Care will pay and those charged to privately funded clients. It is evident that using their powerful and dominant bargaining position, the local authority drive the Price down to a level that the provider will settle for to agree a contract. This is a commercial decision that each provider makes and has given Social Services Adult Care a range of PRICES that they would normally expect to pay and a basis for their negotiations.

Our research through a sample of published prices in CSCI reports and subsequent follow phone calls has shown the range of **Local Authority fees in Leeds** (non dementia) for 2007/08 to be

a) **Non members** - from £355 - £410 (residential) and £490 - £535 Nursing (including Registered Nursing Care Contribution)

b) **Members** from £370 - £420 (residential) and £507 - £576 Nursing (including Registered Nursing Care Contribution)

(NOTE THIS IS A SAMPLE - SOURCE CSCI REPORTS AND SEEKS TO ILLUSTRATE THE LOCAL AUTHORITY PRICE ONLY **NOT** THE RANGE OF FEES CHARGED TO ALL CLIENTS).

The published PRICE for private clients in Local Authority residential homes (which one would expect to reflect the cost of care) for the same period 2007/08 was £473.60.

Continued on next page...

Most Leeds Care Association Members have not accepted the proposed increase for 2008/09 and over the last few weeks (and up to early July) have been attending interviews with the Commissioning Section to discuss and negotiate on fee levels and where appropriate the inclusion of third party agreements in the schedule of a Framework contract. Whilst a very small number have reached a satisfactory conclusion the vast majority at the time of writing this newsletter remain in dispute. They continue to invoice the authority for the fees notified in February/March 2008.

Framework Contract

The discussions, which took place on 12th May 2008 between LCA, accompanied by our solicitor Richard Cramer and Leeds Social Services Adult Care on the Framework Contract, resulted in some amendments being agreed but others remain outstanding. Obviously any improvements achieved will affect the whole sector both members and non - members. We are still awaiting the response of the local authority on a number of issues.

Clause 32 of the Framework Contract provides a dispute resolution procedure, which may be a course the members of Leeds Care Association will be forced to follow if satisfactory outcomes are not forthcoming both in the fee negotiations and in the Framework Contract discussions.

So this important issue goes on. I will keep you informed... keep reading.

I do not say that all providers should be showered with cash. However, they do deserve to be properly rewarded for their investment, just like any other business. If as a society we fail to

strike the right balance, over time the smaller operators will withdraw from the sector leaving the very largest – who have economies of scale – when they get big enough, like any other commercial outfit they will flex their muscles and will have a sufficiently powerful position in the bargaining relationship that they will dictate the terms on which they will care for the elderly.

If councils are wise, they will recognise that there is much to be said for plurality in the market place and that they can benefit from it. They should regard contracting as entering into a marriage in which, for it thrive there needs to be shared values, a bit of give and take, and tolerance.

We all know what happens when there is a bully in the marriage!

15. Purpose built Milton Keynes care home receives MP and Mayoral seal of approval

23 June 2008

Excelcare Holdings plc together with associated companies provides over 1800 beds in 39 homes in the UK, announced the opening of Water Hall Care Centre which caters exclusively for the changing needs of the elderly of South Milton Keynes, Waterhall Healthcare Ltd will provide high quality care to 76 people with nursing, residential and specialist residential dementia care needs.

16. Health on tap Campaign

AEA calls for action to ensure proper hydration in care homes

23 June 2008

Action on Elder Abuse is calling on Government, regulators and the care home sector to ensure residents of care homes are given proper hydration following the launch of The Health on Tap Campaign.

The campaign being launched on 24th June is the result an 18-month study by Anglian Water which was carried out with the help, guidance and support of health and care professionals.

The main finding of the Anglian Water Study was evidence that a 50% reduction in falls was experienced after a programme encouraging the drinking of water at regular intervals during the day, from mains-fed water. The new programme also contributed to a dramatic decrease in GP call outs, less urinary infections, along with less agitation in residents.

Commenting on the findings Gary Fitzgerald, Chief Executive of AEA commented, “ *Not only do we encourage all care providers to sign up to a Good Hydration Charter, but we urge the Government and CSCI to take immediate action to ensure that good standards of hydration are the norm for all care home residents. This should include further research into the benefits of such hydration policies, along with serious consideration as to whether we need minimum standards around hydration that are similar to nutrition.*”

“It is amazing that something as simple and straightforward as water could have such wide benefits for care home residents, including a reduction in falls, better sleeping patterns and less agitation. However the benefits of good hydration policies would have much wider benefits, including reducing pressure on GP’s and other NHS services, if it was more widely implemented. Can we really afford not to take immediate action to ensure the continued good health and well being of care home residents?”

17. How care home keeps elderly healthy

23 June 2008 – BBC News

A report on a care home in Suffolk, where the elderly were encouraged to increase their intake of water and how it made a difference.

[For full report click here](#)

18. Euro-Vision on Care

July/August 2008 - CareManagementMatters

National Care Forum led a tour of 11 care facilities in Belgium, Netherlands and Germany, in this article by Des Kelly OBE and Sharon Blackburn, each of the facilities is identified and briefly described. On the issue of paying for long-term care, each of the three countries have mandatory social insurance.

Ed. As you know we are in a period of consultation about the funding of long term care; there is no doubt in my mind that when the Green Paper is published by Government in 2009 mandatory insurance will be a central feature.

19. Purchasing a care home

July/August 2008 - CareManagementMatters

In this article consideration is given to the issues arising when buying from a company – should there be a purchase of the assets or the company itself.

The article highlights issues to consider.

20. Night-time care – the lost 10 hours

July/August 2008 - CareManagementMatters

Following publication of research on night-time care by the Joseph Rowntree Foundation this article considers some of the simple steps that can be taken to reduce disturbance of service users, engage meaningfully with night workers and enhance levels of care.

21. Falls – inevitable or preventable?

July/August 2008 - CareManagementMatters

Les Bright writes about some of the issues and actions homes can adopt to reduce falls in the light of National Falls Awareness Day – 24 June 2008.

Case Reports

Law Reports

22. London Borough of Lewisham v Malcolm

The House of Lords handed down a judgment overhauling the approach taken in disability discrimination cases. Whilst in the context of a housing case, it has substantial ramifications for employment law.

The speeches all consider the meaning of (what is now) s3A of the DDA 1995, in particular the phrase "a person discriminates against a disabled person if - (a) for a reason which relates to the disabled person's disability, he treats him less favourably than he treats or would treat others to whom that reason does not or would not apply".

By a 4:1 majority (Baroness Hale dissenting on most points), the House held:-

- a person can only be liable for discrimination if they *know* that the individual is disabled
- 'a reason which relates to the disabled person's disability' has to be construed narrowly. So, for example, if an employer dismisses somebody for being off work sick for a year, then the reason is the absence from work, and not one that relates to the underlying disability itself - which means the employer will not be liable under the DDA

the correct comparator is somebody to whom the underlying reason still applies. So, in the above

example, the comparator would be someone who was absent for a year but was not disabled.

House of Lords held that *Clark v Novacold* was wrongly decided by the Court of Appeal.

It's a complicated decision and needs careful thought. But it is clear that the impact of this decision will be to make it much harder for a Claimant to succeed in a claim of disability discrimination.

Case report provided by barrister Daniel Barnett who specialises in employment and human resources law www.danielbarnett.co.uk

23. SG&R Valuation Service v Bourdais

The High Court held that an employer will sometimes be entitled to force garden leave onto senior directors even when there is no such right in the contract.

In this case, two directors resigned with the intention of joining the competition. There was strong evidence of an intention to misappropriate confidential information. The employer insisted on a period of garden leave, so as to delay the date when they joined their new employer, and sought an injunction enforcing this. The employees resisted on the grounds there was no garden leave clause, they had a right to work, and that by not providing work the old employer was in breach of contract - entitling them to leave and go elsewhere.

The court held that the implied right to provide work is subject to the qualification that they have not, as a result of some prior breach of contract or other duty, "*rendered it impossible or reasonably impracticable for the employer to provide work*". As there was a

Continued on next page...

23. SG&R Valuation Service v Bourdrais (continued...)

prima facie case on the documentary evidence that the directors had done just that, the judge held that they had no right to be provided with work by the old employer, and so the employer could insist on a period of garden leave. The injunction was granted.

Case report provided by barrister Daniel Barnett who specialises in employment and human resources law
www.danielbarnett.co.uk

Disciplinary cases

24. Maypole Three Struck Off For Care Home Atrocities, UK

20 June 2008 – Medical News Today

Carol Bushell, 48, from West Heath, Birmingham, Kathleen Smith, 46, from Shirley, Solihull and Mary Casey, 70, from Harbourne, Birmingham have been found guilty of serious misconduct after a lengthy hearing before an NMC Independent Conduct and Competence Committee panel.

The ruling followed a string of incidents in which they failed to ensure that patients received the appropriate standard of care.

For full report go to <http://www.medicalnewstoday.com/articles/112196.php>

Cases in the news

25. Woman in High Court sight battle

27 June 2008 – BBC News

Patricia Meadow, from Stratford-upon-Avon, has been given permission for a test case at the High Court to try and get Warwickshire Primary Care Trust to fund her eye treatment. The same drug is available in other areas, but the trust took a "resource-based" decision not to fund treatment, the court heard.

Ms Meadows suffers from wet age-related macular degeneration (AMD) in her left eye, and dry intermediate AMD in her right.

[For full report click here](#)

26. Nurse faces disciplinary charges over TV expose

25 June 2008 – The Daily Telegraph

A nurse has been charged for failing to protect the interests of patients by not reporting her concerns directly to management after going undercover to expose "shocking" conditions at a hospital for a television documentary.

27. Care home pair unfairly dismissed

23 June 2008 – The Telegraph & Argus

Manager Lisa Holt and deputy manager Julie Hollis have been awarded over £12,000 compensation. They were both found to have been unfairly dismissed from their jobs at Fairmont Lodge by owners Purefleet Ltd at an employment tribunal in Leeds.

For full report go to http://www.thetelegraphandargus.co.uk/news/local/localbrad/3176303.Care_home_pair_unfairly_dismissed/

Children

28. Adults 'scared to go near kids'

26 June 2008 – BBC News

A report by think-tank Civitas has claimed that many adults are now afraid to interact with children because they fear being labeled as paedophiles.

The Home Office said there was no evidence that vetting had deterred volunteers and plans to tighten rules further so that all parents hosting foreign exchange students will face background checks.

[For full report click here](#)

Conferences & Courses

29. Improving the Life Chances of Disabled Adults Conference

Monday 7th July - Central London

Please note that we still have some spaces available on this popular event, which is CPD Certified, supported by **Learning Skills Council**, **Office for Disability Issues** and the **Department for Work and Pensions**, and includes a ministerial address from **Anne McGuire MP**, Parliamentary Under Secretary for Disabled People. This conference is an excellent learning and networking opportunity for anyone involved with Disability Partnerships, Housing Needs, Social Inclusion, Equalities and Independent Living.

For conference agenda and booking form please [click here](#) or if the link doesn't work please ask for a brochure via e-mail at dave.eastman@capita.co.uk

Chaired by: **Mike Smith**, Disability Committee Member, **EHRC** and Chair, **National Centre for Independent Living**

Our expert speakers include:

Bruce Calderwood, Director, Office for Disability Issues
Rebecca Sudworth, Deputy Director, Disability and Work Division, Department of Work and Pensions
Ellen Atkinson, Associate Director, LLDD, Learning and Skills Council
Mike Adams, Chief Executive, Essex Coalition of Disabled People

30. Action on Elder Abuse Achieving Justice - Supporting Victims 7th July 2008

Ort House Conference Centre, London

Action on Elder Abuse is running a major conference on abuse, criminal justice and supporting victims in London in early July. As policy makers and practitioners increasingly locate their work within a criminal justice context, this conference poses the questions:

- How do we ensure justice for victims of abuse?
- Can we put victims of abuse at the centre of the criminal justice system?
- How do we support victims of these crimes effectively?
- Do we need greater clarity of roles and responsibilities within this work?

With a keynote speech by Deputy Chief Constable Richard Crompton ACPO lead on vulnerable adults and Vulnerable and intimidated victims

Speakers have been invited from a number of organisations including:

Crown Prosecution Service
Victim Support
MIND
The Metropolitan Police Service

£126 + VAT for members
£140 + VAT for non-members

Discussing the often complicated relationship between abuse, safeguarding systems, policies and procedures and the criminal justice system: This conference is a must for professionals working with older people, safeguarding staff and staff from criminal justice agencies.

A full, detailed programme and booking form will be available shortly, but to register your interest and request a booking form, please contact Daisy Goodstien on daisygoodstien@elderabuse.org.uk or call us on 0208 765 7000.

If you have any queries please contact us on 0208 765 7000.

Registration will open at 10.00am, coffee will be available

10.00	Registration opens and welcome coffee available
10.45	Welcome and introduction - Keith Lewin, Chair, Brunswicks LLP
11.00	Keynote Address – Deputy Chief Constable Richard Crompton, ACPO, Lead on vulnerable adults, and vulnerable and intimidated victims.
11.35	Dru Sharpling, Chief Crown Prosecutor of London, Crown Prosecution Service
12.10	Daniel Blake, Policy Development Manager, Action on Elder Abuse
12.40	Anna Bird, Mind
13.15	Lunch
14.15	Panel Discussion Participants to be confirmed.
15.15	Rachel Griffin, Victim Support
15.45	PC Gordon Holmes, Operation Stirling, Metropolitan Police Service
16.15	Chairs Closing Remarks
16.30	END

31. “Implementing the Independent Living Strategy: Delivering Choice and Control for Disabled People” *Westminster Briefing* hosted by *The House Magazine* on Wednesday, 9th July 2008 held in Westminster.

The recently launched cross-governmental *Independent Living* strategy underlines the Government’s commitment to supporting disabled people. It aims to provide more choice and control over how their needs will be met as well as putting in place measures to tackle barriers in accessing health, housing, transport, and employment opportunities. It is designed to make a real and measurable impact on the lives of disabled people with a commitment to monitor its impact, year-on-year, in partnership with disabled people.

Should you/your colleagues wish to attend, please complete and return (by email or fax) the enclosed reservation form at your earliest convenience in order to secure your delegate place(s). I would also be grateful if you could forward the details of this event to relevant colleagues within your organisation. If you require further information, have any questions, or are interested in sponsorship or exhibition opportunities please do not hesitate to contact me.

T: 020 7096 2916
F: 020 7096 2946
E: nick.rotsides@westminster-briefing.com

32. Westminster Health Forum keynote seminar

Mental Health - New Horizons: after the National Service Framework

Morning, 17th July 2008, Westminster SW1

[Live Agenda](#) | [Our Website](#) | [Book Online](#)

This seminar will examine issues around the provision and quality of mental health services, following on from the National Service Framework (NSF) - and as the Darzi Review of the NHS is published.

We are delighted that Professor Louis Appleby, National Director for Mental Health, Department of Health, and Kathryn Tyson, Programme Director for Mental Health, Department of Health, will both be giving keynote addresses at this seminar.

Dr Jo Smith, Consultant Clinical Psychologist, and Joint National Early Intervention Lead, NIMHE will also be speaking. Further speakers are expected to be confirmed shortly.

Output

All delegates will receive free PDF copies and are invited to contribute to the content.

Booking arrangements

To book places, please use our [online booking form](#).

Once submitted, this will be taken as a confirmed booking and will be subject to our terms and conditions below.

Please pay in advance by credit card on 01276 489144. If advance credit card payment is not possible please let me know and we may be able to make other arrangements.

Options and charges are as follows:

Places at *Mental Health – New Horizons: after the National Service Framework* (including refreshments and PDF copy of the transcripts) are £190 plus VAT (£223.25);

33. The Independent Health & Care Convention 2008

16-17 September 2008

The Brewery, London

The second annual Independent Health & Care Convention is an event to be staged by Britain's premier healthcare analysts and publishers Laing & Buisson in 2008.

Remaining an exciting multi-faceted event, the Convention, comprises:

- A series of keynote debates pertinent to the independent health and care sectors and their partners in the statutory sector. Speakers and contributions from the floor are invited from across the private, voluntary and statutory sectors
- An extensive exhibition area - see list below for exhibitors
- Fringe meetings and workshops
- [download the Skills for Health Fringe meeting topic](#)
- [download Information Centre for Health meeting topic](#)
- A range of other opportunities for networking

[Download the convention brochure for full details](#) or visit our website

www.independenthealthcareconvention.co.uk

TO BOOK YOUR PLACE

To book your place at this event [download the brochure and booking and fax or post](#), call the Conference team on 020 7923 5344 or email conferences@laingbuisson.co.uk

All information can be found at www.independenthealthcareconvention.co.uk

34. 17th International Congress on Palliative Care

23-26 September 2008 at the Palais des Congrès in Montréal, Canada.

Presented by the Palliative Care Division of the Departments of Medicine and Oncology of McGill University, this biennial Congress has grown to become one of the premier international events in palliative care. Healthcare professionals, therapists, volunteers and all those involved in care for the dying come to renew themselves as providers of care and to obtain the inspiration that will help them shape the palliative care of the future. Since the first Congress in 1976 under the leadership of palliative care pioneer Dr. Balfour Mount, there has been increasing agreement in the field that palliative care should be provided from diagnosis, hence the shift to "Palliative Care" from "Care of the Terminally Ill" in the title of the 2008 Congress.

Poster abstracts may be submitted until May 28, 2008.

The early registration deadline is **March 24, 2008**. For more information, to register or to submit an abstract, please visit www.pal2008.com or call 450-292-3456 ext. 227.

April O'Donoghue

Tel: +1 (450) 292-3456, ext. 227, Fax: +1 (450) 292-3453, E-mail: info@pal2008.com, Web : www.pal2008.com

35. LCA Annual Conference and Exhibition 2008

"Brave New World - Transforming Social Care: Personalisation and Quality"

25th September 2008 at Mercure Dunkenhalgh Hotel, (J7 M65)

For more information contact:
sarah.luton@lancashirecare.org.uk

36. Delivering effective end-of-life care: developing partnership working

Wednesday 15 October 2008, 9.30am–4.00pm, London

Recognition of the need for good-quality end-of-life care has been steadily increasing, with the release of the government's End of Life Care Strategy being imminent. Much pioneering work has been done by a wide range of organisations across health and social care. There is now a move towards effective commissioning and co-ordination of this care, in order to enable greater choice for those at the end of their life.

Produced in partnership between the King's Fund and Marie Curie Cancer Care, this [one-day conference](#) will look at how best to deliver end-of-life care.

Key speakers

Professor Mike Richards CBE, Chair, End of Life Strategy Advisory Board and National Clinical Director for Cancer

Dr James Beattie, National Clinical Lead, NHS Heart Improvement Programme and Consultant Cardiologist, Birmingham Heartlands Hospital

Places at this event are limited so we recommend that you reserve a place as soon as possible by [downloading a registration form](#) from our website or

[booking online](#). For further information and to download the full programme, please [visit our website](#) or [email us](#) and we will be happy to provide you with more details.

37. Lancashire Care Association Annual Conference and Exhibition 2008

25th September 2008

"Brave New World - Transforming Social Care: Personalisation and Quality"

The programme will be out in due course but, as ever, there will be topics of interest to proprietors and their businesses, to practitioners, service-users and to policy-makers and planners, with local and national speakers. Also note we will again be organising a Charity Gala Dinner so those of you who can, can let your hair down, and enjoy a social 'do' helping a good cause. Details will follow.

**LWDP Celebration Event - Wednesday 28th May
Blackpool BC/LCA Care Providers Workshop - Thursday 5th June**

**LCA/LCC Joint Domiciliary Seminar - 19th June
LCA Board & AGM - Wednesday 25th June
LCA/LCC/UKHCA Social Care Partnership Meeting - Friday 11th July**

38. Mind the Gap! ECCA Conference, November 12, 2008. Book now and save £50!

Book now for our conference on the future of care at the Holiday Inn, Bloomsbury, London WC1. Email conference@ecca.org.uk, call 08450 577 677, or visit www.ecca.org.uk.

39. Action on Elder Abuse is pleased to announce their National Conference for 2009 will be on Monday 23 March 2009 and Tuesday 24 March 2009.

Next year it will be held at East Midlands Conference Centre

Nottingham Conferences
University Park, Nottingham, NG7 2RJ
T: 0115 951 5000
F: 0115 951 5009
nottinghamconferences.co.uk

Consultations

To follow next week

CSCI/Care Quality Commission (w.e.f. 2009), CSSIW, Healthcare Commission & Scottish Care Commission

40. Scottish Public Services Ombudsman Report

26 June 2008 – SCRC

An article to advise someone if they are unhappy with the Care Commission's response to their complaint. Complainants then have the right to approach the Scottish Public Services Ombudsman (SPSO) to request an inquiry into the matter.

[For full report click here](#)

41. Care Commission the first regulator "Happy To Translate"

26 June 2008 – SCRC

The Scottish Care Commission has signed up for the "Happy to Translate" initiative and is the first regulator in Scotland to do so. The aim is to help people to better understand, in many different languages, how to use or choose a good care service in Scotland.

[For full report click here](#)

42. Healthcare Commission: Corporate plan 2008-09

25 June 2008 – Healthcare Commission

A corporate plan by the Healthcare Commission setting out the activities that the body plans to undertake in 2008-09.

[For full report go to http://www.healthcarecommission.org.uk/_db/_documents/Corporate_plan_2008_2009_final_proof.pdf](http://www.healthcarecommission.org.uk/_db/_documents/Corporate_plan_2008_2009_final_proof.pdf)

43. Healthcare Commission to review military care

25 June 2008 – Healthcare Commission

The Ministry of Defence has asked the Healthcare Commission to review the standards of medical care given to military personnel and their families.

Healthcare Commission chief executive Anna Walker said: "It's only right that the men and women who risk their lives for their country can also expect that standard of care."

[For full report go to http://](http://www.healthcarecommission.org.uk/newsandevents/pressreleases.cfm?cit_id=6483&FAArea1=customWidgets.content_view_1&usecache=false)

[www.healthcarecommission.org.uk/newsandevents/pressreleases.cfm?](http://www.healthcarecommission.org.uk/newsandevents/pressreleases.cfm?cit_id=6483&FAArea1=customWidgets.content_view_1&usecache=false)

[cit_id=6483&FAArea1=customWidgets.content_view_1&usecache=false](http://www.healthcarecommission.org.uk/newsandevents/pressreleases.cfm?cit_id=6483&FAArea1=customWidgets.content_view_1&usecache=false)

44. Elderly urged to drink more water

24 June 2008 – SCRC

Health Campaigners across the UK are calling for Government action to help ensure that elderly people in care across the UK get enough water.

[For full report click here](#)

45. CSCI: Disability equality survey

23 June 2008 – CSCI

CSCI would like the views of disabled people who are using, or have used, social care services.

[For full report click here](#)

Dementia

46. Dementia care charging 'unfair'

25 June 2008 – BBC News

A poll by the Alzheimer's Society of 2,300 people in England has found that dementia patients are being unfairly treated by being forced to pay for their care.

Two thirds of patients paid towards care such as help with washing, eating and dressing, yet the charity said this should be free as it was linked to a medical condition, but was often classed as a social care need and therefore means-tested.

[For full report click here](#)

47. 'My wages went on husband's care'

26 June 2008 – BBC News

[For full report click here](#)

48. Association of Directors of Adult Social Services (ADASS)

23 June 2008

ADASS has welcomed the launch of a Government consultation process designed to inform and guide the content of its fully-fledged Dementia Strategy due to be published later this year.

[For full report click here](#)

Education

Nothing to report

Ireland, Scotland & Wales

Ireland

49. The healthcare system in Northern Ireland

25 June 2008 – BBC News

Article looking at differences in the NHS after devolution to national parliaments and assemblies.

[For full report click here](#)

Scotland

50. Call to scrap NHS parking fees

26 June 2008 – BBC News

The Scottish Labour party has unveiled plans to scrap car parking charges at Scottish hospitals.

Paul Martin, Glasgow Springburn MSP, has launched a members bill on the issue at Holyrood to make it illegal for health boards to levy fees on patients, visitors or staff.

[For full report click here](#)

51. The healthcare system in Scotland

25 June 2008 – BBC News

Article looking at differences in the NHS after devolution to national parliaments and assemblies.

[For full report click here](#)

52. Details Of 900,000 Ambulance Callers Lost By Courier

24 June 2008 – The Herald

The Health Secretary, Nicola Sturgeon, has said she is more than happy to issue an emergency statement to Holyrood after details of almost a million 999 emergency ambulance calls, including caller numbers and patient names, were lost during transit of a data disk.

[For full report go to http://www.theherald.co.uk/display.var.2359581.0.0.php?utag=28804](http://www.theherald.co.uk/display.var.2359581.0.0.php?utag=28804)

53. Bug ward closure 'took too long'

22 June 2008 – BBC News

A medical staff member at the Vale of Leven Hospital has spoken about his concerns that wards were not closed to new admissions quickly enough after nine patients died from the C.diff bug.

The boss of the health board running the Dunbartonshire hospital said no such concern was raised.

The Scottish Government launched an independent inquiry into the cases.

[For full report click here](#)

54. Death Toll Hits 18 At C.diff Hospital

24 June 2008 – Evening Times

Another patient at the Vale of Leven Hospital in Alexandria has died taking the toll to 18 victims of C.diff.

NHS Greater Glasgow and Clyde today said the patient was seriously ill from an unrelated condition, and while C.diff was a contributory factor, it was not the main cause of death.

A total of nine people have died at the hospital with C.diff cited as a contributory factor. The superbug has been listed as the main cause of death in another nine cases.

For full report go to <http://www.eveningtimes.co.uk/display.var.2359897.0.0.php?utag=28804>

Wales

55. Sisters lead cleaner wards effort

26 June 2008 – BBC News

The Welsh Assembly Government has announced plans to make hospitals cleaner, improve patients' food and give nurses more power on wards.

"Rapid response" cleaning teams will be dispatched to tackle infection outbreaks such as MRSA and C.diff on wards.

[For full report click here](#)

56. The healthcare system in Wales

25 June 2008 – BBC News

Article looking at differences in the NHS after devolution to national parliaments and assemblies.

[For full report click here](#)

57. Single-sex hospital wards planned

25 June 2008 – BBC News

Health Minister, Edwina Hart, is set to announce that single-sex wards will be included in all new Welsh hospitals.

She will also order all hospitals with mixed sex wards to ensure there are separate areas for male and female patients and separate bathrooms.

[For full report click here](#)

58. Nurse uniform to fight infection

23 June 2008 – BBC News

Welsh nurses will be issued with the same uniform across the region so patients can easily see who is control and to help stop infection spreading.

Health Minister Edwina Hart will be announcing plans to introduce an all-Wales uniform within about two years.

[For full report click here](#)

Learning Disabilities

59. The future of adult LD care

July/August 2008 - CareManagementMatters

Care Management Matters has produced a report on the future of learning disability care provision for adults, in this issue an executive summary is pro-

vided. Many of those operating care homes in the LD sector will have seen referrals declining over the last 18 months as local authorities seek to utilise the supporting people grant by helping people move into their own accommodation.

The conclusion is that while residential care remains under threat the extent of the threat is uncertain. Notwithstanding, care providers face upheaval, small providers may be forced from the sector during the period of uncertainty.

To access a full copy of the report go to www.caremanagementmatters.co.uk

Legislation Update

60. No. 1512 (W.155) The Commissioner for Older People in Wales (Amendment) Regulations 2008

27 June 2008 – OPSI

[For full legislation click here](#)

61. No. 1512 (W.155) The Commissioner for Older People in Wales (Amendment) Regulations 2008

27 June 2008 – OPSI

[For full legislation click here](#)

62. The Mental Health (Absconding patients from other jurisdictions) (Scotland) Regulations 2008

23 June 2008 – OPSI

[For full legislation click here](#)

Mental Health

63. Prison mental health services - jailhouse blues

27 June 2008 - Health Service Journal

Faced with huge numbers of mentally ill offenders, London's forensic mental health services are struggling to cope. Rebecca Norris reports.

64. Research on eliminating age discrimination in social services and mental health services

26 June 2008 – DoH

The Department of Health has commissioned two research studies and two literature reviews on the costs and benefits of eliminating age discrimination during the provision of health and social care.

The reports of these reviews and studies are now publicly available (or will shortly be publicly available) on the websites of the institutions concerned.

Electronic links to the reports are provided by clicking on the link below.

[For full report click here](#)

65. Minister hails mental health service success

25 June 2008 - COI

Care Services Minister Ivan Lewis congratulated the NHS on major improvements in key mental health services. His message came as he cut the turf to mark the construction of a new mental health unit at Runwell Hospital in Wickford, Essex.

Latest figures show that, for 2007-08:

* Specialist crisis resolution home treatment teams provided 106,000 home treatments, supporting peo-

ple who would otherwise have had to be admitted to hospital. In 06-07, the figure was 95,000 (11% increase).

* Early intervention teams treated 8,300 young people who experienced a first episode of psychosis. In 06-07, the figure was 6,500 (27% increase).

* Assertive outreach teams supported 19,900 people who have persistent mental health problems but are hard to engage. In 06-07, the figure was 18,300 (a rise of 9%).

The improvements mean that more patients are now receiving more effective and earlier treatments and reducing the number of hospital admissions, giving more patients the kind of care they want. Assertive outreach is also improving engagement and leading to better long-term health prospects

Miscellaneous

66. Banking on good decisions

Mental Health Foundation

This week we received the above publication – a well written, easy to read guide to how the Mental Capacity Act can assist people with their banking.

67. David Matlock, aka Dr Sex, can fix you down there...

29 June 2008 - The Sunday Times, Style magazine

Article about the boutique cosmetic gynaecological practice of Dr Matlock of (where else) West Hollywood, LA. He earns \$4m a year carrying out nine operations a week and seeing patients in just two clinic sessions a week.

Ed. Elsewhere in the magazine, there is an advert for Nuffield Health Hospitals cosmetic surgery – not quite so explicit.

68. Drug watchdog 'set for new money'

27 June 2008 – BBC News

Sir Michael Rawlins, chairman of The National Institute for Health and Clinical Excellence (NICE) has announced that his organisation is about to get a significant amount of Government money to expand its work.

[For full report click here](#)

69. New CRB Business Plan 2008/09

27 June 2008 – CRB

The CRB Business Plan 2008-2009 is now available on the website.

[For full report click here](#)

70. Prime Minister sets out his vision for world-class public services

27 June 2008 - COI

The Prime Minister outlined his vision for transforming England's public services. In a Cabinet Office report 'Reaching World Class: The next stage in improving public services', he argues that although public services have improved dramatically over the past decade they are not yet world-class and a new stage of reform is required.

He identifies three key characteristics of world-class public services:

- empowering citizens who use public services by: extending choice and complementing it with more direct forms of individual control, such as personal budgets; giving people opportunities to do more themselves; stronger local accountability; and making sure there is greater transparency on service performance.

Continued on next page...

70. Prime Minister sets out his vision for world-class public services (continued...)

* fostering a new professionalism in the public service workforce that combines: services responding more directly to users' needs; consistent quality in day-to-day practices; higher levels of autonomy from central government wherever front line professionals show the ambition and capacity to excel; and greater investment in workforce skills.

* strong strategic leadership from central government to ensure that direct intervention is more sharply concentrated on underperforming organisations, while creating conditions for the majority of services to thrive more autonomously.

71. Desert Island Discs

27 June 2008 - BBC Radio 4 09:00hrs

Health Minister Lord Darzi picks his favourite tunes and talks of his drive and ambition and the challenges he faced in his early career.

Ed. You can listen to this using the BBC iPlayer go to the website for 'Radio 4' – it is easy to 'navigate' to it.

72. Awards for best end of life care

26 June 2008 – NCF

The first 35 care homes in the UK to achieve 'Gold Standard' accreditation for end of life care have received awards at a conference in Birmingham on 25 June 2008.

The Gold Standards Framework seeks to improve the organisation and quality of care for residents in the last years of their lives, by improving team working with others and reduce avoidable hospital admissions.

[For full report click here](#)

73. Independent brokers 'should be regulated by service users'

26 June 2008 – NCF

The Department of Health has commissioned a report by the National Development Team to research into the role of brokers. The resulting report by social inclusion charity the National Development Team has called for brokers who organise support packages for individual budget users to be regulated by service users and carers.

[For full report click here](#)

74. Coroner reform: stronger powers give families more involvement

26 June 2008 - UKPolicing.info

New coroners' powers to help prevent avoidable deaths were announced by Justice Minister Bridget Prentice in response to views expressed by bereaved families.

75. Primary Healthcare Review

26 June 2008 - Colliers CRE

Colliers has launched a new market sector review concentrating on primary healthcare, looking especially at property requirements and the shift in lease characteristics – all in a compact four sides.

To access a copy go to http://www.emailcampaigner.com/download_resource.html?resource_id=541

76. Commissioning to make a bigger difference – A guide for NHS and social care commissioners on promoting service innovation

25 June 2007 Department of Health

This 92 page publication dated May 2008 has just seen the light of day! Its aim is to stimulate thinking and assess the extent to which a given change idea is a service innovation. The guide exhorts people to "Focus relentlessly on improving the quality of care patients receive and to move away from cost containment and seeks to harness innovation" – Our NHS

Our Future

http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_085753

77. Cabinet Secretary publishes plan to improve data security

25 June 2008 - COI

Cabinet Secretary Sir Gus O'Donnell published a review of information security in government, putting in place a new framework for the future to improve the rules, culture, accountability and scrutiny of data handling.

The review, which was commissioned by the Prime Minister, sets out the wide range of actions that have already been put in place to improve data security, and outlines what will be done to strengthen policies further by building on existing momentum.

The changes announced in the report fall into four groups:

* Core measures. A series of mandatory minimum measures is being put in place across government including encryption and compulsory testing by independent experts of the resilience of systems.

* Cultural change. All civil servants dealing with personal data are to undergo mandatory annual training. The Government will also introduce Privacy Impact Assessments, recommended by the Information Commissioner;

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Continued on next page...

77. Cabinet Secretary publishes plan to improve data security (continued...)

* Stronger accountability. Data security roles within departments are being standardised and enhanced to ensure clear lines of responsibility.

* Increased scrutiny. Departments will report on their performance, the NAO will look at what they say, and the Information Commissioner is already planning his first spot checks

Ed. There is no mention of such mandatory annual training for ministers - Hazel Blears had hers stolen recently.

78. Disability dolls: a blessing for kids, or just a sick joke?

25 June 2008 - The Times

A look, over three pages, at the dolls designed to represent Down's Syndrome, blindness, chemotherapy are apparently a growing market – the debate, do they help children to cope with disability?

79. The King's Fund and Marie Curie Cancer Care announce new partnership role on end-of-life care

24 June 2008 – King's Fund

The King's Fund and Marie Curie Cancer Care has announced an extension to their partnership to improve end-of-life care.

Starting from September 2008, The King's Fund Director of Development, Steve Dewar, will be taking up a shared post between the two organisations and will work to develop the contribution of both organisations to the further improvement of end-of-life services across the UK.

[For full report click here](#)

80. NCF supports National Falls Awareness Day

24 June 2008 – NCF

The National Care Forum is calling on people to join in on National Falls Awareness Day to help older people stay fit, healthy and independent in later life.

[For full report click here](#)

81. Wake-up call on health inequalities

24 June 2008 - COI

Health Profiles for every local authority and region across England have been published by the Department of Health and the Association of Public Health Observatories.

The Profiles use key health indicators to capture a picture of the nation's health down to local level, providing areas across England with valuable information to improve their population's health. This year's data also includes new information on child health inequalities.

People in England can expect to live longer and healthier lives, but the health gap between the most affluent and most deprived wards within each local authority remains unacceptable.

The Health Profiles are presented in a easy-to-read format, comparing an area's health against the national average for each indicator. They are all available online at <http://www.healthprofiles.info>

82. Council considers banning 'brainstorming'

23 June 2008 - Learning Disabilities News Bulletin

A Kent council has suggested staff stop using the word "brainstorming" and replace it with "thought shower" in case it offends epileptics.

More information at: <http://www.learningdisabilities.org.uk/information/news?EntryId17=30590>

NHS

83. Drug approval for NHS to speed up

29 June 2008 – BBC News

The Government has indicated it wants to speed up approval of drugs used in the NHS in England, Wales and Northern Ireland.

Currently, the National Institute of Health and Clinical Excellence (NICE) can take up to two years to make a decision.

[For full report click here](#)

84. 'Robo Doc' scrubs up for radical surgery on ailing NHS

29 June 2008 - The Sunday Times

Profile of Lord Ara Darzi, much of what is said was revealed by Lord Darzi on his Desert Island Discs (see item 71 in this issue) and goes on to consider his plans and vision for the NHS – much of it enlightening.

Doctors, GPs in particular, like other health and social care providers have 'change fatigue' – Darzi's proposals may be coming at the wrong time.

85. NHS locum firms 'fixed charges 15% higher than rivals'

29 June 2008 - The Mail on Sunday

Government is investigating reports that recruitment companies colluded to charge the NHS 15% above market rate for temporary staff.

86. NHS is 60. Respect...

28 June 2008 - The Times

Dr David Copperfield a GP in Essex writes his view of how things have changed in the intervening years.

87. Hospital IT failure

28 June 2008 - The Times

Barts and The London NHS Trust have experienced problems with a new system of managing electronic patient records resulting in cancer patients having urgent appointments cancelled.

88. Wave farewell to those dusty folders

28 June 2008 - The Times

The work of Dr Amir Hannan, who took over the GP practice of disgraced GP Harold Shipman, making all patient records available through a secure portal for access by the patient via any computer.

Ed. Will this be what is delivered via the NHS National IT Project? Probably not.

89. NHS IT mess hits cancer patients

27 June 2008 – BBC News

Patients with suspected cancer have had their urgent appointments postponed at the London NHS Trust after problems with the new NHS IT system were discovered after going live in April.

Other issues include patients being booked into closed clinics and repeatedly cancelled appointments.

[For full report click here](#)

90. The NHS in numbers: then and now

27 June 2008 – BBC News

A timeline for the NHS during its 60 years the NHS of existence.

[For full report click here](#)

91. NHS Next Stage Review final report due out on Monday 30 June

27 June 2008 – NCF

Health minister Lord Darzi is set to release the final report in his Next Stage Review of the NHS on Monday 30 June.

The report follows nine months of consultation and engagement with NHS staff, patients and stakeholder groups.

[For full report click here](#)

92. Prime Minister sets out vision for world-class public services

27 June 2008 – NCF

The Prime Minister has outlined his vision to transform England's public services.

In a Cabinet Office report "Reaching World Class: The next stage in improving public services" published today, he argued that although public services have improved dramatically over the past decade they are not yet world-class and a new stage of reform is required.

[For full report click here](#)

93. Matron, measles and medicine – 60 years of the NHS

27 June 2008 - The Times

The views and recollections of four people who were involved in front line delivery of medical services as the NHS came into operation.

94. Health Minister welcomes Foundation Trust milestone

27 June 2008 - COI

Health Minister Ben Bradshaw today welcomed achieving the important milestone that the 100th Trust has achieved foundation status.

Monitor, the independent regulator of foundation trusts, announced that the four new Trusts are:

- Pennine Care NHS Foundation Trust
- Tees, Esk and Wear Valleys NHS Foundation Trust

- Sheffield Health and Social Care NHS Foundation Trust
- Birmingham and Solihull Mental Health NHS Foundation Trust

It means there are now 103 NHS Foundation Trusts in total, with Pennine Care NHS Foundation Trust being named as the 100th.

A list of all Foundation Trusts can be found at <http://www.monitor-nhsft.gov.uk>

95. NHS inpatient and outpatient waiting times figures as at 31.05.08

27 June 2008 - COI

Main Points This Month are that waiting times are either more or less static or increased

Inpatient Waiting times

* The number of patients, for whom English commissioners are responsible, waiting over the 26 weeks standard at the end of May 2008 was 42. Of these 42, none were English residents waiting in Welsh hospitals.

* The number of patients, for whom English commissioners are responsible, waiting over 13 weeks at the end of May 2008 was 40,000, an increase of 2,800 (7.6%) from April 2008, but a fall of 72,500 (64.4%) from May 2007.

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Continued on next page...

95. NHS inpatient and outpatient waiting times figures as at 31.05.08 (continued...)

* The percentage of patients waiting under 13 weeks was 92.5%, compared to 93.0% in April 2008 and 83.3% in May 2007. The median waiting time of those still waiting at the end of May 2008 was 4.3 weeks.

Outpatient Waiting times

* The number of patients, for whom English commissioners are responsible, waiting over the 13 weeks standard for a first outpatient appointment following GP referral at the end of May 2008 was 192. Of the 192, 55 were English residents waiting in Welsh hospitals.

* The number of patients, for whom English commissioners are responsible, waiting over 8 weeks at the end of May 2008 was 27,800, an increase of 4,100 (17.1%) from April 2008, but a fall of 62,800 (69.3%) from May 2007.

* The percentage of patients waiting under 8 weeks was 96.7%, compared to 97.0% in April 2008 and 90.6% in May 2007. The median waiting time of those still waiting at the end of May 2008 was 2.5 weeks.

Full figures by NHS Trust and Primary Care Trust can be found at the following link

<http://www.performance.doh.gov.uk/waitingtimes/2008/month/index.html>

DH will publish significant revisions to the data on a six monthly basis to dates that will be included in the DH Statistics 12-month publication plan. However, it reserves the right to make unscheduled changes if necessary.

http://www.dh.gov.uk/en/Publicationsandstatistics/Statistics/CodeOfPractice/DH_4016423

96. Improving health: changing behaviour - NHS health trainer handbook

26 June 2008 – DoH

A publication aiming to stimulate thinking and assess the extent to which a given change idea is a service innovation, using methods and tools that support a specific 5-step process framework, with a special focus on world-class commissioning, and a 'Culture for Innovation' section describing seven factors that organisational studies show are linked to innovative output.

[For full report click here](#)

97. Each MRSA case costs NHS £9,000

26 June 2008 – The Daily Telegraph

Experts have announced that every case of MRSA costs the NHS an extra £9,000.

This includes the cost of keeping patients in hospital to treat them for the superbug adds up to more than £45 million each year – on top of the costs of the patients' original treatment.

98. Phil Hope celebrates 60 years of volunteering in the NHS

26 June 2008 - COI

Phil Hope, Minister for the Third Sector, joined volunteers in Sydenham and Lewisham to celebrate the important role that volunteers have played in the NHS since it was set up 60 years ago. The Minister rolled up his sleeves to lend a hand to volunteers at the Sydenham Gardening Project. Later he met volunteers at the adult mental health unit at the University College hospital Lewisham to hear about their work.

99. Darzi set to put commissioning at centre stage

26 June 2008 - Health Service Journal

Lord Darzi's next stage review is expected to put primary care commissioning centre stage and to set national standards for the quality of treatment.

100. The struggle for control of the NHS

26 June 2008 – BBC News

News report on how politicians and doctors have struggled to keep control of the NHS during the 60 years of its existence.

[For full report click here](#)

101. 3,200 patients a day miss hospital appointments

25 June 2008 - Evening Standard

Article about the number of missed appointments in London, nationwide the problem is estimated to cost some £600m.

To cancel and refix appointments the hospitals are using email and SMS texting with patients.

Ed. Perhaps a text message the day before by way of a reminder would be a good use of technology – of course, not everyone has a mobile telephone. However, for those who do...

102. Commissioning to make a bigger difference - A guide for NHS and social care commissioners on promoting service innovation

25 June 2008 – DoH

A newly published handbook to support health trainers in facilitating behaviour change.

[For full report click here](#)

103. The healthcare system in England

25 June 2008 – BBC News

Article looking at differences in the NHS after devolution to national parliaments and assemblies.

[For full report click here](#)

104. How to complain about private health-care

25 June 2008 – BBC News

Advice on how to make a complaint about a health-care professional, hospital, clinic or private care home.

[For full report click here](#)

105. Tories promise NHS targets revamp

24 June 2008 – BBC News

The Conservative party will be unveiling new plans to make the NHS more accountable to patients. The intention would be to save up to 100,000 lives a year in England.

[For full report click here](#)

106. Tories Plan To Scrap NHS Targets

24 June 2008 – King's Fund

The Labour is intending to ditch internal NHS targets and to tell patients which hospitals get the best results, under radical Tory plans.

For full report go to <http://www.eveningtimes.co.uk/display.var.2359911.0.0.php?utag=28804>

107. The King's Fund response to Conservative health policy paper

24 June 2008 – King's Fund

Niall Dickson, Chief Executive of The King's Fund, has responded to the Conservative's health policy paper:

"We welcome today's health policy paper from the Conservatives – they are right that what matters to patients is whether their quality of life has improved following surgery or any other procedure rather than whether top-down targets have been met. To be fair to the NHS it has already recognised that it needs to move on from an exclusive focus on centrally imposed targets towards measuring health outcomes. This should help patients make informed choices and to drive up standards."

"But the Conservative's plan to abolish central targets needs to be considered carefully. While central targets have certainly brought problems – not least the sheer number of them and some unintended consequences – they have been a big factor in driving down unacceptable waiting lists. Before we drop central targets altogether we must be sure that there are appropriate safeguards to ensure standards and aspirations are in place."

[For full report click here](#)

108. Call for health inequalities push

24 June 2008 – BBC News

Ministers are urging English local authorities to target problem "hotspots" after producing a detailed breakdown of public health indicators.

The health profiles show wide regional variations with the north of England often doing worse than the south.

[For full report click here](#)

109. More involvement and choice for patients

24 June 2008 - COI

As many patients as possible will have the opportunity to be part of medical research that will transform the healthcare and wellbeing of the population, the Health Secretary Alan Johnson announced at a summit hosted by the Prime Minister to commemorate 60 years of NHS research. Mr Johnson underlined the huge importance of research to the NHS and how the NHS had made unparalleled advances in medical science and healthcare since it was founded in 1948. He set out new plans to ensure that patients, from every part of the country, with any illness or disease, are made aware of research that is of particular relevance to them. They will also be able to take part in clinical trials if they meet the criteria.

This could mean a patient with Parkinson's disease, for example, would be told about any ongoing research into their particular condition and may be able to take part in trials that could lead to an improvement or even cure.

Mr Johnson also announced the enablement of Academic Health Science Centres to unite our top-flight academic and NHS institutions to deliver excellent clinical care for patients.

The report, 60 years of research in the NHS benefiting patients, can be found at: <http://www.nihr.ac.uk/publications.aspx>

The Government's strategy for research in the NHS is set out in Best Research for Best Health http://www.dh.gov.uk/en/Researchanddevelopment/ResearchAndDevelopmentStrategy/DH_4127109

110. NHS trust fails to hit hygiene targets

16 June 2008

Maidstone and Tunbridge NHS Trust, whose chief executive received a pay-off in the wake of a Clostridium difficile scandal, has not improved standards on hygiene since last year, a health watchdog has said.

Nursing

111. Nurses to take charge of surgeries

29 June 2008 - The Sunday Times

Alan Johnson, Health Secretary, is expected to announce expansions of surgeries run by nurses. They are being encouraged to establish not-for-profit companies and opt out of the NHS without loss of pension rights.

Continued on next page...

111. Nurses to take charge of surgeries (continued...)

Such an announcement can be expected to result in a clash with doctors' groups such as the BMA.

Lord Darzi is expected to announce his plans for the publication of individual hospital doctor's death rate statistics.

112. NHS will push nurses to start own care firms

27 June 2008 - The Daily Telegraph

Nurses are to be encouraged under plans for NHS reform to establish their own not-for-profit companies to provide care for patients.

Older People

113. National Care Association welcomes Department of Health review into the use of anti-psychotic drugs to treat dementia patients

23 June 2008

National Care Association (NCA) welcomed the proposed review of the use of anti-psychotic drugs in the care of people with dementia.

NCA Chairman Nadra Ahmed OBE said: *"For several years there has been criticism of the use of these drugs in care homes. The criticism has consistently failed to recognise that care homes do not prescribe drugs, doctors do."*

There is also real concern within the care sector that whilst there are hundreds of care homes registered to care for people with dementia (this registration requires higher staffing levels and training) local Councils often place people with dementia into non specialist homes. NCA can only presume this is done to save the higher cost of the specialist provision.

Mrs. Ahmed went on to say: *"This review is happening at a critical time for many homes specialising in care of people with dementia who are seeing increased vacancy levels in their own homes knowing that many people who would benefit from their specialist care are being inappropriately placed. We hope that the review will take into account all the concerns around care of people with dementia."*

114. Elderly urged to drink more water

23 June 2008 – BBC News

Health campaigners are calling upon the Government to take action and encourage elderly people in care across the UK get enough water.

Baroness Greengross, who is the founder of the charity Action on Elder Abuse, says failure to provide enough water to drink could be seen as neglect.

She also wants a set of minimum standards on hydration across the UK.

[For full report click here](#)

115. Elderly to get equal rights as government plans to make age bias as bad as racism

22 June 2008 – Daily Mail

New proposals to be unveiled by Equalities Minister, Harriet Harman, will make ageism "as unacceptable as racism".

Age discrimination will be outlawed in the provision of all goods and services, meaning that the elderly will no longer be barred from NHS treatment, credit cards or travel insurance.

For full report go to <http://www.dailymail.co.uk/news/article-1028533/Elderly-equal-rights-government-plans-make-age-bias-bad-racism.html>

116. Understanding the Mental Capacity Act July/August 2008 - CareManagementMatters

Paul Swift sets out some of the more essential aspects of the Act and how it should become an automatic part of care delivery.

Parliament

30.06.08 – HoL - **Lord Bishop of Southwell and Nottingham** to ask Her Majesty's Government how many dedicated section 136 suites in Mental Health Trusts have been opened in England and Wales.

Baroness Gardner of Parkes to ask Her Majesty's Government what action they propose to deal with delays encountered by those wishing to create new lasting powers of attorney.

01.07.08 – HoL - **Baroness Jones of Whitchurch** to ask Her Majesty's Government what plans they have to mark the sixtieth anniversary of the creation of the National Health Service.

Health and Social Care Bill Third Reading [Lord Darzi of Denham]

03.07.08 – HoL - **Baroness Afshar** to ask Her Majesty's Government what steps they are taking to maintain standards in NHS dentistry, in the light of dentists leaving the National Health Service.

03.07.08 – HoL - **Mental Capacity (Deprivation of Liberty: Standard Authorisations, Assessments and Ordinary Residence) Regulations 2008** Baroness Thornton to move that the draft Regulations laid before the House on 20 May be approved. *21st Report from the Joint Committee on Statutory Instruments*

“As announced a couple of weeks ago, this new heading will get underway shortly and become a regular feature. I am delighted to report that I have concluded discussions with PLMR, a political lobbying and media relations business with a particular focus on the social care and health sectors. From later this month there will be a monthly ‘round up’ of what has been taking place in Parliament.”

Social Care

117. Ivan Lewis: eligibility system needs shake-up but rationing to stay

25 June 2008 – Community Care

Ivan Lewis, Care Services minister, said that the current adult care care eligibility criteria system needs to be reformed due to current inconsistencies in access to care.

[For full report click here](#)

118. Ivan Lewis: Carers helpline will only be introduced in England

25 June 2008 – Community Care

Care Services Minister, Ivan Lewis, has announced that a flagship 24-hour telephone helpline for carers will be only introduced in England when it is launched in 2009.

The £2.7m helpline is part of the Government's carers strategy and it will not be extended to Wales, Scotland and Northern Ireland because of a lack of information about entitlements in the devolved administrations.

[For full report click here](#)

119. DH: Putting People First - working to make it happen: adult social care workforce strategy - interim statement

23 June 2008 – DoH

The Department of Health has issued an interim statement to identify the key issues for the workforce as set out in Putting People First and goes on to develop these into broader, strategic priorities for the workforce.

Its intention is to provide all stakeholders, whether public service or private and voluntary sector, with a high-level overview of strategy development prior to finalisation of the full Adult Social Care Workforce Strategy for launch in October this year.

[For full report click here](#)

Staff, employment and disciplinary

120. Harman: Equality essential for Britain ‘age discrimination’ to be banned

26 June 2008 - COI

Harriet Harman, Minister for Women and Equality, announced new measures which will be in the Equality Bill to streamline and strengthen discrimination legislation, including banning age discrimination.

The Equality Bill will include powers to ban all unjustified discrimination against older people, such as denying them medical treatment. Things that help older people, such as free bus passes, will still be allowed.

There will be a transitional period to allow organisations time to adjust. Work is already underway, and the Government will consult on provisions to bring the new law into force more quickly in sectors, which are ready to comply.

The Equality Bill will ban 'gagging clauses' so that work colleagues can compare wages and challenge employers who unlawfully pay them less. Nearly a quarter of employers ban their staff talking about their wages, with women more likely to be in the dark about colleagues' pay than men.

The Bill is expected to be introduced in the next Parliamentary session, which starts in December.

'Blueprint for a Fairer Future - The Equality Bill' can be downloaded at <http://www.equalities.gov.uk>

The Government Equalities Office is responsible for the Government's overall strategy, legislation and priorities on equality issues. It was established in July 2007. The Office also has direct responsibility for policy on gender equality, sexual orientation, and for integrating work on race and religion or belief into the overall equality framework. <http://www.equalities.gov.uk>

121. 20,000 unsuitable workers stopped from working with the vulnerable by Criminal Records Bureau

25 June 2008 - COI

CRB publishes customer satisfaction report

26 June 2008 – NCF

It is claimed that more than 20,000 unsuitable people were stopped from working with children and vulnerable adults last year as a direct result of checks by the Criminal Records Bureau (CRB), according to latest figures.

The figures for the year 2007 bring the total of unsuitable people prevented from working with vulnerable groups to more than 80,000 in the last four years.

Continued on next page...

121. 20,000 unsuitable workers stopped from working with the vulnerable by Criminal Records Bureau (continued...)

In addition to high levels of protection for children and vulnerable adults, the CRB has achieved record levels of customer satisfaction with 92 per cent of customers reporting they are pleased with the service they have received.

The CRB has issued more than 16 million CRB checks and has the capacity to process in excess of 300,000 checks every month.

CRB now has access to over 55 million pieces of non-conviction information, via its PLX database, held by:

- * Police Forces of England, Wales and Scotland;
- * British Transport Police;
- * Police Service Northern Ireland; and
- * Service Police Crime Bureau (SPCB)

[For full NCF report click here](#)

Ed. It seems to me to be a bit far-fetched for CRB to assert that it has 'stopped more than 20,000 people from working with children and vulnerable adults'. It seems to me that CRB probably has no idea of how many people were regarded by potential employers as people who should not work with vulnerable individuals – unless, of course, CRB is claiming that there were CRB Disclosure Applications by 20,000 known sex/serious offenders. I suspect the press release is mere 'puff' and self-aggrandisement – certainly no evidence has been provided to support the claim!

122. Take action against employers who fail to support staff says GSCC

23 June 2008 – NCF

The General Social Care Council has called for the Government to give an assurance that action will be taken against employers who fail to protect and support their staff when the new inspection regime for social care comes into force.

[For full report click here](#)

Dignity: a new agenda?

Most care professionals would agree that the issue of dignity is at the core of good care whether that care is to be delivered in hospital, a care home or a person's own home.

In March 2006 the Parliamentary Under Secretary of State for Care Services, Ivan Lewis, announced the creation of a dozen national Dignity Guardians who would advise the Government on matters of patient dignity. At the same time, the Minister issued a rallying cry inviting those who were strongly committed to issues of dignity to register to become 'Dignity Champions' whose role was said to be to raise awareness of dignity issues within their own organisations. As far as I can tell the Dignity Guardians have been invited to do little or nothing specifically in relation to dignity issues over the past year or so.

There are ten principles of dignity:

- have a zero tolerance of abuse;
- support people with the same respect you would want for yourself or a member of your family;
- treat each person as an individual by offering a personalised service;
- enable people to maintain the maximum possible level of independence, choice and control;
- listen and support people to express their needs and wants;
- respect people's right to privacy;
- ensure people feel able to complain without fear of retribution;
- engage with family members and carers as care partners;

- assist people to maintain confidence and a positive self esteem; and
- act to alleviate people's loneliness and isolation.

The number of people who have 'signed up' Dignity Champions stands at approximately 1,800. Perhaps, not a great result after 14 months. There have, of course, been other things for Government to address in the past 14 months – more of that later.

Political commitment?

During the Political Part Conference season last year Prime Minister Gordon Brown called for an end to *"discrimination on the basis of race, gender, sexuality, age, or faith. And no discrimination against the disabled"*.

Just a few weeks ago the Prime Minister announced a consultation intended to lead to a Green Paper on the future of long term care and funding thereof.

Further, at the end of May 2008 new impetus was given to the dignity agenda when the Minister, Ivan Lewis, announced that Sir Michael Parkinson, of chat-show fame, had accepted the role of National Dignity Ambassador. 'Parky' has the profile and ability to really galvanise opinion and engage the public in what are clearly worthy aims. However, he probably needs to be allowed to 'get on with it'.

The announcement coincided with the beginning of the National Dignity Tour – of which I, for one, had heard nothing until the announcement was made. The national tour is intended to encourage more Dignity Champions to 'sign on' for the role and to spread

best practice and advice to fellow health and social care workers.

Dignity Champions and aspirations

The Minister wants to increase the current number of Dignity Champions to 3,000 during the next phase of development. However, in my view there will need to be a real focus on identifying individuals who are genuinely able to champion dignity, to act as a rallying point and effect change in their organisation or organisations they come into contact with. There must be some doubt about whether the current Dignity Guardians are sufficiently senior to be able to meet those demands.

An aspiration of the campaign is to *"inspire and equip people – service users, carers, relatives, or care staff"* with the knowledge and support to drive up standards.

A new NHS Constitution

As part of the measures announced by the Minister to strengthen the dignity campaign the Government is the proposal that the new NHS Constitution (which will be published later this year) will expressly recognise that *"a world class NHS must give new priority to dignity and respect for patients alongside high quality medical care"*.

It is odd that this should even be necessary.

Continued on next page...

Dignity: a new agenda? (continued...)



Keith M Lewin

When I spent considerable amounts of time in direct contact as a patient with the NHS in the 1970's almost everyone treated me respectfully, the notable exception being some of the orthopaedic consultants.

What has gone so wrong that such a basic issue as dignity needs to be expressly incorporated into the Constitution of the NHS?

I don't know.

However, something has gone wrong.

Human Rights

Readers may recall that last summer saw the Eighteenth Report of the Parliamentary Committee on Human Rights entitled 'The Human Rights of Older People in Healthcare'. The widespread press reporting was skewed and, in my view, missed the main points. The report, comprising more than 100 pages, contained 54 recommendations; of the criticism of care the main thrust was directed at the Department of Health and the NHS rather than at independent care home sector.

There was criticism of the "*commodification of care of older people*" caused by the effects of the Delayed Discharges (England) Regulations and the removal of genuine choice from people about where they live and the services that they receive.

The Committee did not pull its punches and said that the Department of Health failed to give proper leadership and guidance to the providers of health and social care on the issue of human rights which it said should have been both central and integrated in the policy making process at the Department.

In May 2008 the Minister also said that it was the Government's intention to introduce amendments to the Health and Social Care Bill, currently going through Parliament, to make sure that private care homes which provide care to publicly funded service users are subject to the full force and effect of the Human Rights Act.

I have said before, such a step is unnecessary. There are more than enough laws to protect service users and the reality is that the Human Rights Act issue is both a distraction and a red herring.

The Department of Health and the NHS are subject already to the full force of the Human Rights Act, and have been since the day it became law. However, as is clear from what was said by the Parliamentary Committee on Human Rights and as implied by the Minister's dignity initiative this is not enough.

A new National Institute for Health Research

In the past few days the Government has further underlined its commitment to improve social care services by establishing a new National Institute for Health Research School for Social Care Research.

The new School will be part of the National Institute for Health Research (NIHR) and will receive £3 million funding a year for the first five years. The Minister said when announcing the new Institute:

"We want to improve the evidence for social care practice so we can be sure that people in this country are provided with better and more effective services in the future. This new School will make a major contribution to improving the volume and quality of the research in the English social care sector."

Continued on next page...

Dignity: a new agenda? (continued...)

Doubtless the embedding of good practice concerning dignity issues will be central to the Institute's activities.

However, what must change are the values and behaviours of individuals.

The rule to live by

No one went into care to do harm.

Something has been lost on the way.

The Minister captured the essence of what is needed, and he reduced it to a very simple maxim:

"...if it wouldn't be good enough for my Mum and Dad why should it be good enough for someone else's?"

That mantra should be the on the lips of everyone connected to care.

To sign up to become a dignity champion visit www.dignityincare.org.uk

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