

Bringing us up to date *by Pat Harris*

It is hard to believe that I have been with Torbay LINK for 5 months now.

I have spent much of the past few months getting out and about in Torbay introducing myself to groups and organisations, finding out about what is happening in the community.

The Torbay LINK has recently

agreed a protocol for working with the Overview and Scrutiny Board and the Care Quality Commission looking at ways we can all work together.

There is a lot of consultation happening in Torbay with various projects and it is important that LINKs works with these groups and there is a joined up

approach to make sure the people of Torbay have their say about health and social care services and how to influence future services.

We now have over 500 members joined up to the LINK with new members joining on a regular basis.

Results from Dignity in Care Campaign survey – *Your Top 3 Issues Survey Results*

The Dignity in Care Campaign is led by Government in partnership with many organisations and looks to stimulate a national debate around dignity in care.

The aim is to create a care system where there is zero tolerance of abuse and disrespect of adults.

Over the past 3 years Dignity in Care has become aware of issues of concern within the Adult Care System; so they recently asked you to complete a 2 minute survey to compile a list of 15 of these issues. 2803 took part in the survey and the top three are:

Top 3 Issues Survey Results

- People are often not listened to or treated as an individual
- People need stimulating activities and a sense of purpose (when in a care home or at home alone)
- People need more autonomy and choice in their daily routines and surroundings

"It might well be that the difference people make individually is a mere ripple on the surface of our care system, but each of those ripples added together create a wave, a social movement, and if this makes life better for some – then it has to be worthwhile."

Sir Michael Parkinson, National Dignity Ambassador



Dignity in Care will now take the top three issues to innovation workshops around the country to see if solutions can be found.

To see full issues list or for more info log onto: www.dhcarenetworks.org.uk

Dignity Action Day

There will be a national Dignity Action Day on the 25th February 2010. Dignity Action Day is supported by the Dignity in Care Campaign & its partner organisations. Visit us at www.dignityincare.org.uk. Contact us at dignityincare@dh.gsi.gov.uk. Or call on 0207 972 4007

Torbay patients and families to benefit from new essential standards of care

From April 2010 new essential standards of quality and safety are being introduced gradually across all health and adult social care services in England. The Care Quality Commission (CQC), the new independent regulator of health and adult social care, will license services if they meet essential standards and constantly monitor them to make sure they are compliant with new legislation about to be passed in parliament.

NHS trusts are the first to come into the new system starting 1 April this year; they will be followed in October by all providers of social care for people over 18 years of age and by providers of independent healthcare. Over the coming two years the system will include all primary care and dentists too....

To read more about the new standards of quality or for more information about the Care Quality Commission go to www.cqc.org.uk

