



March / April 2016

Things you can get active and involved in this month:

- **Members Meet...mHabitat**
- **Talk to our new members of staff**
- **Carers Survey**
- **Review LCH communications**



Upcoming events timetable

April 2016

Mon	Tue	Wed	Thu	Fri	Sat	Sun
				1	2	3
4	5	6 Student nurse assessment day	7 World health day	8	9	10
11	12 • MembersMeet... mHabitat, • WorldParkinson's day	13	14	15	16	17
18	19	20	21 New LCH staff induction	22	23	24
25	26	27 Charity Development Group	28	29	30	

From the feedback you have given about our opportunities so far, our member satisfaction rate for March is 73.3%

In this bulletin you will find new opportunities to get involved in, if you would like any more information on anything mentioned in this bulletin, or hard copies of any of the feedback reports from the Member's Zone or surveys please get in touch. You can also view more detailed reports of any of the activities mentioned in this bulletin and others please visit: www.leedscommunityhealthcare.nhs.uk/membership/_members_zone1/



Members Meet...mHabitat, developing digital technology for health and care services, Tuesday 12th April , 4pm - 5:30pm, Leeds Community Healthcare NHS Trust HQ, Headingley.

A small team with deep knowledge of health and care services mHabitat have hands-on health and social care practitioner experience as well as expertise in digital technologies, facilitation and event management.

The mHabitat team is working alongside a number of Leeds Community Healthcare services, including Wound Management and WATCH-IT Weight Management. to embed digital technology that will improve patient/citizen experience, outcomes and to create better services.

During Aprils Members Meet... they want to get your feedback and opinions on digital health and care services and how digital technologies could be beneficial to healthcare in Leeds. They will be bring along some examples of the work they do for you to try out and experience.

To book your place on this event please email lchmembership@nhs.net or telephone 0113



2208596. Please be aware that booking is essential as places are limited. Full invitation with directions can be viewed at the end of this bulletin.

Join us on our stall to talk to new members of staff at the trust:

There was an article that appeared in last month's bulletin titled 'Come join the team at our corporate induction'. We have been receiving a number of queries about this event so we thought we ought to clarify what the opportunity is.

LCH corporate induction is for new members of staff. During the lunchtime session of the induction there is a market stall place event consisting of different LCH services. During this part of the event the new staff visit each stall to find out more about services in the trust, as the Membership and Involvement Team we have a presence and use it as an opportunity to chat to the new members of staff about opportunities and ideas for involvement in their service. We want our new starters to see that we are person-centred and we do this already by having a member speak to the new starters in the morning session presentations. We are therefore looking for a member to join us for the stall event session to talk to the new members of staff about the benefits of involvement based on experience

Time commitment will be 30 minutes, normally from 12:15pm-12:45pm with the option to have lunch before with us and the other stall holders. The list of dates in which these are taking place are as follows:

- April 21st
- May 17th
- June 16th
- July 12th
- August 11th
- September 8th
- September 27th
- October 20th
- November 15th
- December 15th

If you are interested in doing one or many of these dates please get in touch for more information or to register your interest with the team. You can do this by emailing ichmembership@nhs.net or telephoning 0113 2208 596.



Carers survey results and 'State of Caring' report

We are keen to learn from the experience of carers to improve our services. Here, we look at what carers have told us so far and what carers said nationally in the Carers UK 'State of Caring' report available from www.carersuk.org/stateofcaring. Carers UK carries out an annual survey of carers to build a picture of the state of caring in the UK. The latest report includes the views and experiences of over 4,500 people about what life is like for carers. The key themes included the impact of:

- **Practical** support for carers is essential for many carers to be able to work alongside caring if they want to, juggle other family responsibilities such as childcare and to have a life of their own outside their caring role. Without this support, carers are often pushed to breaking point and have to give up work, stop caring, or even go into hospital themselves
- **Quality** of care so that carers know that their parent, child or partner is in good hands when they are at work, providing childcare or taking some time for themselves. If services are unreliable or poor quality then arrangements break down, leaving carers to pick up the pieces
- **Carers' own health and wellbeing** with carers often finding their own health and wellbeing suffering as a result of the care they provide. By putting their loved one first, carers can put their own needs last, struggling to find time to exercise, eat healthy meals, see friends and family, or even see the doctor. This year's survey has again found that this is having a knock-on impact on carers' physical health, mental health, and relationships with others
- **Social isolation** and loneliness as a result of caring. This may be because they cannot afford social activities anymore, because caring without enough support means they do not have the time to see friends and family, or because it feels like no-one understands what they are going through
- **Financial hardship** from take on a caring role and then facing a steep drop in income if they have to leave work or reduce their hours to care – sometimes a double loss of salary if they are caring for a partner who also has to give up work as a result of their illness or disability. This is further impacted by a rise in expenditure as a result of the additional costs of caring and disability including and the impact of welfare reform
- **Caring and work with difficulties** juggling these responsibilities and carers finding that when there is a lack of support to help with caring at home or a lack of understanding and flexibility at work, it can lead to stress and anxiety, absence, tiredness, isolation and loneliness.

In LCH, 68 carers have responded to our own carers' survey so far and have identified the following key themes:

- Flexibility of appointment times
- Access to appointments, particularly for mutual carers where both people have mobility problems
- Importance of voluntary sector in providing support for carers – more information



- Support to manage caring and work
- Consideration of carer's own needs as well as person they're caring for

We'd like to know how much your experience of being a carer involved in Leeds Community Healthcare reflects these themes? Are the themes what you expected? Are there any you are surprised to see? Are there any missing?

You can share your experience as **someone who uses our services who also has caring responsibilities**, or as a **carer of someone using our services**, by completing our carers' survey online <https://www.surveymonkey.com/r/LCHcarers> or on paper copy available from our health centres, services or the Membership and Involvement Team.

Your feedback will help us identify "every carer, every time... this is what you can expect". If you want to see the results of feedback and the difference your views have made, please go to our website's [Members' Zone](http://www.leedscommunityhealthcare.nhs.uk/membership/members_zone1)
[http://www.leedscommunityhealthcare.nhs.uk/membership /members_zone1](http://www.leedscommunityhealthcare.nhs.uk/membership/members_zone1)



Be involved in reviewing LCH communications

We are looking at ways for people to be involved in giving feedback, developing and reviewing our communications. This includes letters sent to patients about appointments, service leaflets, information about specific conditions or treatments, our new website (coming soon!) and any other engagement LCH and its services has with patients, carers and the public.

We are looking at a range of options including face-to-face groups, online and written feedback and would like to hear from you about:

- **Jargon busting** – what words and terms should be included on our jargon hit list and removed from our communications?
- **Feedback on existing documents** and other materials that we should prioritise for review
- **Your experience of being involved** in reviewing communications in LCH so far (e.g. Reader Group, informal ways of giving feedback) – how easy was it to share your views; how did this have an impact; what was good about this way of giving feedback; what could have made it better?
- **Your experience of how other organisations** involve people in reviewing communications – what works well; what could make it better?

Please let us know your views. You can also register your interest in receiving invitations to this type of involvement activity by updating your preferences [online](#) or by or by contacting the Membership and Involvement Team.



How can we improve support for carers?

Department of Health, 18th March 2016

<https://www.gov.uk/government/consultations/carers-strategy-call-for-evidence>

The Department believes there is a requirement for a new strategy for carers that sets out how more can be done to support them. To help develop the strategy, they want to hear from carers, those who have someone who care for them, business, social workers, NHS staff and other professionals that support carers. The consultation closes on 30 June 2016.

NHS England digital communications survey

NHS England is requesting feedback on how the organisation's digital communication channels can be improved. Please help contribute to making channels as effective as possible by completing a short online survey. It should take no longer than two minutes.

<https://www.engage.england.nhs.uk/survey/nhs-england-website>

Leeds West CCG Patient Leader Training

latest patient events and activities coming up this year with Leeds West Clinical Commissioning Group please click here. For more Information on the patient leader programme follow this link: <http://www.leedswestccg.nhs.uk/get-involved/how/patient-leader-programme/>

Leeds Rhinos - 'Guess the Score' Online Game

NHS Leeds North CCG Working in partnership with the Leeds Rhinos Foundation have developed and launched a new online game. The new 'Leeds Rhinos – Guess The Score' game is open to the public and challenges players to guess the score of future rugby league matches for an opportunity to win VIP tickets to matches. To have a go visit:

<http://guessthescore.therhinos.co.uk/>

Join the Mindmate 16+ Panel

Opportunity for young people living in Leeds aged 16 to 24 to join a new group. The group will influence the look and content of the new young people's emotional wellbeing website MindMate.org.uk and work with website designers. Meetings will be every 2 months and young people need internet access.



Young people wanting to get involved or seeking further information are encouraged to visit the MindMate Facebook page.



- **Student Nurse Assessment Day**
- **Charity Development group**
- **Takeover Challenge 2015 gold commendation**

LCH strike gold with last year's Takeover Challenge

The team are proud to announce that we have received a gold commendation from the Children's Commissioner for the 2015 Takeover Challenge.

Takeover Challenge happens every November and is a national opportunity from the Children's Commissioner for children and young people to 'take over' different aspects of organisations to get involved in making decisions about issues that affect them.

This year the Membership and Involvement Team took it upon themselves to 2015's challenge bigger and better than ever, arranging a total of four takeover days!

31 students from 4 different schools across Leeds including Rodillion Academy, Wetherby High School, Carr Manor and Leeds West Way took over different services and teams within Leeds Community Healthcare throughout November.

You can read the full report online on the [Members' Zone](#).



Leeds Community Healthcare Charity , what's been funded this month :

- Discharge packs for patients at South Leeds Independence Centre (SLIC)
- Craft and activity materials for the Children's Butterfly Team
- Social activities in SLIC and Community Neurological Rehabilitation Centre (CNRC) with young people and national charity Kissing it Better

Our new LCH Charity teabags arrived just in time for the team to attend a special event with the Speech and Swallowing Team at White Rose Shopping Centre. The teabags will be used throughout the year to raise funds and awareness of an upcoming campaign about creating welcoming environments so watch this space!



Armley Helping Hands working on the reconnect project with Leeds Community Healthcare applied for funding to purchase items for a discharge pack for patients who are going back home. The contents of the packs have been discussed during a consultation with patients at an activity session held at the SLIC Unit. The potential items are the items which the patients informed us would be useful and helpful when returning home. The issues raised during the activity session prompted conversations around anxiety and natural concerns about going back home. The packs would alleviate some of the anxiety around hospital/unit departure and assist with returning to their own environment smoothly. The Reconnect Project is a twelve month pilot between Armley Helping Hands and Leeds Community Health Care Trust. The Reconnect Project has appointed two workers with the objective to engage patients who are due to be discharged from the three impatient units (SLIC, CICU and Richmond House). The Reconnect Project aims to assist older people to gain and improve feelings of confidence, wellbeing and control over their own situation within the impatient units, within their own home and community with a view to improving quality of life, improving both physical and mental wellbeing and reducing social isolation. The workers are working in the three sites providing activities, information, advice support and signposting within local communities.

The group also recommended resources for the Children's Butterfly Team such as baking equipment and other creative activities for the older children.



"Sometimes I don't hear about involvement opportunities at all until it's too late and other times I get the same piece of information so many times. Different organisations should work better together" - In our partners' section in this bulletin and on our website http://www.leedscommunityhealthcare.nhs.uk/membership/working_with_our_partners/ we're continuing to promote other involvement opportunities in Leeds. We also meet every 2 months with Healthwatch and partner organisations to share more information about what's coming up in involvement to give you as much notice as possible. If there are activities and organisations that you think we should be working more closely with, please do let us know.

And finally....

A goodbye message from Chloe

As of the 31st of March I will no longer be working for Leeds Community Healthcare NHS Trust. I want to say that I have thoroughly enjoyed the last three years of working with you all. I have experienced so many new things and gained so many new friends.

Whether I've been talking to you and hearing your experiences at various events, or working with you and making real changes in the trust, without a doubt my role in the team really has been a fulfilling one.

I have so many fond memories I can't list them all, but would just like to thank all of you for your involvement. You have made my time in the NHS so rewarding.

All the best,

Chloe



Kirkstall Festival 2014 membership competition with Radio Aire



Talking to members of the public about their experiences at different service open days and events



Giving out donated Christmas presents to the residents at SLIC Christmas Eve party 2013



The Remember Research event at the Town Hall with Leeds University for National Clinic Trials Day 2013

 thank you!



Becoming a Dementia Friend Champion



Attending the Nursing Times Awards 2014 with the Safe and Clean Care Team



Riding the NHS employers float for Leeds Pride 2013 with other NHS colleagues from Leeds

Contact Details

Membership and Involvement Team :

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Leeds Community Healthcare Charity:

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Em Brown, Membership and Involvement Manager:

Email: emily.brown3@nhs.net

Telephone: 0113 8431204

Website:

<http://www.leedscommunityhealthcare.nhs.uk>

Facebook:

facebook.com/LeedsCommunityHealthcare

Twitter: @LCH_engage #activeandinvolved

your
invitation to



mhabitat

Developing digital technology for health and care services
Tuesday 12th April 2016, 4:30pm-5:30pm, Leeds Community Healthcare NHS
Trust HQ, Stockdale House, Headingley, LS6 1PF

We are a small team based in Leeds with deep knowledge of health and care services. We have hands-on health and social care practitioner experience as well as expertise in digital technologies, facilitation and event management. Our vision is for co-designed and sustainable digitally enabled services that enable people to thrive.

The mHabitat team is working alongside a number of Leeds Community Healthcare services, including Wound Management and WATCH-IT Weight Management, to embed digital technology that will improve patient/citizen experience, outcomes and to create better services. At the Members Meet, we Victoria Betton, Alicia Ridout and Steve Lloyd-Smart would love to get your feedback and opinions on digital health and care services and how digital technologies could be beneficial to healthcare in Leeds. We will bring along some examples of the work we do for you to try out and experience.

If you'd like to find out more or have a chat we'd love to hear from you. You can find us at www.wearemhhabitat.co.uk or on Twitter @wearemhhabitat or via email at: wearemhhabitat@gmail.com.

Booking is essential as places are limited to book your place email Ichmembership@nhs.net or telephone 0113 2208 551/ 596 . Light refreshment will be provided, the venue has disabled access and on-street parking.





**Travelling by public transport to
Leeds Community Healthcare NHS
Trust
Headquarters, Stockdale House,
Victoria Road, Headingley, Leeds
LS6 1PF.**

If you wish to take public transport there are a few bus and train options. All of the bus stops and train stations are labelled on the map included below.

Travelling by bus

If you are travelling by bus come your usual route to Leeds, from there you can get busses 1, 6, 28 and 97. These all travel to Headingley via the Woodhouse Moor (Hyde Park Corner) bus stop where you can get off the bus and walk down Victoria Road to Stockdale House, (approximately 10 minute walk).

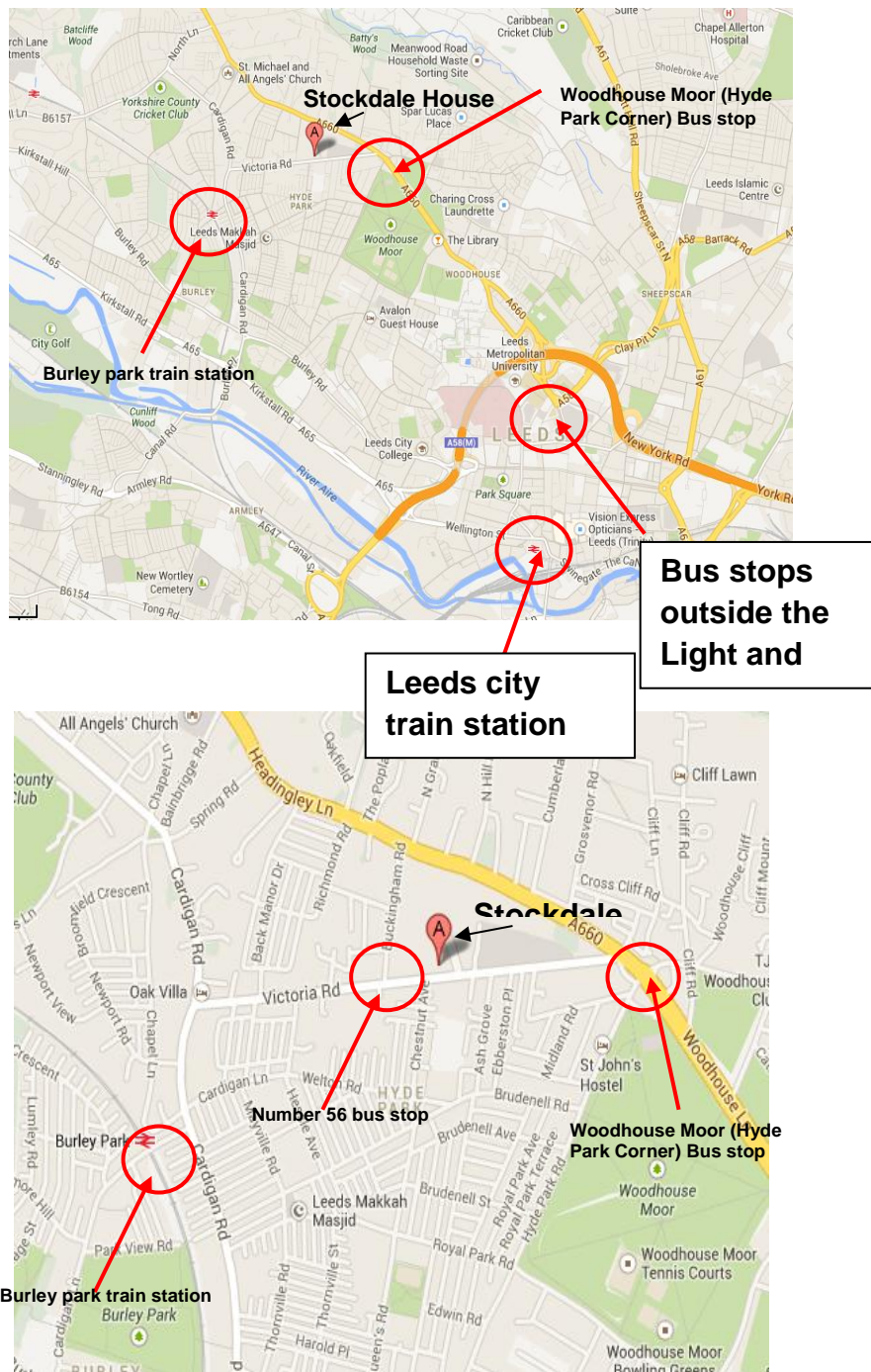
Busses 6, 28 and 97 can be caught from the bus station or from the top bus stop outside The Light shopping centre or opposite Morrison's supermarket.

Bus number 1 can be caught from the top bus stop outside The Light Shopping centre, or opposite Morrison's supermarket.

Another Bus you can catch is the number 56. This can be caught from the bottom bus stop outside The Light shopping centre, or opposite Morrison's supermarket. This Bus stops outside Stockdale House on Victoria Road.

Travelling by train

If you are traveling by train, come your usual route to Leeds. From there you can either get a bus from the options above, or catch the train to Harrogate which travels via Burley Park train station. From there you can walk up Victoria Road to Stockdale House,



**Bus timetables and train routes can
be found by following this link:
[http://www.wymetro.com/BusTravel/
bustimetables/001/](http://www.wymetro.com/BusTravel/bustimetables/001/)**