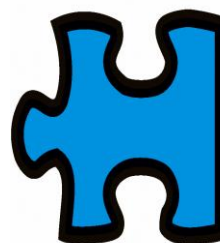


Health & Social Care Update



GWENT
ASSOCIATION OF
VOLUNTARY
ORGANISATIONS

Charity Reg No. 1113558
(Est. 1927)

Company Limited By Guarantee 5590517

Issue 9 – June 2011

New Arrangements published- Processing Retrospective Continuing NHS Health Claims

In February 2003, the Health Service Ombudsman found that a number of people had been wrongly charged for elements of their care when they should have been treated as eligible for CHC and all their care provided free by the NHS.

The Ombudsman recommended that efforts should be made to remedy any financial injustice to patients where the CHC criteria, or the way they were applied, were not clearly appropriate or fair. The recommendation was accepted in England and in Wales.

Currently there are 2,450 claims, of which 950 relate to the period from April 2003 to August 2010. The new Welsh Government Circular WGC 13/2011 sets out new arrangements for processing these retrospective claims and comes into force June 2011. A review highlighted a need to put new arrangements in place so that any claims can be decided within a reasonable time.

These new arrangements should result in only a few complex claims needing a full panel hearing. As it is not a legal process claimants who do not engage the services of a solicitor should not be at a disadvantage. Special Investigators will be appointed to support claimants and collate health and social care records and an independent clinical advisor allocated.

For complex care or where eligibility is disputed a full panel will be convened. The Welsh Ministers have appointed several independent chairs through the public appointment process to hear complex or disputed cases.

For further information about the arrangements in the circular email:

Kathleen.gallacher@wales.nhs.uk or
carol.leslie@wales.gsi.gov.uk

A patient leaflet and information on frequently asked questions with regard to Continuing Health Care are available at the following web link:

<http://wales.gov.uk/topics/health/publications/health/guidance/healthcare/?lang=en>

Putting Things Right

From 1st April 2011, the ways in which NHS Wales organisations deal with complaints, claims and incidents have changed. These new arrangements are set out in the Welsh Government - *NHS (Concerns, Complaints and Redress Arrangements) (Wales) Regulations 2011* and apply to **all** NHS Wales healthcare providers including NHS funded care provided by Third Sector Organisations. By introducing a single and consistent method for grading and investigating concerns, as well as more openness and involving the person raising the concern, the new arrangements represent a significant culture change for the NHS in Wales in the way in it manages concerns and how it deals with things that go wrong. All of the changes are referred to under the umbrella of '**PUTTING THINGS RIGHT**'.

Further information about Putting Things Right and the new arrangements including an explanation of Redress, public information leaflets and posters can be found on the Putting Things Right Website www.puttingthingsright.wales.nhs.uk

if you have any specific queries, please contact members of the Team via email at puttingthingsright@wales.gsi.gov.uk

Training & Resources

Free Cognitive Behavioural Therapy Sessions

Journeys is offering free Cognitive Behavioural Therapy (CBT). There is one session on **Tuesdays from 8pm till 9pm** at the **Graig-Y-Rhacca** Resource Centre in Caerphilly. Journeys will arrange the first session between you and the counsellor, after that, the counsellor takes over with regard to scheduling appointments. If you would like to attend this appointment, please contact me via 02920692891 or jenny@journeysonline.org.uk.

Journeys are also starting sessions on weekends at our office on **Albany Road in Cardiff**. Each session will last 1 hour. At the present time we can only accommodate **4-5 people per week** so sign up fast to secure your place. Journeys is expecting to have more sessions open up within the next few months so, should all the places be booked up before you contact us, we will put you on a waiting list and call you as soon as a session becomes available. If you are interested in attending a session then please contact Jenny on the phone number or email address above.

An Introduction to Health & Social Care

A FREE Course sponsored by UNISON & the Open University

If you work in the frontline of care, this course will build your confidence and skills. The course takes you into the lives of care workers and care service users by using the latest interactive study techniques delivered by the Open University. You will complete frequent activities to set you thinking – drawing on your own ideas and experience to deepen your learning and help you understand the essentials of good practice. Modules of study will include:

- People and places: care settings
- Diverse communities and resources for care
- The sensitivity of care settings
- The shaping of care services
- Working with Life experience: care needs

The course (normally costing £650) is available FREE of charge via UNISON. All applications will be considered – although priority will be given to UNISON members. For further information (or an application form) – please contact Karen or Nicola at the Training Department – Tel 01792 646640

MDF Bi Polar

Self-Management Training Courses in Wales for People Diagnosed with Bipolar Disorder

There are a number of courses being held across Wales. Specific dates and locations will be confirmed nearer the time. Training will be run in August, September and November in Newport and Cardiff and time commitment is 3 days. The Self-management training is designed to give participants a thorough and comprehensive understanding of bipolar disorder and also the concepts, tools and techniques involved in learning to effectively self-manage extreme mood swings. Topics covered include examining the nature and impact of bipolar, identifying triggers and warning signs, coping strategies, medication, support networks, actions plans, advance agreements, talking therapies, complementary therapies and maintaining a healthy lifestyle. Attendance is free and travel costs will be reimbursed. Please contact Michael Grinter on 020 7931 6480 or email michael@mdf.org.uk

New Free IT Courses

DEHOV is a collaborative project between the University of Wales, Newport and the University of Glamorgan as part of the UHOVI (Universities Heads of the Valleys Institute) initiative. The project aims to provide an opportunity for companies based in Blaenau Gwent, Caerphilly, Torfaen, Merthyr and RCT to access IT training for their staff to develop the higher level skills needed for the modern workplace and at no cost to their organisation. The DEHOV project is funded through the European Social Fund (ESF) there is no charge for individuals who work in private or voluntary sector organisations based within the five counties listed above; providing their organisation is eligible for state funding. For more information contact Kelly Edwards 01495 722973.



Voices for Change

The following training is being organised by Voices for Change
Influencing the Welsh Government 29th September 10.00am-4.00pm Baltic House Mount Stuart Square Cardiff £25.

An Introduction to Local Government 19th August, 9.30am-1.00pm Baltic House Mount Stuart Square Cardiff £10. For more information and to book please phone the WCVA helpdesk 0800 2888 329 or email vfcc@wcva.org.uk

Free Help Guide to Mental Health and Debt

No debt problems are unsolvable. It mightn't be easy or quick, but there's always a route. When mental health problems are involved, some special solutions apply.

This is a free 40-page PDF booklet supported by Mind, Rethink, CAPUK and others, for people with mental health problems and those caring for them. It covers how to handle debts when unwell, work with banks, free debt counselling, specific tips for bipolar or depression sufferers. This guide is not only aimed at people experiencing mental health problems, but friends, family and carers who want to help them tackle their finances.

It was written with guidance from several leading charities, including Mind, Rethink, Christians against Poverty and others.

Throughout the guide, there are tips to start taking small steps to cut your debt. We have used real-life case studies from members of the online forum at MoneySavingExpert.com. We've included them to illustrate that you are not alone; hopefully their experiences of escaping from debt may give you hope that you can do the same. The Free Guide can be viewed or downloaded from the following link <http://www.moneysavingexpert.com/cards/mental-health-guide>

Bipolar Carers' Trust needs Tutors

The Bi Polar Carers Trust is expanding their service and as a result is seeking to recruit people to train as Tutors to deliver "Together" Support Sessions to carers. Experience is not necessary, as training will be provided.

The Trust are looking for people who have excellent communication skills, are enthusiastic and motivated, are able to work with others and have the ability to deal with sensitive issues. A full driving licence is also required. Generous fees will be paid for each course delivered.

If you would like to know more about our organisation or know a carer that might benefit from attending one of the "Together" courses please contact : lesleykarenjenkins@gmail.com, tel. 07779 202426 or visit the website www.bipolarcarerstrustuk.org.uk

'My Future' Project to Help People Stay in Control.

Age Cymru is introducing a new initiative to help people have a say on the issues that are important to them should they become ill or frail in later life. 'My Future' is a booklet supported by the Welsh Government that individuals can use to keep a record of the issues that are important to them to maintain their self-identity and dignity.

'My Future' is a contribution towards helping people maintain choice and control in these situations. People can use the booklet to make a list of their preferences on a range of matters that they may encounter if and when they ever receive care 'My Future' will allow people to record their preferences on matters including:

- The people I want to have a say and safeguard my interests
- The places that are important in my life
- My religious or spiritual beliefs
- The possessions I would wish to keep with me
- My pets, and arrangements for their care

For a free copy of "My future" please email myfuture@agecymru.org.uk, or telephone Age Cymru on 029 2043 1555.

Funding Opportunities



Community Regeneration Fund Grant Scheme-Caerphilly Borough

The purpose of the Community Regeneration Fund is to foster and enhance viable and sustainable communities within Caerphilly county borough. This Fund is aimed at enabling community and voluntary sector organisations in the county borough to bid for funding to take forward initiatives they have developed as part of the community planning process.

The closing date for the next round is **12 noon on Friday 2nd September 2011**. For further information or to request an application pack, please contact Vicki Doyle on 01443 864403 or send an e-mail to doylevm@caerphilly.gov.uk.

Rural Development Plan – Caerphilly Borough

Basic Services Community Key Fund

The purpose of this grant scheme is to enhance or provide additional basic services for the rural economy of Caerphilly county borough, and to improve access to a range of services and develop better links between remote and more densely populated areas of the county borough. £120,000 capital and £120,000 revenue funding will be available up until 31st September 2013.

Village Renewal & Development Key Fund

The purpose of this grant scheme is to improve the physical environment of villages and communities, and to conserve the rural heritage of Caerphilly county borough. £150,000 capital and £100,000 revenue funding will be available up until 31st September 2013.

A single application form will be used to cover both grant schemes, with funding being allocated from the most appropriate source of funding. Awards will be for a maximum of 80% of total project costs, with the balance of funding being provided by the applicant from their own funds or other match funding sources. All match funding must be cash, as volunteer time or in-kind funding is not eligible as a form of match funding for either grant scheme. The maximum awards made will be £25,000 capital and £30,000 revenue.

Please note that applicants to both these grant schemes must also be located in or delivering services to the residents of the RDP targeted wards (Twyn Carno, Moriah, Darren Valley, New Tredegar, Argoed, Crumlin, St Cattwg, Nelson, Maesycwmmmer, Llanbradach, Aber Valley, Bedwas Trethomas & Machen, St James, Ynysddu) or service centres (Pontlloctyn, Aberbargoed, Newbridge, Abercarn, Penyrheol, Ystrad Mynach) For further information, please contact Vicki Doyle on 01443 864403 or send an e-mail to doylevm@caerphilly.gov.uk.

The Triangle Trust 1949 Fund

The Triangle Trust 1949 Fund is currently inviting applications from charity organisations to support projects that support:

- carers
- community arts and education
- disability
- older people
- poverty
- integration and rehabilitation

Grants are normally in the range of £1,000 and £10,000. Successful projects will either maintain an open, inclusive society or promote integration (or reintegration) of individuals or groups into society. Preference will be given to:

- smaller charities
- charities which serve a locality or region of the UK, rather than national charities
- causes which find it more difficult to raise funds from the general public

The next application deadline is the 12th August 2011. More information can be viewed at:

http://thetriangletrust1949fund.org.uk/index.htm#Service_Provided

Communities First Trust Fund

The Communities First Trust Fund (CFTF) aims to support small voluntary organisations that are based in a Communities First area, in activities that involve local people and provide a positive benefit in their community. Enabling small voluntary organisations to make a difference in their community is the emphasis of the CFTF and is part of the eligibility criteria. Applications are welcome from a range of community projects including music and the arts. However, the activities must provide some measure of economic, environmental, social or cultural benefit for people living in a Communities First area.

The CFTF is a scheme funded by the Welsh Assembly Government aimed at small community led organisations in Communities First areas in Wales. The fund is administered by WCVA.

PLEASE NOTE: There are several changes to the eligibility criteria and guidelines for CFTF this year and therefore it is important that you read the guidelines before completing your application. **The deadline date for submitting completed applications with all supporting documents is Wednesday 30 November 2011.** For further information contact the Communities First Helpline on ☎0800 587 8898 ✉ help@wcva.org.uk

What's New.....

Shelter Cymru – Housing Benefits are Changing! Campaign

Due to the changes in housing benefit entitlement, Shelter Cymru is running a national campaign to inform people in Wales about the changes to housing benefit has been launched. Shelter Cymru, Community Housing Cymru, Citizens Advice and the Homelessness Network have teamed up to run a co-ordinated publicity campaign to ensure that tenants in the private and social rented sectors know what the changes involve and where they can get advice. If someone you support needs help to pay rent you need to find out how the changes will affect them. You can get advice from Shelter Cymru by calling their helpline on 0845 075 5005 or visit www.sheltercymru.org.uk

Warning! 6 million EHIC Cards Out of Date

The free European Health Insurance Card (EHIC) gives health cover in state-run hospitals and at GPs in all 27 EU countries, plus some others. Yet many who think they're covered aren't.

- Check the date. Over 6m cards will expire in the first half of 2011, never mind those already dated. If going to Europe ensure all cards are valid. See the EHIC guide for how to renew/apply.
- If it's free for them, it's free for you. With an EHIC you pay what a local pays. If it's free for them, as in Spain, it's free for you. If they pay, as in Germany, you pay the same. See country by country list.
- Always carry your EHIC. You must present it to be covered, so don't leave it at the hotel. Keep it in your purse or wallet.
- Children need their own. Include under-16s as dependents on a parent's or guardian's application form and they'll be sent an EHIC too.

But beware!

Watch out for websites demanding a fee for the EHIC. Search on the internet for 'EHIC' and you'll find sites that describe themselves as 'reviewing' or 'forwarding' services, charging around £10 to process your application. They often look official, but scroll to the bottom and you'll find a tick box asking for cash.

ALWAYS use the official site, www.ehic.org.uk, to get yours for free, there's no need to pay. The Office of Fair Trading (OFT) has taken action against several sites who deceptively sold EHICs in 2010, see the [OFT website](#) for more info. Although it isn't unlawful to charge for a reviewing and forwarding service, tricking consumers into spending on unwanted services is.

Sickness and Absence Review

DWP and BIS recently announced that they have commissioned an independent review of the sickness and absence system in Great Britain, to look at the incentives and costs within the system and whether these can be improved. The aim is to reduce the numbers of people flowing from work to long-term ill-health benefits. The review is to be co-chaired by Dame Carol Black, National Director for Health and Work and David Frost, Director General of the British Chambers of Commerce.

This is a key opportunity for representatives of employers to contribute to the review to help shape how the cost of sickness absence is shared by employers and government. Moreover, the review also presents an opportunity to influence incentives for employers to invest in services to reduce absence. It is important that the views of Welsh stakeholders are fed into the review and you can write direct to DWP at sickness.absencereview@dwp.gsi.gov.uk. Further information on the review is available at www.dwp.gov.uk/policy/welfare-reform/sickness-absence-review/

Review of Respite Care in Wales

When the Welsh Assembly Government published its draft Carers Legislative Competency Order (LCO), the Deputy Minister for Social Services made a statement to Plenary in which she said: "We intend to commission independent research to assess the existing usage, capacity and range of respite provision across Wales and the patterns and volume of demand for respite services and whether there are any differences between the various groups of people being cared for and their carers. This work will also embrace an assessment of costs and the research will enable us to undertake an informed consideration of an appropriate response for the development of a possible Measure."

The Deputy Minister commissioned LE Wales to undertake the work. Limited evidence existed in Wales regarding the existing usage, capacity and range of respite provision and the patterns and volume of demand for respite services.

The report can be found at <http://wales.gov.uk/docs/dhss/consultation/110315reporten.pdf>
02920 475 948

Nest Making Wales Cosy!

Nest is a new Welsh Assembly Government programme designed to help people that are finding it difficult to pay their energy bills. The scheme offers householders a range of free home improvements to help them heat their homes more efficiently and stay warm without facing huge energy bills.

The Nest programme takes a 'whole house' approach to determining what energy improvement work would be most suitable, some examples include:

- Loft and cavity wall insulation
- Solid wall insulation
- Draft Proofing
- Boiler replacement
- Loft and cavity wall insulation
- Solid wall insulation



To obtain Nest energy improvement work you must be receiving a means tested benefit, your property must have an energy efficiency rating of F or G and be privately owned or privately rented. Nest is the Welsh Assembly Government's New Fuel Poverty Scheme and British Gas is the delivery partner for the scheme.

In order to promote Nest where help is most needed, we are keen to work with you as you have the local knowledge of the most vulnerable householders and communities. In return for your support and referral, we are committed to supporting you and your organisation with information and regular feedback to ensure you understand the impact you are making on Nest.

For further information on the Partner Marketing Team and how we can work with you on Nest, please contact: Adam Chown – adam.chown@est.org.uk or 02920 475 948

Welsh Government Health and Social Care Committee Announced

The Membership of the Health and Social Care Committee of the Welsh Government has finally been decided with the Chair announced as Mark Drakeford. The cross party membership is as follows; Mick Antoniw (L), Rebecca Evans (L), Vaughan Gething (L), Lynne Neagle (L), Darren Millar (C), Janet Finch-Saunders (C), Elin Jones (PC), Lindsay Whittle (PC) and Kirsty Williams (LD)

Introducing the Touch Trust

'Serving adults and children affected by profound and multiple disabilities'

Dilys Price the Director of Touch Trust is keen to raise awareness in Wales of the unique work carried out by the Touch Trust providing holistic and sensory programmes. The Touch Trust is based in Cardiff and delivers creative, touch-based movement and dance programmes tailored for individuals affected by profound and multiple disabilities, Autism Spectrum Disorders and behaviour that challenges.

Sessions within the purpose-built Cardiff centre are led by specially trained and experienced staff and are available to all. The intensive interaction benefits participants both in physical and mental health, involving sensory integration and praise which enhance the quality of life and enjoyment for their guests, their carers and families.

Along with daily sessions for their centre's guests, we run workshops and training for parents and professionals who work with vulnerable people. These range from half day workshops providing introduction to Touch Trust techniques, to OCN accredited programmes for session leaders. The Touch Trust also provide (and are keen to grow) outreach services across Wales within educational and community settings as well as group sessions for schools, community houses and day centres. 'Touch Trust rooms' with staff especially trained now exist in several locations across Wales. To find out more please visit the website: www.touchtrust.co.uk or mailto: info@touchtrust.co.uk

Discharging Patients from Hospital to a Care Setting

LG/ML/001/11 Supplementary Guidance to Welsh Health Circular 2004(066):

This supplementary guidance clarifies the position on implementation. It explains that indefinite occupation of a hospital bed by a patient who is "ready for discharge/transfer of care", while awaiting their choice of care home, **is not** appropriate.

It explains that patients should be asked to make choices of care homes, and that interim accommodation must be utilised if none of these choices becomes available within the discharge planning period. It makes clear that the patient has the right to move to a care home of choice at a later date, should one become available.

The respective roles of Local Authorities and NHS Boards in the discharge process are also clarified. Health Boards are responsible for discharge planning arrangements, whilst local authorities have responsibilities for post hospital care arrangements. The supplementary guidance can be found at

<http://wales.gov.uk/topics/health/publications/health/letters/2011/letter/?lang=en>

Crossroads Care, South East Wales are on the Move!



The Crossroads Care South East Wales office in Caerphilly will move to a new base on 20 June 2011. The Caerphilly Care Team will be located at Crossroads Care South East Wales Headquarters, County Hospital, Griffithstown, Pontypool NP4 5YA, Tel: 01495 769996, Fax: 01495 213949, Email: careteam2@crossroads-se-wales.org.uk Please note that services will not be disrupted by this move.

Dates for the Diary



WALES & WEST VISION CONFERENCE 2011 Thursday 7th July, 2011



The Main Hall, University of Newport, Caerleon Campus, Newport, South Wales, NP18 3NT

This unique one-day conference is aimed at anyone involved with sight loss and supporting people with sight loss, across the public, voluntary and private sector. This conference is a wonderful opportunity to find out about; innovative and leading edge research which has been taking place in the UK, to meet, share ideas and discuss the way forward.

Speakers include Dr Declan McKeefry, Reader in Visual Neuroscience, University of Bradford to speak about "Dementia and Sight Loss", and Dr Jag Mallya, Consultant Physician, Aneurin Bevan Health Board to speak on "Vision and Falls". There will also be an exhibition at lunchtime of technology companies and other organisations in the field of sight loss. Conference fee : £90 per delegate including refreshments and lunch. There are a number of discounted places for Social Care Association members. For more information and to book please contact Nirmala Pisavadia Tel : 01495 763650 Nirmala@sightsupport.org.uk



Public Health Conference 21 September 2011 at the SWALEC Stadium Cardiff

A public health conference which focuses on the theme of health inequities will be held this September in Wales. The Welsh Government's reducing inequities in health strategic action plan '[Fairer Health Outcomes for all](#)' will provide a framework for the conference.

The conference will have a very practical focus and is for policy and decision makers in the Welsh Government, NHS, local government and the third sector. Speakers will include:

- Carwyn Jones, First Minister;
- Lesley Griffiths, Minister for Health and Social Services;
- Sir Muir Gray CBE MD, Director of the Oxford Centre for Healthcare Transformation;
- Dr Jessica Allen, Project Director, Marmot Review Group;
- David Sissling Chief Executive of NHS Wales;
- Dr Tony Jewell, Chief Medical Officer for Wales;
- Professor Sir Mansel Aylward CB, Chair of Public Health Wales.

The conference will include a number of breakout sessions which will be led by a range of stakeholders including the WCVA and WLGA.

A full agenda will be published shortly but anyone wishing to attend should register their interest <http://www.wales.nhs.uk/sitesplus/888/page/53880> Information will then be sent out to allow delegates to register for a range of breakout sessions.

The conference is free to attend for anyone working in Wales with a cost of £200 for anyone attending from outside Wales. For more information contact [Susan Belford](#), Public Health Wales on 029 2082 7640

Substance Misuse Service Changes in Caerphilly Borough

CRI, a leading health and social care charity, has been commissioned to deliver the Adult Alcohol Service and Young Person's Substance Misuse Service across the borough of Caerphilly. Operating from Wednesday, June 1st 2011, CRI's new treatment system will provide a focus not just upon reducing the harm caused by substance misuse to individuals and communities but upon ensuring people have the resources to sustain abstinence independently within their community. John Adcock, Deputy Director of CRI, said: "The new Adult Alcohol Service and the Young Person's Substance Misuse Service are designed to be easily accessible to anyone who needs support and will be tailored to the needs of the individual.

"Our aim will be to support people to overcome their dependence on substances and live healthier and safer lives. To contact the Young Person's Substance Misuse Service, call 07557 059663 or 02920 807625/807627. For the Adult Alcohol Service call 07557 059734 or 02920



“Taking the Wheel”

a campaign by people with a serious mental illness to drive their own recovery



Hafal Caerphilly’s “Taking the Wheel” event at Bargoed Community Centre (next to the TARAGGAN Site, Park View, Bargoed, CF81 8QD) on Wednesday 10th August 2011 from 10am to 3.30pm. “Taking the Wheel” is a national campaign promoting the empowerment of mental health service

There will be information available from professionals that cover a broad range of topics, Voice Radio will be playing your favourite tunes and there will also be interactive games and a chance to join in with some friendly competition on our camper van rally simulator! Light refreshments will also be available throughout the day. The event will feature Hafal’s VW microbus and you’ll be able to literally to ‘take the wheel’ in our camper van rally simulator. We hope you can join us! Please contact me by Friday 29th July to let me know if you can attend (you can either reply via e-mail: hyderus@hafal.org, or call me on 01443 879725).

Free Swim Friday!

Why not take advantage of the brand new ‘Free Swim Friday’ sessions, starting this Friday at council run swimming pools across Caerphilly county borough?

The Free Swim Friday sessions are available to residents of all ages. The swim session activities will vary depending on which centre you choose to attend, activities may include music, floats, slides and games - there is something for everyone. The sessions take place at the following leisure centres on Fridays:

Caerphilly 12.00pm–6.00pm	Newbridge 6.00pm – 8.00pm	Heolddu (Bargoed) 1.15pm – 2.00pm 4.30pm – 6.30pm (Deep end Only)	Risca 6.00pm – 7.45pm
Bedwas 5.00pm – 7.30pm			

For more information about leisure centres near you, visit www.Caerphilly.gov.uk/LeisureLifestyle

Note: A Smartcard will be required to access your free swim - access without a Smartcard will be charged at the appropriate rate. Smartcard application forms can be obtained from local leisure centres or online https://smartcard.caerphilly.gov.uk/smartconnect/app_initiate.asp

If you have some news to share, for example; a new project, events, training opportunities please contact
 Susanne Maddax, Health and Social Care Facilitator
 on 01443 863540 or
susanne.maddax@gavowales.org.uk

