

Dear all,

Please find information below on:-

- **End Loneliness in Mendip (ELiM)**
 - **Do you want to help improve maternity services in Somerset?**
 - **Planning for World Elder Abuse Awareness Day (WEAAD) - Thursday 15 June 2017**
 - **Spotlight on Care Act Advocacy**
 - **Signposting Adult Social Care Community Connect Drop-ins**
 - **Drop-in service for male victims of domestic abuse opens in Taunton**
 - **Somerset Suicide Bereavement Support Service**
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- **Useful website links:**
 - www.carersvoicesomerset.co.uk
 - <https://www.england.nhs.uk/tag/nhs-citizen/>
 - <http://www.cqc.org.uk/content/get-our-newsletter>
 - www.cqc.org.uk
 - www.somersetparentcarerforum.org.uk
 - <http://healthwatchsomerset.co.uk/>

Please share this with colleagues who may be interested in being added to the circulation list to receive the bulletin regularly. Please contact me on susan.lilley@somersetccg.nhs.uk if you have any information you would like added to future PPG bulletins.

Kind regards

Sue Lilley

Patient, Public Experience and Engagement Coordinator

Somerset Clinical Commissioning Group | *Working together to Improve health and wellbeing*

Wynford House | Lufton Way | Lufton | Yeovil | Somerset | BA22 8HR

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Email: susan.lilley@somersetccg.nhs.uk

Website: www.somersetccg.nhs.uk

Subject: End Loneliness in Mendip (ELiM)

The Mendip Local Implementation Group (LIG) has agreed to support a project focussing on reducing isolation of individuals in our communities. This has been given the name of 'End Loneliness in Mendip' (ELiM). <https://endlonelinessinmendip.org.uk/>

It is known that loneliness can lead to both poor physical and mental health outcomes and to a large extent the problem goes unseen and what we do see is the 'tip of the iceberg'.

Working with Health Connections Mendip, a website has been developed which the LIG would like to be shared as widely as possible. This website has brought together the links and details of as many services in Mendip to help people who are isolated and would like support. It is also aimed at services that have contact with people who are isolated to enable them to offer support through the various agencies and support groups if they want it. The link is given below.

Shortly the LIG will announce a wider launch of the ELiM through the Mendip District Council communications team.

I hope you will feel able to support the project and raise its profile by sharing the website link within your communities.

Dr Geoff Sharp
Chair, Mendip Local Implementation Group

Subject: Do you want to help improve maternity services in Somerset?

Do you want to help improve maternity services in Somerset?

If you are a clinician or member of the public, join us for an interactive workshop to improve user experience with maternity services.

Wednesday 12 April 2017

10.00am – 1.30pm

(lunch to be provided at 12.30pm)

**At Taunton Racecourse,
Corfe TA3 7BL**

Focus: Treating women and families with dignity, compassion and respect

Identify: What needs to change, why it matters and how can we do this?

Method: Highly interactive, lively, creative and fun

To register

Phone: 01935 381933

Fax: 01935 384079

Email: lee.reed
@somersetccg.nhs.uk

Post: Somerset CCG, Wynford
House, Lufton Way, Yeovil BA22 8HR



Maternity Experience Workshop - Wednesday 12 April 2017

Somerset CCG will be holding an interactive [Maternity Experience Workshop](#) to help understand and improve the maternity experience across Somerset.

The workshop will be highly energetic. Your insight and participation is requested to enjoy an in-depth conversation in a relaxed, inclusive, non-threatening environment.

Ideas generated will be analysed and will influence a county-wide action plan of improvements to maternity services.

When? Wednesday 12 April 2017 - registration from 9.30am, main event starts at 10.00am, and lunch will be provided from 12.30pm.

Where? The Gallery, Taunton Racecourse, Corfe, Taunton TA3 7BL

Focus: Treating women and families with dignity, compassion and respect

Identify: What needs to change, why it matters and how can we do this?

Method: Highly interactive, lively, creative, fun

Please register using one of the following contact options:

Email: Lee.Reed@somersetccg.nhs.uk

Phone: 01935 381933

Fax: 01935 384079

Post: Somerset CCG, Wynford House, Lufton Way, Yeovil BA22 8HR

Parents are welcome to attend with children, and baby changing facilities will be provided.

The venue is accessible and disabled parking is available. Please let us know as soon as possible if you have any additional access needs or any specific dietary requirements.

Subject: Planning for World Elder Abuse Awareness Day (WEAAD) - Thursday 15 June 2017

The Somerset Safeguarding Adults Board (SSAB) is busy preparing for World Elder Abuse Awareness Day (Thursday 15 June 2017), and for our 'Stop Abuse' week commencing 12th June. This year we will be concentrating our efforts on helping people to stay safe at home. Further information will follow in our next edition. In the meantime, you can find out more via:

<http://elderabuse.org.uk/world-elder-abuse-awareness-day>

Subject: Spotlight on Care Act Advocacy

Care Act Advocacy is free, confidential and independent of all other services.

Who can get a Care Act Advocate?

- An adult who receives care and support, or is likely to need care and support services
- A carer of an adult who receives care and support services
- Anyone having substantial difficulty in being involved in their care or support planning.

What does substantial difficulty mean?

'Substantial difficulty' means that you might:

- Find it hard to understand the information about your care or support
- Find it hard to make decisions about your care and support
- Find it hard to tell people what you want
- You are not able to 'weigh up' the benefits and burdens of a decision *and*
- You don't have any family or friends who are able to support you.

What can an Advocate help you with?

- A Needs assessment
- A Carer's assessment
- Preparation of care, or care and support plans
- A review of care, or care and support plan
- A safeguarding enquiry
- A safeguarding review
- Making an appeal against a decision made by the Local Authority.

What will the Advocate be able to do?

- Meet and talk with you in private
- Help you to understand the care and support assessment or review process
- Help you communicate your views and wishes
- Assist you to make your own decisions and/or help you challenge decisions made by the local authority

If you receive or need care and support services, you have rights under the Care Act 2014.

If you have difficulty with being involved in your care and support, you may be entitled to a Care Act advocate.

- Explain what your rights are and how you can exercise them
- Support you through an adult safeguarding process
- Talk to others who might be able to help on your behalf
- You have a right to decide not to have an advocate at any time
- An advocate will always ask your consent before doing anything on your behalf.
- Explain what your rights are and how you can exercise them
- Support you through an adult safeguarding process
- Talk to others who might be able to help on your behalf

- You have a right to decide not to have an advocate at any time
- An advocate will always ask your consent before doing anything on your behalf.

For more information:

Call 0333 3447 928 Monday to Friday during office hours

Email somerset@swanadvocacy.org.uk

Visit www.swanadvocacy.org.uk or www.somerset-ias.org.uk

Swan Advocacy

Hi Point

Thomas Street

Taunton, Somerset TA2 6HB

Subject: Signposting Adult Social Care Community Connect Drop-ins

Local Community Connect drop-ins have been taking place across West Somerset to make it easier for people to have a conversation and get quick and useful advice. The innovative pilot has also seen adult social care services working closely with community agents, local care and support providers and community groups to share information and identify opportunities to improve services in the local area for people.

This way of working promotes independence and encourages people to fulfil their potential and live the life they want to live. Some people's needs can be best met by community support. Regular socialising, physical activity or a small home adaptation can make a big difference to keep someone healthy and well – without the need for traditional social care support.

To see all Community Connect drop-in dates and venues, visit:

<https://www.somersetchoices.org.uk/adult/information-and-advice/information-about-social-care/drop-in-for-advice/>

Subject: Drop-in service for male victims of domestic abuse opens in Taunton

Who is it for?

The drop-in service is available to all adult (18+) male victims / survivors of domestic abuse.

How can it help?

Staff will support you, listen to you, and provide impartial information on a one-to-one basis. Independent Domestic Violence Advisers can discuss options with you to help you stay safe.

How do I use this service?

You don't need to be referred to use the service – simply drop-in to its weekly session.

To find out more, visit:

<http://www.mankind.org.uk/somersetdropin/>

You can also call the confidential helpline, open weekdays 10am-4pm 01823 334244
Always call 999 if you are in immediate danger

**Subject: Somerset Suicide
Bereavement Support Service**

- Available to anyone bereaved by suicide in Somerset
- Helpline open 24 hours a day

0300 330 5463 bereaved@mindtws.org.uk

- Monthly Suicide Bereavement peer support
group <http://mindtws.org.uk/somerset-suicide-bereavement-support/>