

POSITIVE ACTION GROUP

'Because your health matters'

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IOM Health & Care Association



Why we need the association

- **Social Services Division**

Commissioning and monitoring the service providers

- *1.81 The Inquiry was profoundly concerned by the evidence received in Part 1 about the lack of clarity on policies, responsibilities, roles, communication and monitoring between the Social Services Division and the providers of services. An effective service cannot be run unless each party is clear what service it is they should be running and the division is able to reassure itself of the quality of service it has commissioned for the children and young people for whom it remains responsible.*

Why we need the association

Management

- *1.89 The Inquiry has been concerned by the many examples of poor management within the Social Services Division. Reports by the Internal Audit Division of the Treasury into Children and Families Services in 2002 and 2004 revealed severe and persistent failings. The recent Report by the NSPCC sets out the results of its audit of 47 current cases in social services. It identified a number of areas of serious concerns. It indicates a continuation of the same dire problems that were seen during Part 1: poor records and record keeping, few formal assessments, limited care plans and poor management oversight (paragraphs 24.120 to 24.134).*

Why we need the association

- **Recommendation 123**
- *The Inquiry recommends that the Council of Ministers requires each relevant department and in particular the Health Division, Social Services Division, the Department of Education, Police Service and Probation Service to be inspected on a regular basis by an independent inspectorate from another jurisdiction.*

Commission of Inquiry into the Care of Young People –
May 2006

Why we need the association

- *“The Commission found that some guidelines for best practice had been implemented but found little evidence of how this process of implementation was linked with the planning of services in delivering treatment and care for patients.*
- *Partial implementation of guidance or best practice could leave hospital services with inconsistent or unsafe approaches to care and treatment, vulnerable to criticism, and could invalidate informed consent by patients or leave the hospital open to potential litigation.”*

Why we need the association

- *The Healthcare Commission heard mixed views from patients about staff and services at the hospital. Many patients were very positive about their time in the hospital, describing care as excellent with prompt attention, friendly staff and positive outcomes. Other patients said that some staff, from a cross-section of services, exhibited a poor attitude towards them, and described staff as offhand and dismissive. These comments apply to a small minority of staff only, but had a detrimental effect on the experience of the patients affected.*

Why we need an association

- *Provision of an excellent health service needs to be seen in the context of the skills and experience of the available workforce, so that politicians, the public and staff in the health service understand and accept what the hospital can and should provide and what it cannot and should not provide. With effective processes to secure corporate, clinical and financial assurance in place, the hospital has the potential to provide services of a high quality that are safe, sustainable and affordable in the long term.”*
- Review of healthcare provided by Noble’s Hospital - Isle of Man
© 2006 Commission for Healthcare Audit and Inspection

Why we need the association

- *“The smell of urine was overpowering, the standard of decoration poor and the atmosphere dismal. We found a rat trap in a wardrobe. Kneeling on the carpet left wet patches on your trousers. There was excrement on the bedroom carpet next to a soiled commode, and smeared on a drinking glass.”*
- *“This is the other side of the Island’s dementia care that the public should be made aware of, because it is what our family witnessed first-hand. If this is all the government can offer the Island’s elderly mental health patients, it’s a disgrace.”*

Letter to the IOM Examiner, December 2008

Why we need the association

- *“I saw this awful pressure sore on 26th January 2006, the day she went into Southlands (from Grianagh Court). It was made clear that there was to be no attempt to reverse the life-threatening neglect. My sister is frail, paralysed from the waste down and was born in 1926. No catheter was ever used. Because the family made inquiries she went to Noble’s surgical ward on 8th February 2006. If I had not seen this awful pressure sore, she would have died in Southlands, the criminal medical negligence covered up.”*

From a letter to the Manx Herald, April 2009

Why we need the association

- *“I had many run-ins with the staff there, over her continually being left in soaking pads, the neglect of her ulcerated leg, MRSA had already been found in her ulcer before because of neglect.”*
- *“A senior nurse would deliberately leave mum until well after the other residents had gone in the dining room as a ‘punishment’.”*
- *“Nobody can hurt her now, she’s at peace – but I can’t forget all the unnecessary suffering she endured.”*

Letters to the Manx Herald October 2010

Who we are

- IOMH&CA is a non-governmental membership association and is applying to become a Manx registered charitable company limited by guarantee.
- The association is more than just a patients association and we will look to protect the interests of all residents who may require the services of health or care providers.
- The charity will be governed by a board of directors/council who are also trustees, managed by an executive committee and will also comprise a number of patrons. Many of these people are likely to be retired health or care professionals who support the objects of the charity.

What we will do

- The IOMH&CA will:
- seek to protect and progress the health and well-being of the people of the IOM
- actively campaign on behalf of patients and other health and care service users with the aim of ensuring:
 - i) a world class health and care system operates in the IOM;
 - ii) all Island residents have equal access to high quality health and social care; and are involved in all aspects of the decision making regarding their health and social care
- provide an independent information service to residents of the IOM on all matters relating to their health and well-being; including a telephone helpline

What we will do

- scrutinize the activities of Tynwald Court, the Government of the Isle of Man, and other relevant service providers, and bring to the attention of the general public, and other interested parties, policies, practices and activities that are, or appear to be, in conflict with the protection and progress of the health and well-being of the people of the Island.
- seek to have suitably qualified members of the association appointed to public or private sector consultative, regulatory or advisory health and care bodies.

What we will do

- bring to the attention of the general public and any appropriate Island organisation information, policies, and practises that could be beneficial to the health and well-being of the Island's population.
- have an informative website and produce regular newsletters for distribution to members and other people or organisations the association wishes to engage with
- make oral and/or written submissions to parliamentary/governmental etc inquires and consultations on matters relating to the objects of the association.

What we will do

- provide assistance and/or representation to any individual or group who requests the support of the association in regard to a health and/or well-being matter; in so much as the assistance and/or representation is appropriate and the matter clearly falls within the remit of the association
- commission and promote research projects and reports on matters relating to the objects of the association
- encourage community involvement in health and well-being issues by stimulating discussion and debate
- co-operate with other bodies, including governmental ones, in the furtherance of the association's objectives

What we won't do

- provide health or care services
- replicate activities conducted by other organisations based on the IOM (unless they compliment the established activities)
- compete for funding with other charities who provide essential/beneficial health or care services to the community
- act as a complaints conduit for other organisations (although we may offer help and guidance on their complaints procedures, or if a complaints procedure fails to perform in accordance with its own rules)

Who can become members

- Membership is open to anyone who supports the objects of the association; but members of Tynwald, civil servants and public sector health and care employees or contractors with managerial responsibility cannot serve as directors, trustees or executive committee members. This is because the association wishes to demonstrate to the general public its independent status and that it is free of government influence.
- This restriction will also apply to persons involved in the provision of private sector health and care provision in order to avoid possible conflicts of interest.
- Different classes of membership will be available, inc. concessionary. Initial individual membership is expected to be in the order of £20/year.
- Members will be able to become involved in the association in a number of ways, possibly by helping to raise funds, volunteering to answer the telephone, or perhaps, if they have a specialist knowledge of a particular health or care issue, offering to assist with the preparation of reports or submissions to consultation documents.

How will we be funded

- Most of the association's start up costs and some of its initial operating costs are expected to be funded by a trust that is being established by Kate Beecroft MHK for this purpose.
- However, in the longer term it is expected that a combination of membership fees, corporate sponsorship, donations and fund raising activities will meet the cost of operating the association.
- Obviously, the more successful the association is in raising revenue the greater amount of work it can do on behalf of its members.

How will we know if we have been successful

- There are potentially many ways in which the association could be assessed to be a success, although the association may not always be able to claim the sole credit for something which is deemed to be a successful outcome.
- However, some of the successful outcomes could be:
 - a) the government and other service providers engage with the association, listen to our views and suggestions and services or some other aspect of the IOM health & care system improves
 - b) the number of complaints regarding the health and care system on the IOM reduce
 - c) members of the public express a greater confidence in the health and care services provided on the IOM
 - d) regular audits are conducted in our hospitals and care homes to ensure patients and residents are receiving the standard of treatment and care expected

Any questions

Isle of Man Health & Care Association

