





and that the contract is not due to change until April 2011.

- Sandra Cottrell asked if it was not in the interests of DCC to co-operate.  
Dave Haw responded that the senior management, OSC and County Councillors see the value of co-operating with the LINK. Dave Haw stated that since the meeting between himself, Nick Whitton and Paul Johnson (regional LINK lead) that things have moved on and that opportunities have opened up for the Enter and View team to make visits. Asked if the group were going to have a work plan of visits, Dave Haw responded that they would.
- Alesha followed this up by stating that following the Residential Care Home meeting, 4 homes have agreed to let the Enter and View group visit.
- Sheila complimented Dave and the Management Committee for the work they have done however stated that she was upset that the LINK seem to be playing 'footsie' and asked what other LINKs around the Country are doing.  
Dave responded that Paul Johnson felt that County Durham LINK are ahead of other LINKs and that only County Durham LINK are conducting Enter and View as it was intended. Therefore we were not able to learn from other LINKs as to how to overcome these problems.  
Dave also stated that other LINKs are taking a parochial approach to engagement, and are not looking at the services offered to the members across their borders. Whereas County Durham LINK are interested in what happens to its residents when they cross the border to access services.
- Sheila accepted what Dave Haw had to say and thanked him for his answer. She then asked what is happening to those people in homes being neglected, vulnerable people who can't speak for themselves, or are not aware of what is happening to them.  
Dave referred to Louise Lyons letter and stated that it is everybody's responsibility to report a Safeguarding issue to the team at DCC. If any individual from the Enter and view group know of or see a Safeguarding issue but do not feel able to report it themselves then Dave asked them to report it to the Host team who will inform DCC.
- Michael and Syd both expressed concerns that LINK are being left out and instead are going to become a post box for complaints and issues.
- Dave responded that the Enter and View team can still go into Residential Care homes to visit however we need to go in under DCC rules. The LINK would not go in to a home with DCC, instead our team would go in separately and

report back any findings.

- Michael Dalton talked about the Residential Care Providers meeting, stating that to begin with many of the Care Home managers were hostile to the idea of the LINK doing an enter and view visit. This was because they had been given the impression that the LINK would only investigate problems and would act as inspectors. However once the concept of Enter and View had been explained to them many of them were more relaxed and positive about the idea of a visit.
- Several members expressed concerns that we were asking for DCC permission to visit Care Homes, but Dave Haw assured them that this is not the case.
- Dave suggested that the group look at other venues such as the Mental Health Trust, PCT Hospitals and the Acute Hospital in Durham for enter and view visits as he is concerned that the group are concentrating on Care Homes. Many of the Enter and View members commented that they had not been given the opportunity to look at anything else, or that they were able to consider other venues.
- Sandra Cottrell asked for clarification on whether the Enter and View Reps would be able to talk to the family members when conducting a visit.  
Michael Dalton stated that that was the group's intention if it was felt to be appropriate.
- Many of the Enter and View group stated that they felt an Enter and View visit could only take place if a number of complaints regarding a venue had been raised and that they would like to visit other venues.  
Dave stated you could not visit premises because you had received one complaint and that you would need several complaints to justify a visit of that nature. He also stated that for visit to take place there had to a purpose to the visit, for example to see how a service operates. This is how the Management Committee envisaged Enter and View operating.
- Several members felt that they had not been given that impression by the Host and Management Committee.  
Joan Taylor suggested that if this is how Enter and View should work then the group need to start looking at a rolling programme of visits. Which would include other facilities not just care homes.  
Michael Dalton agreed and suggested that the group should discuss this at a later date.
- Dave Haw reminded the Enter and View group that these visits are about highlighting the good things at these facilities as well as the problems.



	proposed closures	
8.	<p><b>Feedback from University Hospital of North Durham Visit</b></p> <ul style="list-style-type: none"> <li>• The members of the Enter and View group were shown around by Marian Dilly. Marian introduced the Enter and View reps to staff, however stated that the Enter and View team would come in to investigate complaints. Syd corrected Marian on this point. Alesha thanked Syd for correcting Marian and assured the Enter and View team that host is continuing to raise awareness with service providers.</li> <li>• Agnes stated that it was a very good visit that the facilities that they were shown were clean, the staff, were friendly and that there were plenty hand wash stations.</li> <li>• John felt that the patient contact was lacking on this visit and that it was overwhelming as they were taken from one ward to another. However Alesha assured the group that in the event of a real enter and view visit it would be focused on one area and that it would have more involvement with patients.</li> </ul>	
9.	<p><b>Feedback from Enter and View, Power of the LINK Training</b></p> <ul style="list-style-type: none"> <li>• Alesha gave a quick overview of the training received. The first half of the day went through the legislation and background information regarding Local Involvement Networks. The second half of the day dealt with social enterprise and patient information.</li> </ul>	
10	<p><b>Enter and View Leaflet</b></p> <ul style="list-style-type: none"> <li>• The Enter and view leaflet is now with the Learning Disability Parliament being translated into easy read. Once this has been completed and proofed it will be sent to print.</li> </ul>	Alesha
11	<p><b>Any other business</b></p> <ul style="list-style-type: none"> <li>• Sheila Grant hopes that everybody will read the information item regarding the Essence of Care.</li> <li>• NHS Darlington, Essence of Care, Patient Information Leaflet. Sandra Cottrell voiced her concerns that there was no text phone number on the leaflet. Alesha is to pass these concerns onto the NHS Darlington.</li> <li>• A discussion took place regarding the starting of official Enter and View visits. It was agreed that it was time that the group started making official visit , as there were concerns that knowledge they have gained would be lost if visits did not take place soon. It was confirmed that the Enter and View group were responsible for putting together a programme of visits and that this should centre on what is currently topical in the health agenda for County Durham. It was agreed that suggested venues for visits would be discussed at the next meeting. The work programme would</li> </ul>	Alesha

	<p>then be presented to the Management Committee.  Michael Dalton asked the group to log any suggestions for Enter and View visits with the Host team.  Alesha is to bring these to the next meeting she will also contact the Care Homes that are willing to work with the LINK and arrange visits.</p>	<p>All  Alesha</p>
	<p><b>Date of next meeting:</b>   Friday 5<sup>th</sup> March 2010 10.00 am – 12.00 noon, Bowburn Community Centre, Durham Road, Bowburn</p>	