



# SUFFOLK INFORMATION PARTNERSHIP

April 2018

Dear Kate

Welcome to the latest edition of the Suffolk Information Partnership Warm Handover quarterly newsletter. Here you will find updates from the Warm Handover partner organisations, details of new organisations that have joined the referral form and changes to the form that you need to be aware of.

Please pass on to your teams and colleagues and anyone who may find it interesting.

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What GDPR means for Warm Handovers...

By now you will be getting familiar with the letters GDPR; General Data Protection

Regulation. The Regulation comes into force on 25 May and means that the Warm Handover referral process will need to comply with the new regulation. To do this we have already completed a Data Protection Impact Assessment, which looks at the risks if personal data is not held and shared securely and if a referral is made when someone has not given their consent. (Please remember you must have consent from the person you are making a referral for otherwise you cannot make the referral.)

We have also written a privacy statement and are currently working on updating the Data Exchange Agreement. When these documents have been approved by the Suffolk Information Partnership Steering Group they will be available for partners and the public to see on the Suffolk Information Partnership website.

We also hold a mailing list to be able to send you this newsletter. This contains your name and email address and is used for no other purpose than to send you the quarterly Suffolk Information Partnership newsletter. You will be receiving an email by the end of April asking you to give permission for us to hold this information and to confirm that you would like to continue receiving the newsletter. Please look out for this, and keep an eye on your junk mail in case it goes there.

... and Suffolk Family Carers

In line with GDPR, Suffolk Family Carer's client database has now been changed so that they are not permitted to gather the date of birth for the cared-for person.

Therefore, when they send Warm Handovers this information cannot be provided on the form. Please do not contact them to ask for it as they no longer hold it.

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## Update on the online referral form

Suffolk Community Services (SCS) (formerly Suffolk Community Healthcare (SCH)) is our newest partner, joining the referral form in March.

Julie Harper from SCS told us "Suffolk Community Services has joined the warm handover single referral form, enabling staff to complete one form for multiple referrals. This should simplify the system for our community staff to

refer to the partnership organisations. The roll out of the referral form started on Systmone (used by many of the community health services) from 12th March 2018."

At the moment partner organisations are unable to refer to SCS through the referral form, however a pilot for referrals into the service, such as falls, is being planned for roll out in the next few months.

As a reminder of all the partners and the services they offer, and how they can support your customers, do have a look at the [Gliffy](#) (What partners do and don't do).

Remember, if you are a member of ACS or County Council staff you can find links to the referral form, [Gliffy](#) and the Hints and Tips on mySCC under [Warm Handover Online Referrals](#).

Here are the figures for the number of referrals sent and received in February 2018. You can see that new partners are receiving referrals, but they would love to get more!

## February 2018

Sent from		Sent to	
Admission Prevention Service (APS)	1	Age UK Suffolk	13
Adult Protection Team (East)	2	Customer First	49
Age UK Suffolk	9	Suffolk Family Carers	10
East Saxmundham (ACS)	1	Sue Ryder	2
East Stowmarket (ACS)	4	Fire Prevention (SFRS)	16
Fire Prevention (SFRS)	3	Lofty Heights	1
		Warm Homes Healthy People	4
Home First North - Waveney	3	Trading Standards	1
Home First South	3	Total Voice Suffolk	4
Home First West	1	<b>Total</b>	<b>100</b>
Local Area Co-ordinator	1		
NESCAB	1		
North Cluster 1 (ACS)	3		
North Cluster 2 (ACS)	1		
North Dementia (ACS)	1		
South Dementia (ACS)	1		
South IP1 (ACS)	1		
South IP3 and IP4 (ACS)	1		
South Rural (ACS)	1		
Sue Ryder	16		
Suffolk Family Carers	27		
Warm Homes Healthy People	4		
West Bury Town ACS	5		
West Dementia (ACS)	1		
<b>Total</b>	<b>91</b>		

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### New website for the Suffolk Information Partnership

The Suffolk Information Partnership now has a [website](#). Here you will find information about the Partnership and partner organisations.

The [Warm Handover pages](#) have links to tools and documents, including the Gliffy, previous newsletters and FAQs. There is also information for organisations wishing to join the referral scheme.

Do take a look and bookmark the [Help for staff](#) page for future reference.

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### Partner Feature



## Updates from the Fire Service

With the increase in incidents of hoarding and self neglect in the county Suffolk Fire and Rescue Service has been working with other organisations to create a [multi agency policy](#) to support multi agency working around this issue.

They have also created a person-centred fire risk assessment for carers to use with customers, which will identify, for example, scorch marks on the carpet or burnt bedding if the customer smokes in bed. If a risk is identified then the Fire Service can fit smoke alarms, supply fire retardant bedding and give advice on fire safety.

The Fire Service is keen to make partners and professionals aware that it does not keep a register of vulnerable people confined to a room in a property. This is because this information can get out of date and place people at risk. If there is a fire in the home of a vulnerable person it is safer for the person reporting the fire to give details of the situation at the time to the emergency services operator.

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## Partner news and updates



### Waveney Carers Project

Citizens Advice North East Suffolk (CANES) is delighted to have received a grant from the Hughes Haylett Fund, managed by Suffolk Foundation, that will enable them to provide dedicated appointment only sessions for Carers in Waveney. Carers often have time constraints on them as dictated by their role, so this grant will enable them to access CANES's free services at a time that is suitable.

The grant is for a pilot project consisting of one date per month for the next year starting in April but if this proves a useful service they will apply for additional funding to add further dedicated sessions.

They are working closely with Suffolk Family Carers to offer this service to their clients in Waveney and although there may be some telephone and email liaison between the two organisations, for the most part Suffolk Family Carers will be using the Warm Handover referral form to refer clients to Citizens Advice because that provides them with secure information and a useful background narrative.

If other partner organisations operating in Waveney would like to refer Carers they are aware of to this dedicated new service, please contact Sue Meeken at Citizens Advice in Lowestoft by emailing [bdo@nescab.cabnet.org.uk](mailto:bdo@nescab.cabnet.org.uk)

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## Become a Dementia Together Volunteer

Sue Ryder are looking for volunteers for their Dementia Together service and are holding a Volunteer Information Event on Wednesday 23 May at the Chantry, Chantry Park, Ipswich, IP2 0BP. The event will be an opportunity to find out more about the service and the roles volunteers play. It will also include a Dementia Awareness session. For more information about the event and to book a free place on the morning or afternoon session have a look [here](#).

If you have a passion to support people living with Dementia and their family carers or know someone who would be interested in volunteering these are the roles that are available:

Dementia Together Ambassador – to promote and raise awareness of the Dementia Together service.

Volunteer Navigator - become a personalised local contact for people who are affected by dementia, provide basic information and signposting to support people to cope and live well.

Dementia cafes, peer support or activity groups - help with running sessions; we are also looking for people with appropriate experience to facilitate a group in their local area.

Befriending - support people socially on a 1:1 basis, which may include visiting them at home or taking them out.

Peer Support Workers - people who have a diagnosis and are living well with dementia wanting to help others.

If you would like to volunteer, but cannot make the Information Event please contact [Alana Page](#) or phone 01473 295200.

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### Cold calls from bogus bailiffs

There has been an increase in cold calls to the public from bogus bailiffs requesting payments for a “phantom” debt. The fraud involves being cold-called by someone purporting to be a bailiff working on behalf of a court, attempting to recover funds for a non-existent debt. Fraudsters are requesting payment by bank transfer and if refused they threaten to visit the person’s home or place of work in order to recover the debt that is "owed".

From the reports Suffolk Trading Standards have received, a range of different businesses and individuals are being targeted. Most recently Suffolk childcare providers have been contacted by these scammers with some losing large sums of money.

### Key facts about bailiffs

- A bailiff is someone who has a legal power to collect certain debts. They may do this by asking you to pay what you owe, or by taking and selling your belongings to raise the money.
- Bailiffs are only used to recover certain debts such as council tax, child support and compensation orders. Bailiffs are not used to recover debts relating to private advertisement; these would be collected by debt collectors.



- Debt collectors do not have the same legal powers as bailiffs and will not have special court authorisation to act. If you're not sure whether you're dealing with a bailiff or a debt collector, check the Citizens Advice website.

### How to protect yourself

- Make vigorous checks if you ever get a cold call associated with a bailiff.
- If you work for a business and receive a call or visit from bailiffs or debt collectors, be sure to speak with your manager or business owner first. Never pay the debts yourself on behalf of the business you work for; some fraudsters have suggested employees do this whilst talking with them, suggesting they can then be reimbursed by their employer, when in reality the debt is non-existent.
- Request details of the debt in writing to confirm its legitimacy.
- Do not feel rushed or intimidated to make a decision based on a phone call. Take five and listen to your instincts.

Have you been receiving these calls ?

If you have been affected by this, or any other type of scam, report it to Suffolk Trading Standards by calling Citizens Advice Consumer Service on 03454 040506.



A look at the Suffolk Family Carers health team

Suffolk Family Carers (SFC) has family carers's support and information

workers in three hospitals across the region; Ipswich, West Suffolk and James Paget. Working in partnership with ward staff means that family carers receive dedicated support from both SFC staff and the hospital staff.

Recently Ipswich hospital's Lavenham ward, working in partnership with Suffolk Family Carers, was a finalist at the national Patient Experience Network (PEN) Awards, held in Birmingham on 1 March. They were shortlisted for two awards; "Frailty care on a surgical ward support for carer givers" and "Measuring, reporting and acting.", both of which involved patient and carer feedback. The hospital staff had made changes on the Lavenham Ward, creating stronger links with SFC to improve support for carers, involving carers in the frailty pathway on the ward, identifying family carers and referring to SFC support workers with the carer's consent. Unfortunately Suffolk Family Carers did not win an award, however it was a huge achievement to be finalists.

### **Family Carers and Professionals' Day**

You are invited to join Suffolk Family Carers and Medequip for a Family Carers and Professionals' Day on Monday 23 April from 10 am – 2 pm at Suffolk Family Carers offices, Unit 9, Hill View Business Park, Old Ipswich Road, Claydon IP6 0AJ.

Medequip offers community equipment services to health and social care services and delivers items such as hoists to people's homes. They will be on hand to demonstrate some of their products and offer advice and support. Other organisations will also be present to offer information and advice, and lunch will be provided.

The event welcomes family carers and professionals so do pass on the invitation and register your attendance by contacting [healthteam@suffolkfamilycarers.org](mailto:healthteam@suffolkfamilycarers.org) or phoning 01473 835407 by Wednesday 11th April.



New telephone number for non-emergency patient transport bookings  
The telephone number to make a booking for the Non-Emergency Patient Transport Service (NEPTS) in Suffolk and the Great Yarmouth and Waveney area changed on April 1.

NEPTS services are used by patients whose physical or mental health conditions mean they are unable to travel from their home to planned NHS appointments at a hospital or clinic without staff to support them.  
From April 1 the number to call to make a booking is 0300 999 6666.

The criteria to use this service is set nationally, so that each time a person calls they are asked a set of questions to establish their eligibility. Anyone who does not qualify will be signposted towards community or public transport options.

Dr Zohra Armitage a GP in Bury St Edmunds and NEPTS lead for NHS West Suffolk Clinical Commissioning Group, said: "I would encourage people to take a note of the new number for NEPTS. NEPTS has an important role in the community and helps those people who need specialist support to access their planned healthcare appointments."

To download a copy of the new leaflet advertising the service and outlining the criteria for eligibility please have a look [here](#).

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Saying "Yes" could save your life

A hard-hitting campaign has been launched in Suffolk to encourage people to give consent for their patient records to be made accessible to health and care professionals in the event of an emergency. The campaign will see adverts bearing the words 'Your NHS needs you to share your health record – it could save your life' – appear across the county. They form part of a county-wide drive to increase the number of people consenting to share their health record.

In an emergency situation it is likely that the person treating you will only have access to your basic health information. But if you have consented to share your patient record every health professional who treats you will be able to access more details about your health. Not only will this allow them to deliver the most effective treatment, it could mean the difference between your life and death. The health professional will always ask your permission before looking at your record, except in an emergency.

Most people have a Summary Care Record (SCR) containing basic medical information which is created from their GP record and includes details of the medicines you take and any allergies you might have. This is the only information that any health professional who needs to treat you in an emergency or out-of-hours setting will have access to. However, by consenting to share your health record, potentially vital extra information can be added to the SCR, such as the reasons you take certain medication, any diseases you might have and your end of life care preferences.

You also have the option of agreeing to share your full medical record, which

enables the health professionals treating you to know more about your health and medical history so they can deliver the most effective and speedy treatment. It will also avoid the need for you to give details of your condition more than once and reduce the chance of you being asked questions you have already answered.

It's easy to agree to share – you just need to inform staff at your local surgery that's what you want to do. Alternatively, there's a form you can fill in, sign and return to your GP practice. You can download it [here](#).

It only takes a few minutes to complete the form. Please do so. It could save your life.

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Do you have some news from your organisation?

Have you started a new service? Do you have a good story to share where you have used the online referral form to support a customer?

Send it to [Kate](#) by the end of June for inclusion in the next newsletter, which will be published in July 2018.

Who do you contact if you have a query about using the referral form?

The Suffolk Information Partnership Working Group / Warm Handover Reps are:

Access Community Trust – [Richard Gallard](#)

Adult and Community Services – [Kate Turner](#)

Age UK Suffolk – [Sue Kennedy](#)

Customer First – [Jamie Swinyard](#)

Disability Advice Service, East Suffolk - [Jen Morcom](#)

Ipswich Citizens Advice - [Nicky Willshere](#)

Local Area Coordinators – [Claire Prosser](#)

Lofty Heights – [Olive Quinton](#)  
North East Suffolk Citizen Advice – [Ann](#)  
Orbit East Care and Repair – [Sue Robertshaw](#)  
Papworth Trust - [Tom Bourne](#)  
Sue Ryder – [Alana Page](#)  
Suffolk Community Services - [Julie Harper](#)  
Suffolk Family Carers – [David Grimmer](#) / [Philip Steward](#)  
Suffolk Fire and Rescue Service Prevention Team – [Julie Richer](#)  
Suffolk Libraries – [Kellie Dimmock](#) / [Sarah Lungley](#)  
Suffolk Mind – [Carole Thain](#)  
Survivors in Transition - [Fiona Ellis](#)  
Total Voice Suffolk - [Carl Ward](#)  
Trading Standards - [Lesley Crompton](#)  
Warm Homes Healthy People - [Gary Crockett](#)

Your feedback on the News letter

We hope you enjoyed reading the newsletter and have found it useful. We would love to know what you think. Would you like anything else included? Please email your comments to [Kate Turner](#).