

“Advonet

Supporting & Promoting Advocacy

Newsletter July 2014

LIHCA Away Day

We held an away day for staff on Tuesday 2nd June, where we came together as a team, something which is difficult to achieve due to the number of part time workers. The event was organised by two of our advocates, Stella Chatterton and Pauline Nisbeth and was held at Age UK who provided an excellent venue and refreshments. The Advonet Co-ordinator, Hilary Ashton and Advonet Administrator, Pauline Crichton joined us for the morning sessions and Philip Bramson the board member responsible for Advonet joined us for the day.



Our facilitator Hugo organised a programme for the morning during which we looked at maximising team performance using tennis balls and he then demonstrated the benefits of using a coaching technique as peer support. After a delicious lunch Philip presented a summary of the recent LIHCA review which had been carried out by independent researcher Judy Bartlett. The rest of the afternoon was taken up discussing the review and looking at planning for the future.



It wouldn't be an away day without some furniture malfunction! Anne-Marie and Philip stepping in to rescue the flip chart board .

TRAINING

Effective Advocacy and Negotiation Skills

Our latest course was oversubscribed and proved informative and educational for those attending.

Here's what some of the attendees had to say :

"Trainers were very informative, time was well spent on discussion personal experiences and answering questions"

"Thought having 2 trainers was a good idea as it mixes up the style and approach"

"A good relaxed environment, enjoyed the role plays"

"Great knowledge gained from both Pauls who kept attendees interested all of the time and their delivery was humorous and professional."

"Handouts were clear and concise and not overly 'wordy' which made for ease of use"

We usually hold the course on two consecutive days, but as an experiment and to accommodate some volunteers who could not manage to take two days off in one week, we held the course on two separate days over two weeks which was well received.



Dates for your diary

The next Effective Advocacy and Negotiation Skills course date is set for the :

Thursday 2 and Wednesday 8 Oct 2014

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LIHCA Update

LIHCA continues to receive a steady stream of new referrals as the service becomes more well known throughout Leeds. Demand seems to have levelled out meaning the current staffing is sufficient to meet demand without the need for a waiting list. The recent outcomes report shows that the new service has been very well received by clients 32.5% of them provided feedback on the service and 97% of these clients would recommend LIHCA to others.

The LIHCA review is now complete and the team will be reviewing the contents with a view to looking at what can be done to improve the service over the next 10 months. This was discussed in detail at the LIHCA away day where the team were able to pool ideas and discuss the results as a group without day to day office distractions.

Liaison for LIHCA has continued, Anne-Marie met with the new complaints lead, Sean Hunter and his team from NHS England, West Yorkshire Area. Anne-Marie was able to give a presentation about LIHCA and Advonet and the services offered and this has helped to form a stronger relationship between the services.

Anne-Marie continued to have a busy month on behalf of LIHCA; providing a days training on NHS complaints for Local Care Direct; meeting with the commissioners and Advocacy provider in Dewsbury to look at information sharing; meeting the new director of Leeds Healthwatch, Tanya Matilainen to discuss the information sharing protocol; and attended a Care Quality Commission (CQC) event regarding the value of signposting clients to keep the CQC informed.

Advocacy Presentation

Advonet has produced a 10-15 minute presentation about advocacy in Leeds. It explains what advocacy is, how it can be useful and outlines the different services available in Leeds. If you would like to book someone to give this short presentation (which can be adapted to suit your audience), please contact Hilary or Pauline at the Advonet office: 0113 244 0606 option 1.

Handling Difficult Telephone Calls

Occasionally we receive calls from clients that are more challenging and we decided that we would benefit from some training in handling these calls. The LIHCA team, Hilary and Pauline from Advonet, and administrative staff and managers from Leeds Advocacy spent a day looking at the issues and how best to resolve them. As a result of the training a handbook is being produced to standardise our procedures so we ensure clients are handled with professionalism and care and that we also protect our staff.



Useful Publications

Older People's Advocacy Alliance has partnered with several other organisations to produce a most informative and engaging booklet entitled "Every Step of the Way" which looks at 13 stories illustrating the difference independent advocacy has made to older people affected by cancer. You can read the stories at: <http://tinyurl.com/n7a6f9c>



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