



Keeping In Touch

Issue 2 Spring 2009

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Family Nurses Support Young Parents

A new pilot scheme planned for Cambridgeshire will see experienced nurses providing additional support to young parents and their babies.

The pilot, called the family nurse partnership, enables nurses to provide enhanced support to vulnerable first-time young mothers in their own homes, until their baby turns two years of age. The nurses will provide advice on areas such as health, diet and parenting. Providing additional support to first time young parents has been demonstrated to make a real difference to good outcomes for children and families.

The £550,000, two-year scheme is a partnership between Cambridgeshire Community Services, NHS Cambridgeshire and Cambridgeshire County Council. £75,000 a

year is the result of a successful bid for government money by the partnership, with NHS Cambridgeshire funding an additional £200,000 a year to the scheme.

Cambridgeshire Community Services' service manager for health visiting Felicity Curran said: "The scheme provides nurse home-visiting to improve the health, wellbeing and self-sufficiency of the young, first-time parents and their children.

"We are recruiting four specially trained family nurses who have experience of working with families in the community and I am sure we will be able to show the same successes as the early pilots by getting young mothers involved and engaging the fathers in a way that works for them."

Separate to the family nurse partnership, our expert team of health visitors provide advice and support for parents, promoting health and wellbeing in their baby's early years.



Natalie Taylor and baby Jessica at their routine health visitor clinic

Cambridgeshire Community Services is responsible for providing a range of NHS and social care services in the Cambridgeshire area, commissioned by and accountable to Cambridgeshire Primary Care Trust.

NHS Staff Thanked for over 1,000 Years Loyal Service

Over 50 NHS staff working for Cambridgeshire Community Services in the East Cambridgeshire and Fenland area have received long service awards.

Victor Lucas, chair of CCS said: "Our managing director, Matthew Winn and I were delighted to present certificates and vouchers to over 50 staff who had collectively worked over a thousand years providing NHS services for CCS and its predecessor organisations.

"A diverse group of staff including nurses, therapists, podiatrists and social care staff received awards for long service ranging from 15 to 40 years. It was a wonderful opportunity to acknowledge and thank staff for their loyalty and commitment to the NHS and for providing high quality health and social care for local people."

This month sees CCS' second annual staff awards - a celebration of staff achievement, improvement and innovation, and recognition of the contribution of long serving staff to community health and social care services in Cambridgeshire.

Over 100 staff members are expected to take part in the event, with awards given for leadership, innovation, quality, promoting dignity in care, involving user or carers, going the extra mile and for volunteer of the year – all nominated by colleagues.



*Staff from Wisbech after their award:
Front: Roz Luckhoo, Enrolled Nurse
Second Row L - R: Pat Pepper, Care Assistant. Sue Langley, Care Assistant*

Third Row L - R: Jackie Clancy, Health Care Assistant. Kim Walton, Care Manager

Fourth Row L - R: Val Brand, District Nursing Sister. Maureen Keymer, Health Care Assistant

Back: Stephen Clay, Lead Extra Care Sheltered Housing and Day Services

Our NHS Constitution

The NHS Constitution was published in January 2009. It brings together for the first time in the history of the NHS what staff, patients and the public can expect from the NHS as well as what each of their responsibilities are towards the NHS.

Subject to Parliamentary approval, all NHS bodies and private and third sector providers supplying NHS services in England will be required by law to take account of the Constitution in their decisions and actions. The legal duty is contained within the Health Bill, which was introduced into Parliament on 15 January 2009. The new legal duties are expected to come into force in the Autumn of 2009.

The Constitution establishes the principles and values of the NHS in England. It also sets out:

- rights (legal entitlements protected by law) to which patients, public and staff are entitled. The Constitution brings existing rights together in one place, it does not create or replace them
- pledges (ambitions to improve, which are not legally binding) which the NHS is committed to achieve. Some

are long-standing commitments, such as reducing waiting times for treatment, others are relatively new commitments

- responsibilities which the public, patients and staff owe to one another to ensure that the NHS operates fairly and effectively

These are fully explained in a handbook to the Constitution available on the Department of Health's website at www.dh.gov.uk.

Matthew Winn, managing director of CCS said: "We will ensure that the NHS Constitution acts as a catalyst for the organisation to provide improved care that positively affects the everyday lives of patients. We have some challenges to live up to the high expectations of patients and carers, but the improvements we are making will set CCS out as an organisation that provides responsive, timely and high quality care coupled with excellent customer service.

"It is a challenge we relish and will succeed in delivering."



Children's Unit Sensory Garden Officially Open

The sensory garden at Cambridgeshire Community Services' children's unit, based on the Hinchingsbrooke Hospital site was officially opened on 23 January by The Rt Hon Sir John Major, KG, CH.



Zoie Jubb, play specialist with young patient Katie, from Alconbury, in the sensory garden's maze

The sensory garden is a healing garden that stimulates the senses, designed around wheelchair users and children with special needs. It is a safe and welcoming environment that challenges their imaginations using innovative simple design.

Sir John said: "I am delighted to open this special garden – special, since the children themselves have had a significant input in its design. All the care, commitment and attention to detail is here for all to see."

The Rotary Club of St Neots St Marys has raised £25,000 to date to kit out the garden. Mike Andrews, President of the Rotary Club said: "We are immensely proud of what we have achieved for the children of the unit. Our members have

worked hard to fund raise and give their time to complete the garden. We also wish to thank dreamdrops and the local organisations whose kind donations enabled us to complete the project."

Companies that contributed time or donations include the Environment Agency, Ken Challenger, Local Rotary Clubs, St Neots Round Table, Huntingdon and District Round Table, Waresley Garden Centre, Parkhall Garden Centre, Roxton Garden Centre, Frosts Garden Centre and John Lee.

Mindful and Fair Employer Status Gained for CCS

Cambridgeshire Community Services has signed up to The Charter for Employers who are Positive about Mental Health.

The Charter is one element of the Mindful Employer initiative aimed at increasing awareness of mental health in the workplace and supporting businesses in recruiting and retaining staff.

In addition, Jobcentre Plus has confirmed Cambridgeshire Community Services' ongoing membership of its disability symbol – the two ticks – user scheme. This recognition is given by Jobcentre Plus to employers agreeing to meet five commitments regarding the recruitment, employment, retention and career development of disabled people.

Matthew Winn, managing director of CCS said: "I am delighted to be part of the mindful employers scheme to support staff who experience mental health issues and to promote a positive attitude towards mental health in the workplace. I am also pleased that Jobcentre Plus has renewed our Disability Symbol User status to confirm our positive commitment regarding the employment of disabled people. Together these initiatives demonstrate our ongoing commitment to recruit a workforce that represents the community we serve."



More Support for Parkinson's Sufferers in Huntingdon

Parkinson's specialist nurse Jacqueline Young is aiming to bring Parkinson's clinics to local health centres.

Jacqueline took on responsibility for the Huntingdon area in January and together with fellow nurse Liz Terry has already set up a weekly clinic in the Oak Tree Centre, Huntingdon on Monday afternoons and a bi-monthly clinic on a Tuesday in the St Ives Clinic. She is hoping to get similar services up and running in St Neots and Ramsey very soon.

Jacqueline said: "The clinics provide patients and their carers with the chance to see someone who specialises in Parkinson's who can give them the much needed time to holistically assess their needs and respond swiftly to these.

"I plan to use the same approach I set up in Cambridge where we worked closely with physio, occupational and speech and language therapists, so we can work together more effectively and prevent unnecessary complications and hospital admission.

"I am also working closely with the local Parkinson's Disease Society to set up information groups for patients and carers. There will be two different courses running over several weeks, one for newly diagnosed people and one for patients with complications as a result of their Parkinson's who need more in depth nursing and therapy.

"The courses will empower patients through being better informed about their condition with the aim of improving their quality of life. Once up and running Liz and I then plan to set up a carer group, where the carer and patient can both attend and seek advice, support or information from us or someone from the Parkinson's Disease Society."

Oliver Zangwill Centre Takes Part in National Research Programme

The Oliver Zangwill Centre, CCS' neuropsychological rehabilitation service, is taking part in a five-year research programme 'Collaboration for leadership in applied health research and care', led by the National Institute for Health Research.

Andrew Bateman, neuro-rehabilitation clinical lead and business manager for the centre said: "Our focus for this research will be on establishing how specialist services can best be delivered

to adults with learning disabilities or acquired brain injury. We will be exploring the complex issues raised by multidisciplinary, multi-agency, community working with a group of socially disadvantaged men and women with a range of different, but long-standing, difficulties.

"The project aims to breakdown the barriers between research and clinical practice and facilitate the integration of research into everyday work within the teams."

A Lifetime Achievement Award for Centre Founder

Professor Barbara Wilson, founder of the Oliver Zangwill Centre for Neuropsychological Rehabilitation at the Princess of Wales Hospital, Ely has been awarded a lifetime achievement award by the British Psychological Society. Barbara was instrumental in developing the Oliver Zangwill Centre for Neuropsychological Rehabilitation in 1996 and continues to work with the team as an honorary consultant. Andrew Bateman said: "We are delighted for Barbara. This is recognition for her dedication to brain injury rehabilitation, in both clinical practice and research. The centre has benefited from her inspiration and teaching."



The Oliver Zangwill team

Technology Improves Lives

Margi Fosh and her team work with technology which wouldn't be out of place on the BBC's Dragons' Den.

The assistive technology team - based in Cambridge, Huntingdon and Littleport – as the name suggests provides a range of technological devices to support people and their carers to address challenges to everyday living and enhance their independence, from the most simplistic pill reminder to the more sophisticated activity data monitoring systems.

Margi, assistive/tele-healthcare technology manager said: "Providing equipment to assist with people's

everyday lives enables them to remain in their own homes, residential home or hospice, thereby avoiding unnecessary moves and upheavals. We provide support with the aim of avoiding many hospital or residential care admissions and in some cases people are able to remain in employment as a result of the technology provided.

"The service can be used by anyone whose independence or quality of life would be enhanced through technical assistance. We take referrals from anyone, for anyone, for all ages and all diagnoses. Once a simple referral form is completed, an assessment of need is carried out; the equipment is then sourced and supplied."

The service works with many people in the community to identify needs including the fire and rescue services, care managers, occupational therapists, social services and users' families and carers.

Margi added: "As well as providing a quality of life for people we are saving the Cambridgeshire health and social care economy £2 million a year. The savings made in avoiding costs of hospital, residential and respite care admissions outweighs the costs of the equipment provided. Twenty five per cent of technological devices loaned in 2006/07 are still being used today – which means fewer people are being institutionalised."

Case Studies

Mrs Davies, Cambridge

Mrs Davies' family were concerned when she became disorientated and forgetful and prone to wandering, and although she was receiving medical assistance there was still the worry of her living at home. The assistive technology team carried out an assessment and Mrs Davies was offered a number of items to help her and her family cope. She now has a clock which has a calendar, with the day and month so she is doesn't become disorientated and a large button phone with photos so she can contact family members.

She also has a 'care call' alarm as a necklace and a separate unit on her bedside table in case she is sick in the night or falls and is unable to get up. By pushing the red button on either it connects to a phone number of choice.

Mrs Davies also has a GPS tracker and alarm guard for her front and back doors. Grand-daughter Melanie explains: "We now have an alarm on the doors so we know when Nan answers the door or leaves the house between 8pm - 8am. The alarms rings me on my mobile and I can call Nan and speak to her through an intercom. She also has a GPS tracker for when she leaves the house. It enables us to track where she is, by texting the device it sends a text back with its location, which we find on Google maps.

"The team have been fantastic and suggested items we wouldn't even have thought about. It is so reassuring knowing Nan has this support and we know where she is and that she is safe."

Steve, aged 19, Cambridgeshire

Steve's* mother attended an assistive technology awareness session for her work and approached Margi regarding support she could get for her son Steve. Steve has Asperger syndrome, which makes him very forgetful and he was having difficulties at work. He was prone to losing the work's van keys and tools which was making him very anxious and fearful for his job, as his boss was getting very annoyed. Steve was assessed by the service and has just had his first year review. He loans trackers and locators from the service to use on his personal and work items. Locators are attached to his wallet, work van keys and car keys. These look like a mobile phone and when pressed beeps, louder as he gets nearer an item or quieter if he moves away. The locators have even found his work's van keys in the bottom of a skip! Steve also uses colour-coded trackers on his work tools, which correspond to a colour on another locator. If he misplaces his work drill which has a blue tracker he presses the blue button which then locates the drill. Thanks to this equipment Steve is able to continue to be independent and working. Many friends and colleagues have commented they would like the gadgets to help them when they lose things.

*Not his real name

Patients set to Benefit from New Model of Community Rehabilitation

From April, the new-look community rehabilitation services for people in Cambridge City and South Cambridgeshire began to treat patients.

Jane Crawford-White, CCS' county manager, community rehabilitation explains: "We have completely re-designed our rehabilitation services with the provision of rehabilitation

programmes in people's own homes always our first option for consideration where this is clinically appropriate. Home-based rehabilitation in the majority of cases is beneficial for the patient as they are able to relearn skills and regain, wherever possible, previous levels of independence in their own environment. The new model which we developed in partnership with colleagues from Addenbrooke's Hospital, local GPs and NHS Cambridgeshire will be fully operational by June."

Patients receiving rehabilitation in the home setting will benefit from tailored programmes provided by occupational therapists and physiotherapists, supported by district nurses, their GP, and the community geriatrician and community matrons. In addition, the most up to date tele-health equipment will enable healthcare professionals to regularly monitor the vital signs of patients with unpredictable variations to, for example, their blood oxygen levels, pulse and glucose levels and respond rapidly to changes either via a telephone call or home visit.

Patients requiring access to specialist non-portable rehabilitation equipment, support from a combination of therapists or those where rehabilitation is not possible in their home environment will receive either individual or group rehabilitation at our day service and gym facilities at Brookfield's Hospital.

Specialist inpatient rehabilitation for those that require higher levels of support, will be provided either at St George's Court Nursing Home with 24-hour nursing care available, therapist-led rehabilitation and advice from our community geriatrician, or at



Vicki Stokes, Therapy Team Lead, with rehabilitation patient Avory Ayers

Brookfield's Hospital for those patients needing regular nursing and medical input alongside their rehabilitation programme.

Jane added: "Our goal is to help as many people as possible regain their former levels of independence. This new model provides a variety of settings for the provision of rehabilitation, ensuring many more patients get the right level of care than was previously possible and experience the very best outcomes for their individual futures. We'll evaluate the success of the new model in the coming months both from a clinical perspective and through inviting patient feedback, which will help ensure we continue to develop services that fully meet the needs of our patients."



Aileen Green receives advice and rehabilitation in her own home from Ripu Daman Abrol, Therapy Team Lead

Me Size Meals

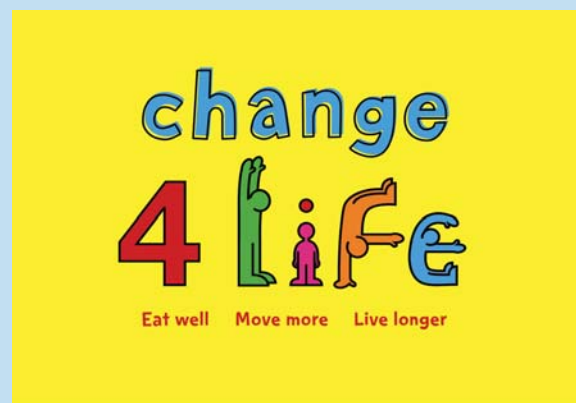
Change4Life is a national lifestyle revolution which aims to help mums, dads and families eat well, move more and live longer. It is designed to be supportive and helpful and is encouraging families to make eight healthy lifestyle behaviour changes by offering practical ideas and advice. A series of TV advertisements has been launched to promote eight 'top tips for kids' starting with 'Me Size Meals'.

The Change4life approach was endorsed by Dr. Toni Steer, CCS' public health dietician who explained: "Evidence shows that both children and adults become accustomed to portion sizes. We get used to eating bigger and bigger portions, yet don't feel fuller. Bigger portions mean more calories. Cutting portion sizes is key for controlling weight."

So here are a few tips to make sure children are getting the right sized portions:

- Remember that kids are smaller than adults. It sounds obvious, but an adult tummy is much bigger than a kid's tummy – so try and give them a portion that matches their size and not the same amount of food as you
- It's also healthier to give a smaller portion to begin with, then let them ask for more if they're still hungry – and try not to nag them to 'eat it all up' if they're full
- Watch packaging sizes. Lots of foods and drinks, like cans of pop, are designed for adults or for sharing.

Anyone wanting to know more can access other Change4Life top tips by visiting the Change4Life website www.nhs.uk/change4life or by telephoning 0300 123 4567.



New Cardiac Rehabilitation Service for Fenland

From May, Doddington and North Cambs community hospitals will again have a cardiac rehabilitation service.

Sue Corbett as the newly-appointed cardiac rehabilitation co-ordinator will be extending her current cardiac lifestyle advice service to include a local exercise rehabilitation programme.

Sue explains: "I currently visit people who have had a heart attack, stent or other cardiac interventions, to give them lifestyle advice and support. However, in my new role I will be setting up a cardiac exercise programme in Doddington and North Cambs community hospitals.

"Physiotherapists, pharmacists and exercise specialists will be engaged in this initiative providing talks and advice on medication, diet and healthy eating alongside exercise programmes. We will be supporting a range of people from the young to the elderly who may have additional problems, so bespoke exercise programmes will be developed for each individual. Advice and information will be provided on the value of exercise, the medications people are taking and why, smoking, problems sleeping and relaxation techniques to help with everyday stresses. We'll work with patients to identify the most helpful elements of the programme for them to enable them to understand their condition, how this affects their body and how we can support their recovery. For those who can't attend these group sessions we also plan to provide a home-based programme with telephone support.

"I am currently recruiting the team and aim to have the full programme up and running by September."

Clinical Director Appointed



Alison Gilbert has been appointed associate clinical director/operations director for care at home services. Alison, who trained in London as a clinical pharmacist, has spent the past 16 years working in acute hospital settings in senior operational, service redesign and strategic management positions. Roles have included associate director, service delivery and improvement in emergency care, lead cancer manager and oncology and haematology service manager, as well as being a lead for medicines management.

Alison said: "I am genuinely privileged to be joining CCS and I will be personally committing myself to supporting all my staff, colleagues, patients and carers to make sure that Cambridgeshire healthcare continues to excel in quality."

Outside healthcare Alison is a competitive sports person who enjoys netball, rowing, running and club level tennis. She lives with her husband and daughter in a small village in the heart of Mid Suffolk.

Helping Children with Special Needs Stay Healthy and in School

Our team of specialist school nurses is providing a wide-range of support for students with complex health needs aged from two and a half to 19 years old.

Each of the specialist school nurses works with one of five schools across Cambridgeshire to provide a dedicated service to children and young people who need extra support to stay in education. This includes care for students with health needs such as epilepsy, gastrostomy tubes and asthma or who require oxygen, antibiotics, continence management and medication management.

They also support parents and teachers with any health-related issues in their annual education reviews, advise on personal care and hand hygiene and provide sex and relationship education. In common with mainstream school nurses they also support the schools with behaviour issues and provide a leading role in healthy eating education.

Facilitating access to other healthcare services such as specialist learning disabilities, therapy, hospital referrals and follow-up appointments is also a key role.

Anne Aldred, who works at Spring

Common School in Huntingdon and has been a specialist school nurse since 2003 said: "Our primary role is to support the children to stay in school. Many of these children have complex health needs and by working closely with them and their families we can enable them to attend school as much as possible and reach their full potential, both educationally and as individuals."

CCS Website Launched

Cambridgeshire Community Services has launched its new website www.cambscommunityservices.nhs.uk. The website contains information about us, our services, our latest news, how to get involved and how to contact our different sites. A new search directory means services can be found by geographical area and type of service.

Karen Mason, head of communications and engagement at CCS said: "We want to provide information on our services and how people can get the right health and social care in the community, and our website is a key communication tool to do this. Community based health and social care services are fundamental to the success of an NHS that gives people more choice and control over their health care. The site provides information about the wide range of community based services we provide to children and adults, as well as how people can get involved in developing these services in the future."



Anne Aldred, Specialist School Nurse and Dylan Martin

Fundraising Provides Comfort for Parents at Special Care Baby Unit

The parents' room at Cambridgeshire Community Services' Special Care Baby Unit (SCBU) at Hinchingsbrooke Hospital has had a make-over, thanks to donations received from grateful families and the public.

Jeanette Kennerley, SCBU unit manager said: "It's been a long-term project and we are delighted to have succeeded in raising over £35,000 to upgrade the parents' room. The room was finished in January and has new flooring, furniture and curtains, has been redecorated and now has a much-needed en-suite, with wc and shower unit.

"We are very grateful to everyone who donated money over the years, it's been hard work but we are now able to provide a much more comfortable stay for parents."

The parents' room is slightly off the ward and enables parents to spend time in the unit looking after their babies and getting used to the care they need to provide before going home.

It also enables families whose baby has been transferred from another hospital to stay close to their baby.



Carole Nicholls and baby Daniel using the refurbished parents' room



HPV Programme Rolls Out

The programme to deliver the Human Papilloma Virus (HPV) vaccinations to protect against cervical cancer has reached 94.5 per cent of year 8 girls and 73.5 per cent of year 13 girls in schools and colleges across Cambridgeshire.

Penny Miller, public health nurse specialist for CCS said: "The original programme which started in September 2008, delivered by our HPV vaccination team of nurses in schools, colleges and community settings, is going well and continues up to the summer holidays.

"The catch-up programme for girls aged 17-18 (year 13) is also progressing well. This will be followed by a two-year catch-up programme, so all girls born on or after 1 September 1990 will have been offered the required three HPV doses by September 2011.

"Girls who are not in school and who have not already been offered their vaccinations can contact the HPV vaccination administration team, Jackie Deverell on 01353 865578, or Louise Breckney on 01353 865467 to get an information pack. Once the completed consent form has been returned, one of the HPV vaccination nurses will arrange a convenient time and place to give them their first vaccination.

"Planning is well underway for the academic year 2009-10 with most schools and colleges already scheduled in for all three sessions.

"Following the tragic death of Jade Goody we have seen an increase in take up of the HPV vaccination, as girls and their families recognise the importance of the programme, as well as an increase in women 25 years and older attending their cervical screening appointments."

Stop Smoking over the Phone

NHS CAMQUIT, Cambridgeshire's specialist stop smoking support services has introduced a new telephone counselling support service to help people wishing to quit.

Claire Mead, NHS CAMQUIT co-ordinator for CCS explains: "This new service offers telephone counselling sessions over a six-week period, providing advice for smokers preparing to quit, as well as ongoing support during and after the quit attempt. Nicotine replacement vouchers are also available to callers so they can get supplies from their local pharmacy. Our aim is to make it as easy as possible to stop smoking and this new service means that you can access support wherever you are and throughout the day."

The new telephone service is available Monday to Friday 9.30am to 8.30pm and on Saturday and Sunday from 10.00am till 2.00pm. If you're thinking about stopping smoking or you are ready to stop, call NHS CAMQUIT, we can help you over the phone or put you in touch with your local service. For full details of all services call free phone: 0800 018 4304, or visit www.camquit.nhs.uk, or text a message starting with 'KICKBUTT' to 80010

If you would like more information on Cambridgeshire Community Services or are interested in helping to shape the future of our services, please complete the information on the reverse, tear it off and return it in an envelope to the freepost below.

**FREEPOST RSAE-ELUT-RHCL
Cambridgeshire Community Services Comms Team
The Priory
Priory Road
St Ives
Cambridgeshire
PE27 5BB**

Helping Patients Make Choices about their Future Care

Cambridgeshire Community Services is introducing a 'preferred priorities for care' initiative to help people in the last year of life or those with chronic long-term conditions who wish to make plans for their future care.

Mandy Stratford, modern matron, palliative care explains: "The preferred priorities for care initiative can help people prepare for the future. It gives them an opportunity to talk about and write down their preferences and priorities for future care if, for whatever reason, a time comes when they are unable to make decisions for themselves. As well as setting out preferences for types of care, it will also help people choose their preferred place of care in their last days or weeks of life.

"This new opportunity is in line with the national gold standards framework for end of life care. There's no requirement for any patient to complete the document - it's completely optional. The completed document remains with the patient and will always be taken into account when planning care, although it is important to recognise that things can change unexpectedly and there may be times when preferences can't be met if, for example carers become over-tired or ill. We would encourage people to talk about and share their plans with anyone involved in their care either at home or in the hospital setting.

"The document is not appropriate for people who wish to set up legally binding arrangements to refuse certain types of treatment. In such cases, people should consider completing an advance decision to refuse treatment and we would always advise they do so after discussing this with their doctor."

For further information about the preferred priorities for care or help with completing the document, people should contact their GP or district nurse. Copies of the document can also be downloaded from www.endoflifecareforadults.nhs.uk

Mandy Stratford left CCS for pastures new in March and we wish her well in her new job.

Produced by Cambridgeshire Community Services.
Contact: 01480 308266 or email csccommunications@cambridgeshirepct.nhs.uk

Tackling Healthcare Infections

CCS has introduced the national 'cleanyourhands' campaign aimed at improving the hand hygiene compliance of any person who provides care or treatment to others. Chris Sharp, CCS' matron, infection prevention and control said: "We take our responsibilities for healthcare acquired infections very seriously. We introduced the 'cleanyourhands' campaign last year, which meant all staff who have direct 'hands on' contact with clients received refresher training. This included community nurses, health visitors, podiatrists and dentists. We are also reviewing the use of broad spectrum antibiotics to continue to reduce cases of Clostridium difficile (C. diff). These initiatives have contributed to CCS reducing its healthcare acquired infections rates, with no cases of Methicillin-resistant Staphylococcus aureus (MRSA) bacteraemia and only nine cases of C. diff (for 2008/09), well below the anticipated level."

If you would like more information on Cambridgeshire Community Services or are interested in helping to shape the future of our services, please complete this slip, tear it off and return it to the freepost provided.

About you

Your name:

Address:

Email:

Areas you are interested in:

(Please tick as many boxes as relevant)

Adult services

Children and young people's services

Generally interested in our organisation and the future of local services

Healthy lifestyles (i.e. smoking cessation, exercise, sexual health)

Services for older people

Other: please state

Please post this slip back in an envelope to: **Freepost RSAE-ELUT-RHCL Cambridgeshire Community Services Comms Team**
The Priory, Priory Road, St Ives, Cambridgeshire PE27 5BB