

## **Hello and welcome to the third LINK Bulletin**

LINK have been out and about since the last bulletin talking to people about their views and experiences of Health and Social Care in Cornwall. We had a stall at the C3 event in Falmouth which was part of the Fal River Festival and have also been to Royal Cornwall Hospital Treliske, West Cornwall Hospital and St Michael's Hospital. We are hoping to visit some other Community Hospitals throughout Cornwall and will let you know when and where in future bulletins. We have also been running a short advertising campaign on Pirate FM and were part of their marquee at this years Royal Cornwall Show.

We need to get more people involved to strengthen the voice of LINK in Cornwall and to find out what changes people would like to see, as well as about services that are working well for you - if you know anybody that would be interested in joining LINK in Cornwall please pass the details onto them.

LINK out and about:

13th July - 2:00pm - 4:00pm - Theme Group Drop-in event - Dracaena Centre, Falmouth

24th July - 10:00am - 4:00pm - Pirate FM Garden Party - Royal Cornwall Showground, Wadebridge

Come along and have your say!

## **Is your group involved in Health and Social Care in Cornwall?**

- Talk to us about what you are already working on around health and social care and we might be able to help you get listened to by the people planning and running services by using our statutory rights to be heard.
- We have already been working with Disability Cornwall to further work they have been doing on disabled access to dental practices and recently started working with Connect to help produce an easy read hospital discharge booklet.
- If you would be interested in finding out more about how we can work with your group or organisation, please get in touch. As there are so many voluntary groups and organisations working on issues, we do not want to duplicate work and we think it is important for you to be heard.

## **Useful information**

### Dementia Carers

Do you care for a family member or friend who has dementia or memory problems? Help and support is available. The Outlook South West Dementia Training Team will be providing free short information sessions covering everything from the basics of dementia care to strategies for behaviours that challenge. Dates and times for early July are as follows:

6th July and 13th July - 2.00pm - 4.30pm - Oak Tree Surgery, Liskeard

13th July and 20th July - 2.00pm - 4.30pm - Mevagissey Activity Centre

15th July and 22nd July - 2.00pm - 4.30pm - The Castle, Bude

If you want to know more or want to book a place call Outlook South West on 01208 871904 or email [johague@outlooksw.co.uk](mailto:johague@outlooksw.co.uk)

## **Useful information:**

### Learning Disability Awareness Week Event - 21st June - 10am - 2pm

Cornwall Council along with partner organisations are working together this year to raise awareness during National Learning Disability week.

The week is being launched in Cornwall in conjunction with the Learning Disability Partnership Board and will be showcasing some of the services and activities that happen throughout Cornwall. There will be stalls and videos of groups from across the learning disability community plus a chance to meet and talk to Cornwall's new Safe Place Champions.

The event will be located in the Long Gallery and the Foyer at New County Hall on Monday 21st June 2010 from 10am-2pm and they would like to invite you to drop in and see what is happening.

If you have any questions, please do not hesitate to contact Magi Omlo-Coad on 01872 323641 between 9am-12pm and 2pm-4pm Monday to Friday or email [asc-consult@cornwall.gov.uk](mailto:asc-consult@cornwall.gov.uk)

### Nightlink

Nightlink is a free-phone listening service for anyone who is experiencing or has experienced emotional distress. Nightlink is also available for people supporting those in emotional distress and anyone who feels they would like to discuss their difficulties in confidence.

Established since 1998, Nightlink has 5 paid staff and over 20 volunteers. The helpline was one of the first to be accredited to the MHHP's (Mental Health Helpline Partnership) nationally recognised Quality Standard Award. Nightlink was developed following direct consultation with service users.

Nightlink receives around 8000 calls per year. The quality of the service is constantly monitored by listener supervision, training and by their Caller Survey. The Caller Survey allows service users to anonymously feedback their experience of using the helpline and to make suggestions for improvements.

Nightlink is available on Freephone 0808 8000306 from 5pm to midnight every night.

N.E.S.T. - Nightlink Emotional Support Texting - commenced in May 2010. NEST is Nightlink's brand new text service. NEST offers similar emotional support to the helpline but by Text. This allows people who are perhaps a little nervous of calling the helpline to make first contact. It is hoped that in time they may utilise the helpline but there is no obligation to do so.

The text service is also open daily 5pm - midnight on 07717 989021

### Carers Week - 14th - 20th June 2010

For the 10th year of Carers' Week in Cornwall –The Mental Health Carers Support Service (01209 613456), the Carers Support Service (01872 243531), Older Carers Service (01872 264057) & South West Adult Placement Scheme are working together to provide information stalls. The organisations will have stalls at:-

16th June - Penzance - Morrisons & West Cornwall Hospital

16th June - Truro – Library & Farmers Market (Lemon Quay)

18th June - Bodmin – Sainsburys & Bodmin Library

**Useful information (continued):**Access to Physiotherapy

Physiotherapy helps restore movement and function to as near normal as possible when someone is affected by injury or disability. Physiotherapy can be particularly beneficial if you are suffering from lower back pain, neck pain, recent injuries such as strains and sprains or joint and muscular pain. It also has a key role in the treatment of continence problems.

Are you aware that you can access an NHS Physiotherapist in Cornwall? Physiotherapy is available at the following locations provided by Community Health Services- either call the number listed or email to find out more. There is a self-referral form that you can complete for most clinics so you don't necessarily have to be referred by your doctor or specialist.

Bodmin Community Hospital - 01208 251573 - [bodmin.physiotherapy@cornwall.nhs.uk](mailto:bodmin.physiotherapy@cornwall.nhs.uk)

Camborne Redruth Community Hospital - 01209 881786 - [crch.physiotherapy@cornwall.nhs.uk](mailto:crch.physiotherapy@cornwall.nhs.uk)

Falmouth Community Hospital - 01326 434718 - [falmouth.physiotherapy@cornwall.nhs.uk](mailto:falmouth.physiotherapy@cornwall.nhs.uk)

Helston Community Hospital - 01326 435823 - [helston.physiotherapy@cornwall.nhs.uk](mailto:helston.physiotherapy@cornwall.nhs.uk)

Launceston General Hospital - 01566 765671 - [launceston.physiotherapy@cornwall.nhs.uk](mailto:launceston.physiotherapy@cornwall.nhs.uk)

Liskeard Community Hospital - 01579 335283 - [liskeard.physiotherapy@cornwall.nhs.uk](mailto:liskeard.physiotherapy@cornwall.nhs.uk)

Newquay Community Hospital - 01637 893618 - [newquay.physiotherapy@cornwall.nhs.uk](mailto:newquay.physiotherapy@cornwall.nhs.uk)

St Austell Community Hospital - 01726 291170 - [sach.physiotherapy@cornwall.nhs.uk](mailto:sach.physiotherapy@cornwall.nhs.uk)

St Barnabas Community Hospital (Saltash) - 01752 857416 - [saltash.physiotherapy@cornwall.nhs.uk](mailto:saltash.physiotherapy@cornwall.nhs.uk)

Stratton Community Hospital (Bude) - 01288 287712 - [stratton.physiotherapy@cornwall.nhs.uk](mailto:stratton.physiotherapy@cornwall.nhs.uk)

Torpoint Community Clinic - 01752 812850 - [torpoint.physiotherapy@cornwall.nhs.uk](mailto:torpoint.physiotherapy@cornwall.nhs.uk)

Physiotherapy in the far west of the County is provided by Royal Cornwall Hospitals Trust at Truro, Hayle and Penzance - their Physiotherapy department can be contacted on 01872 252601 or 252885. They can be emailed at [susan.hawkins@rcht.cornwall.nhs.uk](mailto:susan.hawkins@rcht.cornwall.nhs.uk)

New Dementia Helpline launched for Cornwall and the Isles of Scilly

Age Concern in Cornwall and the Isles of Scilly and the Cornish branch of the Alzheimer's Society are delighted to announce the launch of their joint dementia helpline - 01872 266388.

The Alzheimer's team will be joining the Age Concern team in their Truro office to provide information, support and signposting to anyone with queries on memory loss, confusion and dementia.

This new initiative is supported by the Department of Adult Social Care and the Primary Care Trust with the lead dementia nurse for Cornwall providing ongoing training to the helpline team and help with any medical queries.

The helpline will also be able to provide details of the 20 memory cafes operating across the community to provide one stop advice for anyone wanting information or just to meet people in similar situations in a social setting.

The lines are open every weekday until 4pm - the number is 01872 266388.

**Useful information (continued):****Children's Heart Surgery Services**

A review of children's heart surgery services is currently taking place - a likely outcome of the review is fewer surgical centres with larger teams of experts. How do you think that surgical and cardiology services should be organised in this area? If your child has a heart condition, you work in children's cardiac care or you have an interest in this subject, the National Specialised Commissioning Group (NSCG) would like you to come to an event and have your say on the future development of the service. The event for Devon and Cornwall is on 28th June from 12 - 3pm and reasonable travel expenses will be reimbursed. To register, call 0845 363 1478.

**Useful telephone numbers:**

|   |               |
|---|---------------|
| NHS Direct                                    | 0845 46 47    |
| Out of hours GP service                       | 0845 2000 227 |
| Emergency Dental Care                         | 01872 354375  |
| Department of Adult Care and Support          | 0300 1234 131 |
| PALS (Patient Advice and Liaison service):    |               |
| Cornwall & Isles of Scilly Primary Care Trust | 0845 170 8000 |
| Royal Cornwall Hospitals Trust PALS           | 01872 252793  |
| Community Health Services PALS                | 01209 888200  |
| Derriford Hospital PALS                       | 01752 517657  |
| Northern Devon Hospital PALS                  | 01271 341090  |
| Cornwall Partnership Trust - Customer         | 01726 291109  |

**CONTACT US**

**LINK in Cornwall**  
c/o CRCC  
2 Princes Street  
Truro, TR1 2ES

**Tel: 01872 243533**

**Email: [linkincornwall@cornwallrcc.co.uk](mailto:linkincornwall@cornwallrcc.co.uk)**

**Website:**

**[www.linkincornwall.org.uk](http://www.linkincornwall.org.uk)**



**LINK in Cornwall is hosted by**

Cornwall Rural Community Council

**In partnership with**

Age Concern Cornwall and Penwith Community Development Trust, Inter-link Cornwall

**Cornwall Rural Community Council - CRCC** is a Cornish charity dedicated to working with and strengthening Cornish communities and supporting vulnerable groups and individuals within them.



In Cornwall  
and the  
Isles of Scilly



**Inter-Link  
Cornwall**