

Get involved! Help improve health and social care services in Reading.

**Reading LINK e-bulletin 3
May 2009**

- **Inspection of Reading Borough Council services for older people-share your views**
- **LINK Task & Finish Group Projects – Toenail cutting for the elderly & Diabetes care**
- **Public Consultations – Supporting people with complex personality disorder**
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Inspection of Reading Borough Council services for older people and for safeguarding vulnerable adults.

Inspectors from the Care Quality Commission (CQC) are visiting Reading Borough Council between 7th and 16th July 2009.

Before the Inspection

CQC want to hear from you and what YOU think about:

- **The range of services the council arranges?**
- **How easy it is to get the information you need to make decisions?**
- **How well services respond to individual needs and preferences?**
- **What is good about the services you know?**
- **What is not so good about the services you know?**
- **What improvements you think are needed?**

This is a chance for you to send your views to the inspectors. Your views will help shape the inspection findings, which the CQC include in a report and the recommendations they send to the council.

CQC would like to hear from you and the contact details are as follows:

Sandra Miller (Lead Inspector, Care Quality Commission)

Telephone: 020 7855 0530

Letter: 3rd Floor, Caledonia House, 223 Pentonville Road, London, N1 9NG

Email: sandra.miller@cqc.org.uk

During the Inspection

CQC will also be hosting a Public Open Forum Meeting on 14th July 2009 12-2pm in the Kennet Room of the Civic Centre in Reading.

This is an open meeting where anyone can attend. The inspectors would like to encourage older people, along with carers or family, to come along to this open meeting to share their views about social care in Reading.

Task & Finish Group Projects

Reading LINK are currently undertaking 2 pilot projects, in respect of issues which had been referred to the LINK in early meetings. The two pilot projects are looking at issues relating to the provision of toe-nail cutting service for the elderly and diabetic care services (education, retinal screening and insulin pump therapy).

If you would like to comment on these topics or share your experiences, then please do get in contact with Reading LINK, our contact details are at the bottom of this bulletin.

Public Consultations

Supporting People with complex personality disorder

The NHS wants to hear your views about how services should be organised for people with complex personality disorder. The consultation is running from 20th April to 27th July 2009. To find out more and have your say on-line please visit the 'Tier 4 Consultation' at the 'Have your say' section at:

<http://www.westkentpct.nhs.uk>>

OR to find out more contact: Shola Oke, Phone; 01732 375200 Ext 5401 or by e-mail to shola.oke@wkpct.nhs.uk

Find out more about Reading LINK

If you would like a representative from Reading LINK to come along to one of your group meetings or events or you would like to find out more, please do contact us:

Sheena Masoero – LINK Co-ordinator – sheena@volaction.demon.co.uk

Elaine Holloway – Development Worker – elaine@volaction.demon.co.uk

Reading Voluntary Action

35-39 London Street

Reading

RG1 4PS

Tel: 0118 958 4849

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