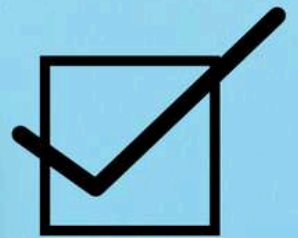


# MCALS Manx Care Advice & Liaison Service

# MONTHLY

TAKE A LOOK  
AT HOW WE  
SUPPORTED YOU  
IN APRIL

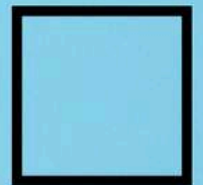


CARERS FOR  
DEMENTIA  
ACTION PLAN

STROKE  
ASSOCIATION  
COLLABORATION

MCALS HAVE  
MOVED

PLUS MORE!



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A message from the Manx Care Experience and Engagement Lead.



## APRIL HUB HIGHLIGHTS

See what areas our service reached last month.



## APRIL FFT BREAKDOWN AND THEMES AND TRENDS

See how we did!



## FRIENDS AND FAMILY TEST

We want to hear from you!



## CARERS FOR DEMENTIA ACTION PLAN

Following our first 'In Your Shoes' we have developed an action plan to help those caring for patients with dementia



## STROKE ASSOCIATION COLLABORATION

Take a look at our first MCALS collaboration drop-in.



## VOLUNTEER UPDATE

Find out how we got on following our volunteer event.



## MCALS HAVE MOVED

Check out the new premises here!



## EXPERIENCE AND ENGAGEMENT AWARD

See our winners here!

# LETTER FROM KAREN MADDOX



Welcome to our third issue of **MCALS MONTHLY**, which has been formulated to help capture all that we have achieved across the month of April to help patients, service-users, carers and family.

This issue includes all of the regular features and much more. We've developed an action plan to help those caring for people with dementia and moved premises - dive into these pages to find out more.

**KAREN MADDOX**  
MANX CARE EXPERIENCE AND  
ENGAGEMENT LEAD



**“We have recently moved premises and are pleased to offer a new safe space where those who need face-to-face interaction can come along and have a confidential chat with the services they need to.”**

We received a total of

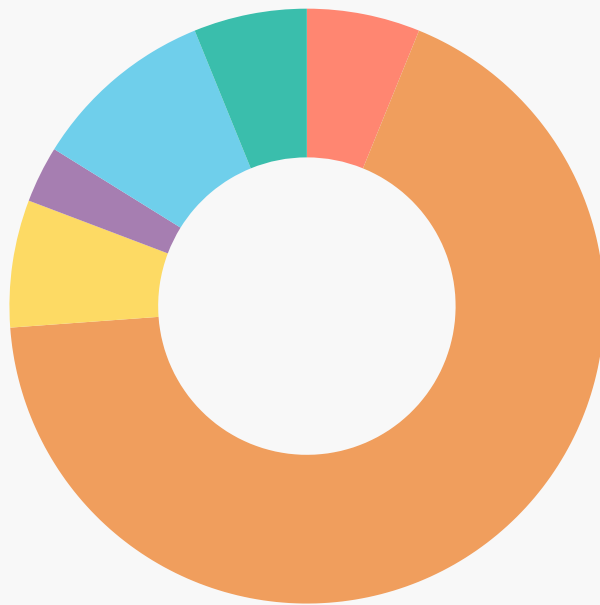
# 838

# ENQUIRIES

# 89%

were handled on the same day and a response was given in less than 24 hours.

During April **MCALS** worked right across the island and met a total of 130 people at locations that were more convenient for them.



- Jurby
- Noble's Foyer
- Henry Bloom Noble Library
- Onchan Library
- Crossroads for Carers
- Peel Charity Shop



# 255

contacts were received by phone.



# 2

contacts were received by letter.



# 451

contacts were received by email.

Our Friends and Family Test Survey Stats for April were as follows:

**IN APRIL**  
**1,345**  
SURVEYS WERE COMPLETED IN TOTAL

**88%** OF SCORES  
WERE 'GOOD' OR  
'VERY GOOD'

- 4% rated Manx Care Services as “Neither Good nor Poor”
- 8% rated Manx Care Services as “Poor” or “Very Poor”

Caring, efficient and supportive care were the main themes in April captured by the survey:



“Empathetic and interested staff.”



“From reception to doctor to physio was brilliant and was treated was extremely well.”



“Staff made me feel at ease and went out of their way to answer any questions I had”



“Excellent attention and very efficient In dealing with my treatment by the nurse.”

In April service users told us to improve on:

- Waiting times
- Improved environment
- More access to services

15,500 surveys were completed since in the year 01 April 2023 - 31 March 2024 – thank you for your feedback!

APRIL FFT BREAKDOWN

# THEMES AND TRENDS

The main themes and trends were **waiting times for appointments** in GP Practices, Gastroenterology services, gynaecology and radiology.

Here are the Top 5 April 2024 themes and trends within MCALS:

263

points of contact were made about waiting times for appointments within **GP practices, dental services, gastroenterology, gynaecology** and **orthopaedics**.

80

people contacted us with a concern about their care within Manx Care.

122

people were **signposted** into other Manx Care services and third sector partnership for further support.

107

people had enquiries about parking at Noble's Hospital, how to access the formal complaints process and **requests for advice** on how to change an address with Manx Care or how to access GP or Dental services

26

**compliments** were received via MCALS about Manx Care services – **thank you!**

MCALS worked hard in April to resolve issues and concerns quickly and delivered on the spot feedback on the day to service users 89% of the time.

# WE WANT TO HEAR FROM YOU!



Either scan the QR code or  
head to [bit.ly/FriendsFeedback](https://bit.ly/FriendsFeedback)

Please take a few  
minutes to complete our  
Friends and Family Test  
Survey

Help us to make  
changes to improve our  
services and the way we  
provide care.

Feedback is voluntary  
and anonymous.



# 15,442

responses to the Manx Care Friends and Family Test Survey  
were received between **01 April 2023** and 31 March 2024.

The overall ratings were as follows:



## 90%

rated Manx Care  
services as **Good**  
or **Very Good**



## 4%

rated Manx Care  
services as **Neither**  
good nor poor



## 6%

rated Manx Care  
services as **Poor** or  
**Very Poor**

# FRIENDS AND FAMILY TEST



## 'IN YOUR SHOES'

### CARERS OF THOSE LIVING WITH DEMENTIA

The first working group meeting was held on the 25 April which consisted of clinical and non-clinical staff members and a public representative developing an action plan based on the feedback received at our first In Your Shoes event in March 2024.

This was focused on carers of those living with dementia and we are excited to work together on improving communication and preparing informative user-friendly information packs for staff, carers, service-users and families to support their journey and provide much needed information and links to resources available. A follow up listening event is planned at the IOM Hospice in July.

Our next In Your Shoes event is scheduled for September to focus on receiving feedback from those who have used Cancer Services in the last 2 years. We will provide updates on the venue, date and time in our June issue of MCALS monthly.



# ACTION PLAN CARERS OF THOSE LIVING WITH DEMENTIA

## ACTIONS

## SUCCESS CRITERIA



expected time to develop: 6 months

Carers require guidance and advice (dementia mapping to communicate what is available on-Island).

Discuss hospital admission and bespoke activities as part of the pack.

Need for a clear Dementia Strategy on-Island which Carers can use to guide them through the various stages and challenges and to improve communication.



developing a pack for guidance and making readily available via many platforms - online, paper, leaflet, videos, posters with QR codes etc

Strategy and pathways are clear/standardised to deliver support and equity of access to respite care.



expected time to develop: 6 months

Carers do not always feel heard and are not always part of the decision making process



Carers have a mechanism for providing voice and opinion and best interest of patient.



expected time to develop: 6 months

Continue and expand support groups and coffee mornings for carers of those living with dementia

Events for wellbeing



Expansion of more coffee mornings/walks and talk groups/respite events/partnership with gym membership for carers.



expected time to develop: 12 months

Work with benefits and income support and other third sector groups and businesses to support financially with carers



Discount card available for carers of those living dementia.



expected time to develop: 1-2 years

Step up facility for day care as well as respite services available at the weekend.

More options in the community and equal access.

Support day centres with their scheduling system to develop a pre-booking form.



Step up facilities across wellbeing partnerships.



expected time to develop: 12 months

Standardised Training in Dementia Care for HCA's and other colleagues across Manx Care (wellbeing partnerships?)-accreditation?



All HCA's and other staff working to same high standard will rollout of training across Manx Care and collaborators.



expected time to develop: 12 months

Emergency Department to have a quiet space for dementia patients.

Wristband for the dementia patient so they are identifiable to staff so they can adapt communication appropriately.

Procure headphones for ED and inpatients who are living with dementia to help support them when waiting and play relaxing music - can we procure music therapy practitioner in more day centres/frailty unit on a regular basis?



ED develops a quiet area for patients with dementia and their carers to wait for treatment.

Wristband rollout for dementia patients so they are identified.

Headphones available in inpatient and ED settings as well as music therapy available.



On April 10, MCALS collaborated with the Stroke Association and supported them to host an information session at the Noble's Foyer with speech and language therapy students.

This was a great success and we supported 20 service-users during the two hour pop-up.

We look forward to offering more sessions in the future.

**Special thanks** to Jennifer James, Support Coordinator from the Stroke Association for collaborating with Manx Care.

Following our volunteer recruitment campaign and open evening in April MCALS have successfully recruited **5 more volunteers** to support in our community hubs across the island. We will onboard our volunteers during May and June and we will be able to bring you more information on our new recruits in or June issue of MCALS Monthly, as well as our up-scaled community model so watch this space!

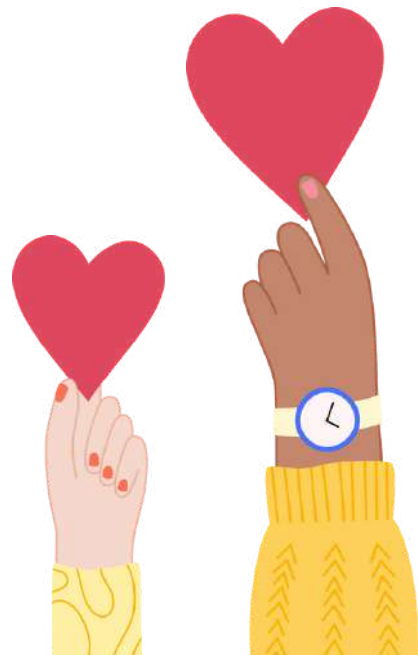


## VOLUNTEERS ALWAYS WELCOME

*Can you spare two hours a month?*

If you missed our recruitment event and would enjoy helping and supporting people either in person at community drop-ins, over the phone or via email, we may still have roles for you.

**For more  
information please  
contact the team  
on 642642 or email  
MCALS@GOV.IM**



# MCALS HAVE MOVED

MCALS met with a number of charities and third sector partners in April and look forward to being able to offer a Quiet Room Space at new premises at Garagyn Glass on the Noble's Hospital site in July.

We are planning a supportive listening session with isle Listen and MCALS from our Quiet Room on the **11 July 2024** – watch this space for more news on the launch of our third sector partnership and MCALS sessions from our new premises coming in July!

- ✓ Accessible
- ✓ Confidential
- ✓ Face-to-Face
- ✓ Quiet Room



# EXPERIENCE AND ENGAGEMENT AWARD



**Most improved level in Quantity and Quality responses received via the Survey in Q4 Jan-Mar 2024 (Qualitative and Quantitative Assurance)**

**Winner – Pre-Assessment Clinic**

Our Experience and Engagement Award winning team in Q4 have demonstrated a strong commitment to consistently positively promoting the survey in their areas, as well as receiving a high level of quality of feedback – congratulations to the Pre-Assessment Clinic!

# MCALS

Manx Care Advice & Liaison Service

are here to **support** you with **any health or social care queries** you might have, come along and chat to the team.

*We will be  
on-hand at the  
following locations  
throughout June:*



**NOBLE'S FOYER  
PORT ERIN LIBRARY  
HENRY BLOOM NOBLE LIBRARY  
PEEL CHARITY SHOP  
JURBY COMMUNITY CENTRE  
ONCHAN LIBRARY**



MCALS@GOV.IM



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