

Healthwatch Kingston Board Meeting (Part A)	Wednesday 30 September 2020
Activity Report	<p>Contributors: Stephen Bitti (SB) - Chief Officer, Candy Dunne (CD) - Deputy Chief Officer, Jaimy Halliwell-Owen (JHO) - Communications and Engagement Officer, Kezia Coleman (KC) - Projects and Outreach Officer (Disabilities and Mental Health), Hen Wright (HW), Projects and Outreach Officer (Young People and Safeguarding), Persephone Pickering (PP) - Time to Change Hub Coordinator, Rona Topaz (RT) - Learning Disabilities Support Officer, Graham Goldspring (GG), Acting Chair, Hospital Services Task Group, Tony Williams (TW), Chair, Mental Health Task Group, Nigel Spalding (NS), Acting Chair, Community Care Task Group and Stephen Bitti (SB), Acting Chair, Learning Disabilities Task Group.</p>
PART A Agenda Item 6	<p>Appendices: Appendix 6A HWK Communications Report (From Jul to Sep 2020)</p>
<p>This new report template updates the Board on progress made towards delivery of our now top seven work areas for 2020/2021. The report includes updates from the Chief Officer, Project and Outreach Officers, the Communications and Engagement Officer and Task Group Chairs. There is an additional section at the end for updates about additional items and activities.</p> <p>In 2020/21, it has been agreed that HWK will continue to focus on our work areas set the previous year but with a re-structure to include a separate priority area for Safeguarding and the additional priority area covering response to Covid-19. This is to allow the organisation to review and evaluate the impact of our work and, where feasible, facilitate ‘deeper dives’ into data we have collected and now also allow for any disruption to delivery caused by Covid-19.</p> <p>The Board is requested to:</p> <ol style="list-style-type: none"> Note the content of this Activity Report. Nominate a Trustee to work with SB to finalise the Youth Out Loud! ‘Young People’s Wellbeing During the COVID-19 Crisis’ Survey Report (September 2020) for joint HWK and HWR publication early October 2020. 	

Activity Report - Healthwatch Kingston upon Thames Board meeting - Wed 30 Sep 2020

3. **Nominate** a Trustee to work with SB to finalise the ‘Experiences of NHS and social care services in Kingston during the Coronavirus pandemic Snapshot report n2’
4. **Endorse** Grahame Snelling (as HWK Board lead for Safeguarding) signing the Kingston Safeguarding Adults Board Data Sharing Agreement on behalf of the HWK Board.
5. **Note Appendix 6A** HWK Communications Report (From mid-Jul to mid-Sep 2020).

TOP SEVEN WORK AREAS FOR 2020/21

Priority	Aim	Update	KPI (?) Impact	RAG
1. Mental Health				
1a. Review existing service user experience data and report key themes:		To be discussed at the Mental Health Task Group.		
1b. Time to Change Kingston Hub Coordinator - supporting Time to Change Champions and events:	Change attitudes about mental health in our communities and workplaces	Time to Change Kingston (TTCK) has been working on plans for World Mental Health Day through Steering Group meetings, Champions Network Meetings, working group meetings and one to one meetings with Champions. We have also transferred three of the Champions Fund applications online, the assessment panel have approved them, we have ordered cards for their requested funding and have been supporting them through the process of setting up their activities. We also supported the first National Champions Network Event and had a		

Activity Report - Healthwatch Kingston upon Thames Board meeting - Wed 30 Sep 2020

		<p>Champion showcase her empowering journey at TTC Kingston at this event. Additionally, we planned a series of social media posts for World Suicide Prevention Day and had a Champion share his experience of suicidal thoughts on a blog post on the Healthwatch website.</p>		
<p>1c. Chair and administrative support for the ‘Thrive Kingston Mental Health Strategy Planning and Implementation Group’ (MHSPIG) (year 3)</p>	<p>Provide independent facilitation for community scrutiny of progress against mental health strategy priorities</p>	<p>The MHSPIG has temporarily become the ‘Kingston Covid-19 Mental Health Response Strategy’ group and last earlier this month. The meeting provides a forum for exchange of information on the emerging picture in relation to mental health in Kingston during COVID-19 and an opportunity for oversight and identification of need.</p> <p>Following the SWL ICS summit on Covid-19 and Mental Health 20th July and the unveiling of a 5-point programme, at the September Group Meeting an update was provided by Miles Rinaldi of SWLStG.</p> <p>The next meeting is on 12th October. There are ongoing discussions - linked to the inaugural Communities Task Force meeting - for this group to become a sub-group of the new Kingston Task Force. This with a view to build upon what is in place and an aim to provide a reporting mechanism through to decision makers that can support change and response.</p>		
<p>1d. Complete South West London and St George’s Mental Health Trust Partner Fund - supporting a partnership approach to</p>	<p>Raise awareness about mental health in our communities</p>	<p>This not specific to this work stream but for info: KC is attending the Neurology patient voices group meeting on Friday 2nd October. The meeting aims to identify a sustainable and meaningful strategy for engaging and co-producing services with patients across neurosciences across the whole pathway. KC joined the steering group to help shape.</p>		

<p>mental health awareness events in the community:</p>				
<p>1e. Monitor progress of specialist service provision to people with Emotionally Unstable Personality Disorder (EUPD):</p>	<p>Ensure EUPD service is provided as agreed</p>	<p>The Chair of Trustees has written to SWL Clinical Commissioning Group Mental Health leads asking for clarification on the following:</p> <ul style="list-style-type: none"> • Whether the EUPD service in Kingston is now fully operational, and whether it is comparable to the service provided to residents of the other five boroughs • If it is not yet fully operational, whether there is scope for user involvement in its design • Whether the service is available to everyone with EUPD. HWK has been told that it covers only a fraction; if so, what is the rationale for this, and what is the provision for people with EUPD who are not eligible • What volume of spot purchasing has taken place? <p>A response has been received and continues to be with SB for review.</p> <p>The meaning of the response was discussed at the MHTG on 18th August. Further correspondence is needed to obtain clarity from the CCG.</p>		
<p>2. Learning Disability</p>				
<p>2a. Capacity building Healthwatch Kingston to improve access and</p>	<p>Ensure HWK is "Learning Disability</p>	<p>Ongoing.</p>		

Activity Report - Healthwatch Kingston upon Thames Board meeting - Wed 30 Sep 2020

<p>support meaningful engagement with local people with a learning disability (year 2):</p>	<p>friendly”</p>			
<p>2b. Grow the Learning Disability Task Group of people living with a learning disability, their families, carers, and advocates:</p>	<p>Support people with a learning disability, their families, and carers to have a say in their health and social care services.</p>	<p>We held a Learning Disability Task Groups (LDTG) on Monday 14th September.</p> <p>The second Enter and View training module is being reviewed by the group via zoom on Tuesday 29 September. All training modules are to be reviewed by SB to ensure HWE core guidance is included.</p>		
<p>2c. Chair and administrative support for the ‘Kingston All Age Learning Disability Partnership Board’ (year 2):</p>	<p>Provide independent facilitation for community scrutiny of progress against All Age Learning Disability strategy priorities</p>	<p>The AALDPB has continued to meet online. There is good representation from partners. We held a successful meeting at the start of the month, and are making headway with work on improving communications across Kingston with the LD community, and the Partnership Board has provided feedback on a letter from RBK as it works to improve its communication with family carers.</p> <p>The AALDPB Communications Work Group continues to meet via Zoom.</p> <p>It was previously agreed that the AALDPB ‘End of Year’ event would be held towards the end of June; however, this was delayed due to Covid-19 and other HWK priorities and deadlines. SB and KC have now secured input from all key partners to the ‘End of Year’ report (Yr. 1) and have</p>		

		designated time to meet w/b 12 October explore a revised delivery plan.		
3. Hospital Services				
3a. Review patient experience data and report key themes:	Provide an independent digital solution to capture patient experience of hospital services	To be discussed with the Hospital Services Task Group.		
3b. Continue to monitor Kingston Hospital NHS Trust complaints and procedures:	Ensure continued robust complaints procedures are available and learning from complaints informs hospital improvements	Ongoing.		
4. Community Care				

Activity Report - Healthwatch Kingston upon Thames Board meeting - Wed 30 Sep 2020

<p>4a. Examine the impact of community care provision (such as home care and reablement) on service users, patients and where possible, their carers:</p>	<p>Gather service user experience of components of Kingston Coordinated Care to gauge improvements to their health and wellbeing</p>	<p>Since the report to the last board meeting, members of the task group have met on Zoom with:</p> <ul style="list-style-type: none"> • Miriam Smith, Corporate Head of Service Commissioning Early Years Intervention and Prevention, Adult Social Care and Community Housing (29 July) - to be updated on RBK’s work with care providers during Covid-19 and the planned ‘Market Position Statement’ • Gurpreet Keila, Social Prescribing Manager, Kingston Voluntary Action (12 August 2020) - to be updated on the work of Connected Kingston, how the website has been developed further during Covid-19, revival of the plans to evaluate the effectiveness of this tool and the Community Champions training sessions • Nathalie Wilson and Madi Turpin (RBK officers) - to learn about the planned recommissioning of home care and reablement services from April 2021. As a result of this meeting, task group members were invited to comment on the statement of what users need from this service (the ‘Outcomes’). Details of the recommissioning arrangements have now been published in the papers for the Response and Recovery Committee 24th September. <p>At the last task group meeting, on 17th August, the group also contributed ideas for the planned staff-led project to obtain feedback on the experience of care home residents, their family members, and friends during Covid-19.</p>		
<p>4b. Develop links with Patient Participation Groups:</p>		<p>HWK ongoing interest in developing stronger links with Kingston’s Patient Participation Groups was raised with Kingston CCG leads at the recent HWK Borough briefing meeting and was received favourably. SB will discuss with staff team to progress work begun before COVID-19.</p>		

5. Young People				
<p>5a. Support Youth Out Loud! (YOL!) to review health and care services (we will do this in partnership with Healthwatch Richmond):</p>	<p>Support young people to have a say in their health and care services</p>	<p>The FINAL DRAFT Youth Out Loud! ‘Young People’s Wellbeing During the COVID-19 Crisis’ Survey Report (September 2020) is now completed. The Board is requested to nominate a Board lead for sign off on behalf of the Board. NB. This report will need to be approved by both HWK and HWR Boards before publication in early October.</p> <p>YOL! New recruits are key to the development of the YOL! workstream - HWK and HWR are contacting schools to see if we can be part of virtual assemblies.</p>		
<p>5b. Support delivery (with other partners including Healthwatch Richmond) of the Digital Youth Project (year 2) to complete a series of short health and care films by young people for young people:</p>	<p>Develop a library of health and care films made by young people for young people</p>	<p>Online work has resumed on the next YOL! film (funded through the Digital Youth Project). The previous film covered being a good friend to people that may be thinking about self-harming. The topic of the next film for the planned ‘library of health and care films’ is sexual health - HWK and HWR have recently encouraged young people to complete an online survey about what the film should cover. Work commenced on the planning of this film prior to COVID-19 and is now being planned into the revised YOL! work plan to take us through to the end of March 2021.</p>		
<p>5c. Support YOL! develop its online and social media:</p>	<p>Support young people to safely communicate via social media</p>	<p>Ongoing. The www.yolweb.info YOL! website is updated regularly and social media is disseminated linked to areas of interest for YP health and wellbeing.</p>		

6. Safeguarding				
<p>6a. Explore how the Community Reference Group for adult safeguarding will become a sustainable adjunct to the Kingston Safeguarding Adults Board:</p>	<p>Gather service user experience of safeguarding to inform service developments and support positive personal outcomes</p>	<p>No Community Reference Group meetings during this period as work in this area has focused on establishing the Making Safeguarding Personal pilot.</p>		
<p>6b. Deliver the Kingston Making Safeguarding Personal pilot:</p>		<p>Planning work between HWK and RBK for this Making Safeguarding Personal pilot is now nearing completion. We have agreed with RBK that our Data Sharing Agreement between HWK and Kingston Safeguarding Adults Board (to be signed/dated) will cover our Making Safeguarding Personal pilot work. We now anticipate the work will engage with safeguarding process clients from October 2020.</p>		
<p>6c. Continue support for the London Safeguarding Adults Board Conference Planning Group (year 2) and work to ensure people with lived experience of safeguarding are integral</p>		<p>SB has been asked to Chair the London Safeguarding Adults Board, Voices subgroup, which SB has been attending (on behalf of HWK) for the past year. This role will be supported by an administration officer and additional resource.</p>		

to safeguarding systems and processes across London:				
7. Response to coronavirus				
7a. Continue to gather views and experiences of NHS and social care services during and after the coronavirus pandemic, to ensure commissioners, providers and other system leaders respond appropriately to the health and care needs of local people:		<p>We published our HWK Experiences of NHS and social care services in Kingston during the Coronavirus pandemic Snapshot report n1 in June 2020.</p> <p>We are planning to publish our HWK Experiences of NHS and social care services in Kingston during the Coronavirus pandemic Snapshot report n2 at the end of October 2020.</p> <p>We are personalising an ‘off the shelf’ HW survey that will be ready to ‘go live’ this week to gather people views of NHS Test & Trace. We plan to ask the 19 local organisations (commissioned by RBK to promote Test & Trace) to promote the survey. We also plan to ask GP Practice Managers to share with their Patient Participation Groups. The survey will be promoted through our website and via our social media and through our Kingston and Richmond Communications and Engagement Steering Group comms channels.</p> <p>We are also planning a survey of experiences of residents, families, and friends of Care Homes during the coronavirus pandemic.</p>		

ADDITIONAL ITEMS AND ACTIVITIES	
Item/Activity:	Update:
Communications and Engagement:	JHO has produced a Communications Report (From Jul to Sep 2020). See Appendix 6A to this Activity Report.
HWK Reports pending:	<p><u>Kingston Hospital Adult Inpatient Wards Enter and View Report</u> (Hospital Services Task Group) - with SB for final edit in response to Kingston Hospital feedback (JHO is staff Project lead supporting the HSTG, WG is nominated Board lead for sign off on behalf of the Board).</p> <p><u>How was the Kingston iCope Service for You? Report</u> (Mental Health Task Group) - has been with KC and TW (MHTG Chair) for a re-write. Next steps and a revised production schedule to be considered. SB to meet with KC and TW to discuss. (KC is Project lead supporting TW and GS is nominated Board lead for sign off on behalf of the Board).</p> <p><u>Experiences of NHS and social care services in Kingston during the Coronavirus pandemic Snapshot report n2</u> (Priority 7 HWK staff team) - survey responses between mid-June and end of September have been collated by JHO. Next steps - JHO/CD and SB to meet to discuss findings. Publication is currently planned for end of October. JHO is Project lead working with SB and CD. Community Care Task Group is acting as our Advisory Group. (The Board is requested to nominate a Board lead for sign off on behalf of the Board).</p> <p><u>Youth Out Loud! ‘Young People’s Wellbeing During the COVID-19 Crisis’ Survey Report</u> (Youth Out Loud!) - Final draft is now completed. The Board is requested to nominate a Board lead for sign off on behalf of the Board. NB. This report will need to be approved by both HWK and HWR Boards before publication in early October.</p> <p><u>Residents, families, and friends’ experiences of Care Homes during the coronavirus pandemic Report</u> - in planning stage - aiming to ‘go live’ end of October.</p>

	<p><u>COVID-19 NHS Test & Trace Survey Report</u> - in planning stage - aiming to 'go live' beginning of October.</p>
<p>HWK Open Meetings</p>	<p><u>Open Meeting - August 2020</u></p> <p>This meeting covered the following topics:</p> <ol style="list-style-type: none"> 1. Healthwatch Kingston - Updated the meeting about our Making Safeguarding Personal pilot for our Learning Disabilities community. 2. SWL NHS COVID-19 Update - Caroline O'Neill, Senior Engagement Manager (Kingston and Richmond) NHS South West London CCG and Dr Annette Pautz and included: <ul style="list-style-type: none"> • <u>Keeping you safe video</u> • Service change during Covid 19 focusing on accessibility of services for vulnerable groups • Winter flu vaccine survey • NHS response to Covid 19 phase 3 <p>The next HWK Open Meeting will be held via Zoom on Tuesday 20 October from 12 noon to 4pm.</p>