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| Healthwatch Kingston Board Meeting (Part A)  | Thursday 27 May 2020  |
| Activity Report  | <p><b>Contributors:</b> Stephen Bitti (SB), Chief Officer, Jaimy Halliwell-Owen (JHO), Communications and Engagement Officer, Kezia Coleman (KC), Projects and Outreach Officer (Disabilities and Mental Health), Candy Dunne (CD), Projects and Outreach Officer (Compliance and Communities), Tia Arberry (TA), 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><b>Appendices:</b><br/> <b>Appendix 6A</b> HWK Communications Report (From May to Jul 2020)</p>  |
| <p>This report updates the Board on progress made towards delivery of our top five work areas for 2019/2020 and from the August Board will incorporate our re-structured 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 top five 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 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. This period will also allow for any disruption to delivery caused by Covid-19.</p> <p><b>The Board is requested to:</b></p> <ol style="list-style-type: none"> <li><b>Note</b> the content of this Activity Report.</li> <li><b>Note</b> Appendix 6A HWK Communications Report (From May to July 2020).</li> </ol> |   |

| TOP FIVE WORK AREAS FOR 2019/20   |   |  |                |     |
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| Priority  | Aim   | Update   | KPI (?) Impact | RAG |
| <b>1. Mental Health</b>   |   |  |                |     |
| 1a. Review the transition of young people from Child and Adolescent Mental Health Services (CAMHS) to Adult Services, with a particular emphasis on the experiences of neurotypical and neurodiverse young people | Provide evidence that supports improved experience of young people transitioning from CAMHS to Adult Mental Health Services | The MHTG discussed the costed proposals from Kingston University on 20 <sup>th</sup> April. In the current circumstances it seemed clear that the project could not be pursued, and it was agreed that it should be put on hold.   |                |     |
| 1b. Continue online service user experience review of the iCope Kingston Psychological Therapies Service:   | Provide evidence that supports improved experience of people using psychological therapy services                           | <p>The draft report has been reviewed by Grahame Snelling on behalf of the HWK Board. Tony Williams has actioned his comments with a draft introduction section and draft recommendations. This content is being reviewed and finalised with the HWK staff team.</p> <p>Once agreed the whole needs to be assembled, sense checked and put into Healthwatch livery; then submitted for formal review by Camden and Islington NHS Trust (the provider of the Kingston iCope service),</p> |                |     |

Activity Report - Healthwatch Kingston upon Thames Board meeting - Thursday 30 July 2020

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|  |   | then final approval by the HWK Board. At this point the report will be published on the HWK website and shared with HWE and other key stakeholders.  |  |  |
| 1c. Time to Change Kingston Hub Coordinator - supporting Time to Change Champions and events, and promoting 'sign up' to the Time to Change Employer Pledge (now as a funded Hub): | Change attitudes about mental health in our communities and workplaces  | <p>The Quarter 1 TTC Kingston Report has been submitted to Time to Change and is available upon request.</p> <p>Healthwatch Kingston's Employer Pledge Action Plan has been approved and our Chair, Liz Meerabeau will sign the Employer Pledge at the upcoming HWK Open Meeting (via Zoom) on Tuesday 18 August.</p>  |  |  |
| 1d. Chair and administrative support for the 'Thrive Kingston Mental Health Strategy Planning and Implementation Group' (year 2):  | Provide independent facilitation for community scrutiny of progress against mental health strategy priorities | <p>A temporary merge of the MHSPiG with a newly formed Covid-19 MH Strategy group, to enable a joined-up approach to tackling the mental health crisis caused by the corona virus pandemic.</p> <p>The 'Kingston Covid-19 Mental Health Response Strategy' group has met in June and July. This meeting provides a forum for exchange of information on the emerging picture in relation to mental health in Kingston and an opportunity for oversight.</p> <p>Three meetings in total have been held, with include partners from the voluntary sector, such as Kingston Carers Network, Kingston Churches Action on Homelessness, as well as relevant RBK and health representatives.</p> <p>The group have been identifying unmet needs, high risk groups, and sharing knowledge of service provision and funding opportunities.</p> |  |  |

Activity Report - Healthwatch Kingston upon Thames Board meeting - Thursday 30 July 2020

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| <p>1e. South West London and St George’s Mental Health Trust Partner Fund - supporting a partnership approach to mental health awareness events in the community:</p> | <p>Raise awareness about mental health in our communities</p> | <p>Nothing further to update on the Partner Fund. The feasibility of this work is to be reviewed due to Covid-19.</p> <p>HWK attended the South West London and St George’s Mental Health NHS Trust and the South West London Health and Care Partnership “Covid-19: Preventing a Mental Health Crisis Summit” which took place on Monday 20 July. 500 delegates registered.</p> <p>The purpose of the summit was to address the impact on mental wellbeing within the community, as the country emerges from Covid-19, with a focus on collaborative working.</p> <p>Key principles were set out, behind a 12-month targeted programme of prevention, aimed at people whose mental health and wellbeing has been impacted due to Covid-19.</p>                 |  |  |
| <p>1f. 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"> <li>• 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</li> <li>• If it is not yet fully operational, whether there is scope for user involvement in its design</li> <li>• 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</li> <li>• What volume of spot purchasing has taken place?</li> </ul> |  |  |

Activity Report - Healthwatch Kingston upon Thames Board meeting - Thursday 30 July 2020

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|  |   | <p>A response has been received and is with SB for review.</p> <p>A member of the HWK Mental Health Task Group has agreed to reach out to contacts with EUPD to support them to complete the HWK 'Have Your Say' survey.</p>  |  |  |
| <b>2. Learning Disability</b>  |   |   |  |  |
| <p>2a. Capacity building Healthwatch Kingston to improve access and support meaningful engagement with local people with a learning disability (year 2):</p> | <p>Ensure HWK is "Learning Disability friendly"</p>   | <p>RT is working an Easy Read summary version of our Annual Report 2019-20.</p> <p>We are working on engagement with the LD community to get responses to the HWK "Have Your Say Survey"</p> <p>We have promoted RBK focus groups and surveys, which are gathering feedback on Supported Living and Homecare Services, with a target session and survey for people with Learning Disabilities. HWK will closely follow the outcomes of the consultations.</p> |  |  |
| <p>2b. Develop a new Learning Disability Task Group of people living with a learning disability, their families and carers:</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 20<sup>th</sup> July.</p> <p>We discussed the impact of coming out of lockdown, staying safe, and concerns were raised about going back into lockdown.</p> <p>The first Enter and View training module has been booked to be held via zoom - this session will allow people to review and familiarise themselves with the training online process.</p>  |  |  |

Activity Report - Healthwatch Kingston upon Thames Board meeting - Thursday 30 July 2020

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|   |   | We are working up plans to increase the Learning Disability Task Group membership.  |  |  |
| 2c. Chair and administrative support for the 'Kingston All Age Learning Disability Partnership Board' (year 2): | Provide independent facilitation for community scrutiny of progress against All Age Learning Disability strategy priorities | <p>The AALDPB Communication Works Group met in June. There was a good turn out with representation from a variety of partners.</p> <p>The Communication Works Group will meet again via Zoom, on Monday 30<sup>th</sup> August, directly followed by a full AALDPB meeting (also by 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.</p> <p>Work on the AALDPB 'End of Year Report' is underway and will be shared in draft form for review and feedback at the AALDPB on Monday 3<sup>rd</sup> August.</p> |  |  |
| <b>3. Hospital Services</b>   |   |   |  |  |
| 3a. Create an online hospital services patient experience survey:   | Provide an independent digital solution to capture patient experience of hospital services                                  | The relevant aims of this project have been incorporated into the 'Have your say' survey we have been running since Jan 2020.   |  |  |

Activity Report - Healthwatch Kingston upon Thames Board meeting - Thursday 30 July 2020

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| <p>3b. Research patient experience of inpatient wards at Kingston Hospital NHS Trust:</p> | <p>Provide evidence that supports improved inpatient experience of wards in Kingston Hospital</p> | <p>We continue to be in communication with Kingston Hospital regarding the fact checking of the initial draft report. We have reassessed our timescales to accommodate the hospital given the current Covid-19 crisis and have agreed to publish the final report with the hospital's formal response at the end of September.</p> <p>We are currently seeking the best time to send the final report to the hospital for their formal response and proposed we do this on Friday, 21<sup>st</sup> August ahead of SB and JHO going on annual leave. We are hoping to receive the fact check version back from Kingston Hospital by the end of July, so that we can make final amends and send the final draft on 21<sup>st</sup> August.</p> <p>The Hospital Services Task Group members have agreed to do a 'deeper dive' analysis of the qualitative feedback to the HWK 'Discharge from Kingston Hospital' research and report as part of this year's work.</p> <p>The Task Group would also like to understand the role of the New Victoria Hospital during Covid and recovery.</p> |  |  |
| <p>3c. Continue to monitor Kingston Hospital NHS Trust complaints and procedures:</p>     | <p>Ensure continued robust complaints procedures are available and learning from complaints</p>   | <p>The Kingston Hospital Freedom to Speak Up Guardian joined the last Hospital Services Task Group meeting online on 11 June. This proved to be an extremely informative and positive meeting in which Zoe Brown shared more information about her role. She is working on projects to support culture change at the hospital which encourages more open dialogue between staff and more opportunities to air grievances or complaints. The task group also welcomes the opportunity to promote the importance of such a role at Kingston Hospital, especially to</p>  |  |  |

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|  | <p>informs hospital improvements</p>  | <p>establish a culture of openness, diversity and inclusion. Zoe has expressed an interest in attending a meeting with task group again in the future and said she appreciates Healthwatch Kingston’s support of her important role at the hospital.</p>   |  |  |
| <p><b>4. Community Care</b></p>  |   |  |  |  |
| <p>4a. Examine the impact of Kingston Coordinated Care on service users, patients and where possible, their carers. During the year, individual services that are established or have been revised by the KCC programme will be considered for review, with the initial focus being on Connected Kingston.</p> | <p>Gather service user experience of components of Kingston Coordinated Care to gauge improvements to their health and well-being</p> | <p><b>Report on feedback from users of the Community Connector Service (Staywell) titled ‘Is Social Prescribing Working?’</b><br/> This report has been signed off, sent to Staywell and published on the HWK website. The report is also due to be sent to the participating volunteers, the three staff at Kingston University who assisted on the questionnaire design, the Kingston Primary Care Network Clinical Directors, the Kingston and Richmond Local Pharmaceutical Committee, Kingston Public Health, Kingston Voluntary Action, the Social Prescribing Network, NHS England (Social Prescribing) and the Kings Fund.</p> <p><b>Connected Kingston</b><br/> Further news is awaited on the planned distribution of an evaluation questionnaire (by the Connected Kingston Evaluation Sub-Group) to users of the digital tool (<a href="https://www.connectedkingston.uk/">https://www.connectedkingston.uk/</a>) which was postponed in March. A further liaison meeting with Gurpreet Keila, Programme Manager for Connected Kingston at Kingston Voluntary Action, is being arranged. CD is exploring how Community Champion training might be provided to HWK staff and active affiliates.</p> <p><b>Adult Social Care dashboard</b></p> |  |  |



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|   |   | <p>Work on this dashboard was suspended in March when we went into lock-down. This will need to be taken up with the new Director of Adult Social Care after s/he has been appointed.</p> <p><b>Liaison on Care Homes, Home Care and Reablement</b><br/> A further liaison telephone call was held with the Corporate Head of Service - Specialist Commissioning (ASC) on 26 May. The main focus of this conversation was on the support being given by RBK to local care homes and the increased amount of cross-agency collaborative working taking place. A detailed report on this topic was provided by RBK officers to the council’s Response and Recovery Committee on 25 June 2020 - see <a href="#">here</a>. Another liaison conversation has been set up for 29 July.</p> <p><b>Working Group on development of a Support Programme for local Care Homes</b><br/> There has been no news on the establishment of this working group (to which NS was appointed as the HWK representative). The RBK officer who extended the invitation recently reported that she is no longer involved in this area of work.</p> |  |  |
| <p>4b. Explore developing the Community Reference Group for adult safeguarding to become a sustainable adjunct to the Kingston Safeguarding Adults Board.</p> | <p><b>Gather service user experience of safeguarding to inform service developments and support</b></p> | <p><b>Future Developments (Kingston Making Safeguarding Personal Pilot)</b><br/> A meeting has now taken place on Thursday 23<sup>rd</sup> July to discuss and plan commencing this work. It is proposed the work area be expanded from capturing the experiences of people living with a Learning Disability who have been through Kingston’s Safeguarding process. We have agreed to look at including people who have contacted the Kingston Covid Hub and also Black, Asian, Minority Ethnic (BAME) communities. We are now in</p>   |  |  |

Activity Report - Healthwatch Kingston upon Thames Board meeting - Thursday 30 July 2020

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|   | positive personal outcomes   | planning stages to begin this pilot work from Tuesday 1 <sup>st</sup> September 2020.   |  |  |
| 5. Young People   |  |   |  |  |
| 5a. Support Youth Out Loud! (YOL!) to review health and care services (we will do this in partnership with Healthwatch Richmond):   | Support young people to have a say in their health and care services             | <p>An online survey was created to capture young people’s experiences of COVID-19 on their mental and physical health, including accessing services. YOL! members provided input on the content of the survey. The survey was launched on 18<sup>th</sup> May and closed 26<sup>th</sup> June, receiving a total of 347 responses. The decision to close the survey on the 26th June was in response to the relaxation and reduction of lockdown measures which would influence and alter the answers provided. A report of this data is currently in production in collaboration with Healthwatch Richmond.</p> <p>YOL! members are supporting with the creation of a recorded presentation to be shared with all schools and colleges to promote Youth Out Loud! and recruitment.</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: | Develop a library of health and care films made by young people for young people | <p><u><a href="#">Self-harm: Being a good friend</a></u> has had 95 views since being launched at the end of May.</p> <p>The progress of the sexual health video is currently on hold due to Covid-19 restrictions. We are in conversations with Kingston and Richmond Public Health about their involvement when things can start back up and will assess this at the end of Summer.</p>   |  |  |

Activity Report - Healthwatch Kingston upon Thames Board meeting - Thursday 30 July 2020

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| <p>5c. Support YOL! develop its online and social media.</p>  | <p>Support young people to safely communicate via social media</p>  | <p>YOL! has continued with fortnightly meetings, once per month in collaboration with KRYC. Ongoing and <a href="#">upcoming projects</a> are discussed with members providing input on the development and creation of communication material.</p> <p>The YOL! <a href="#">website</a> has been updated with further signposting information as well as alterations to the format and design to make it easier and clearer for young people to access and use.</p> <p>YOL! continue to post updates on projects via social media on Twitter and Instagram, this has also included the COVID Survey.</p> |  |  |
| <p><b>ADDITIONAL ITEMS AND ACTIVITIES</b></p>   |   |  |  |  |
| <p><b>Item/Activity:</b></p>  | <p><b>Update:</b></p>   |  |  |  |
| <p><b>Communications and Engagement</b></p>   | <p>JHO has produced a Communications Report (From May to Jul 2020). See <b>Appendix 6A</b> to this Activity Report.</p>   |  |  |  |
| <p><b>Kingston Coordinated Care Partnership Board (Shadow Kingston Health and Care Partnership Board)</b></p> | <p>Meetings still have not been reconvened due to Covid-19.</p>   |  |  |  |
| <p><b>London Safeguarding Adults Board (SAB) Safeguarding Voices Work Group</b></p>                           | <p>SB sits on this group. Good news! Papers for the proposed ‘pan-London Safeguarding Voices Group’ presented at the London SAB on the 22<sup>nd</sup> July were agreed by the Board, with a suggestion that London ADASS look into funding this.</p> |  |  |  |

Activity Report - Healthwatch Kingston upon Thames Board meeting - Thursday 30 July 2020

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| <p><b>NHS Leadership Academy: 3-day Leadership for Personalised Care Programme</b></p> | <p>Still awaiting notice of the final day of training that was postponed due to Covid-19.</p>   |
| <p><b>Kingston and Richmond Communications and Engagement Steering Group</b></p>       | <p>Meetings continue. SB presented the HWK 'Experiences of NHS and social care services in Kingston before and during the Coronavirus pandemic: Snapshot report #1' to the Steering Group recently. The membership has agreed to re-promote the continuing survey through their Comms networks.</p> |
| <p><b>Kingston Hub - Social Innovation Programme</b></p>                               | <p>Completion of the response to presentation phase of this work needs to be revisited with Kingston University students to assess feasibility during Covid-19. An evaluation form has been provided to HWK for completion.</p>   |
| <p><b>Healthwatch Kingston Annual Report 2019-20</b></p>                               | <p>Our <a href="#">Healthwatch Kingston Annual Report 2019-20 'Continuing our work with you'</a> was published on 30<sup>th</sup> June 2020.</p>  |