



# Open Meeting (no.6)

## Monday 16 December 2019



1



Welcome,  
introduction  
to the day  
and rules of  
engagement

**healthwatch**  
Kingston upon Thames



# Meeting guidelines (1)

Please:

- Get involved as much, or as little as you like
- Give people time and a turn to talk
- Use easy words (no abbreviations or acronyms)
- Stay on topic
- Listen to each other and don't talk when someone else is speaking



# Meeting guidelines (2)

- Every opinion matters
- Challenge opinions not the person (be constructive)
- Respect the confidentiality of what is shared (unless a safeguarding issue)
- Look after yourself and be kind to others
- Switch mobile phones off or to vibrate (if you have to take a call please do so outside).



**Healthwatch Kingston Open Meeting AGENDA**  
**Monday 16<sup>th</sup> December 2019 - 12pm to 4.30pm**  
 Kingston Quaker Centre, Fairfield East, Kingston upon Thames KT1 2PT



Time	Morning agenda items	Room	Lead	Who
12.00	NETWORKING LUNCH (30 minutes)	Kitchen		ALL
12.30	Welcome and introduction to the day and rules of engagement	Hall	Stephen Bitti, HWK Chief Officer	ALL
12.35	A year in review and ideas for next	Hall	Stephen Bitti, HWK Chief Officer	ALL
1.00	<b>Growing Communities:</b> <ul style="list-style-type: none"> <li>• Developments in Adult Social Care               <ul style="list-style-type: none"> <li>• Community Catalysts</li> <li>• Direct Payments</li> </ul> </li> </ul>	Hall	Stephen Taylor and Miriam Smith, Adult Social Care, Royal Borough of Kingston	ALL
2.00	TEA, COFFEE & BISCUITS BREAK (15 minutes)	Kitchen		ALL
Time	Afternoon agenda items	Room	Lead	Who
2.30	Mental Health Task Group Meeting	Hall	Tony Williams, Chair, Mental Health Task Group/ Liz Trayhorn, RBK/ Stephen and Scott, HWK	MHTG members

Time	Afternoon agenda items	Room	Lead	Who
2.30	Community Care Task Group Meeting	Large Committee Room	Nigel Spalding, HWK Trustee, Acting Chair, Hospital Services Task Group/ Candy, HWK	CCTG members
4.00	Feedback from individual Task Group Chairs: <ul style="list-style-type: none"> <li>Hospital Services Task Group (Graham Goldspring)               <ul style="list-style-type: none"> <li>Mental Health Task Group (Tony Williams)</li> <li>Learning Disability Task Group (Scott Bacon)                   <ul style="list-style-type: none"> <li>Youth Out Loud! (Scott Bacon)</li> </ul> </li> <li>Community Care Task Group (Nigel Spalding)</li> </ul> </li> </ul>	Hall	Nigel Spalding, Meeting Chair	ALL
4.25	Thoughts from the day	Hall	Nigel Spalding, Meeting Chair	ALL
4.30	CLOSE			



Tel: 0203 326 1255  
[www.healthwatchkingston.org.uk](http://www.healthwatchkingston.org.uk)  
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Kingston Quaker Centre, Fairfield East, Kingston upon Thames KT1 2PT.  
 Registered charity no. 1159377, and a company registered in England and Wales no. 08429159







## Healthwatch Kingston - Christmas/New Year Opening 2019/20

Monday	Tuesday	Wednesday	Thursday	Friday
23	24	25	26	27
December 2019	December 2019	December 2019	December 2019	December 2019
HWK OPEN	HWK OPEN	CLOSED BANK HOLIDAY	CLOSED BANK HOLIDAY	CLOSED
Monday	Tuesday	Wednesday	Thursday	Friday
30	31	1	2	3
December 2019	December 2019	January 2020	January 2020	January 2020
HWK OPEN	HWK OPEN	CLOSED BANK HOLIDAY	HWK OPEN	HWK OPEN





2



A year  
in review  
and ideas  
for next

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# 2019 in review:

New staff team

New projects

New volunteers

New website

Challenges

Opportunities and other ideas for next year





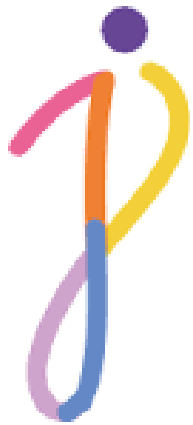




# New projects:

**time to change  
kingston**

let's end mental health discrimination



South West London  
**Health & Care  
Partnership**



Youth

*Out*

**Loud!**

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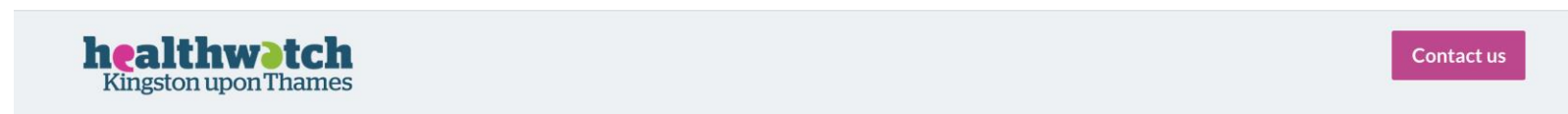
# New volunteers:



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# New website:



Have your say ▾ News & reports Get involved ▾ What we do ▾ Advice & information ▾

🔍 Search



## What we do

Find out about our role, our plans and our people.

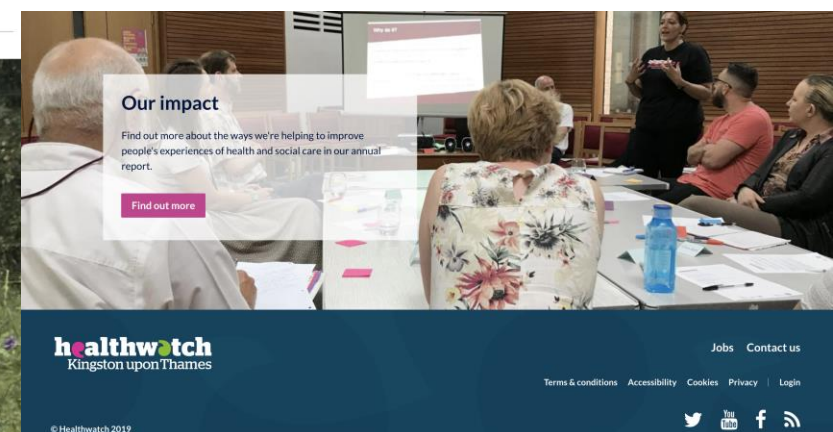
## How we work

We're here to find out what matters to you and to help make sure your views shape the support you need.

Find out more

Latest news and views

[View all](#)



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# Challenges (1):

## Recruiting new staff while maintaining core business as usual:

- Representing Healthwatch Kingston at local, regional and national meetings
- Signposting people to, and engaging people about, health and social care

## Supporting our existing and new work:

- Mental Health Task Group
  - Review service user experience of iCope Kingston Psychological Therapies Service
  - Review the transition of young people Child and Adolescent Mental Health Services (CAMHS) to Adult Services, with a particular emphasis on the experiences of neurotypical and neurodiverse young people
  - Monitor the new Emotionally Unstable Personality Disorder service and the actions agreed after the Enter & View of Tolworth Hospital Community Mental Health Services.
- Community Care Task Group
  - Examine the impact of Kingston Coordinated Care on service users, patients and where possible, their carers, with the initial focus being on Connected Kingston and experiences of the Community Connectors.
- Hospital Services Group
  - Research patient experience of discharge from Kingston Hospital NHS Trust
  - Research patient experience of adult inpatient wards at Kingston Hospital NHS Trust
  - Monitor Kingston Hospital NHS Trust complaints and procedures.

# Challenges (2):

## Supporting our existing and new work:

- Youth Out Loud!
  - Continue to support delivery of the Digital Youth Project (year 2) to complete a series of short health and care films by young people for young people
  - Support YOL! develop its online and social media.
- Time to Change Kingston Coordinator
  - Support Time to Change Champions and events
  - Establish the Champions Fund
  - Promote 'sign up' to the Time to Change Employer Pledge.
- Thrive Kingston Mental Health Strategy Planning and Implementation Group
  - Provide chair and administrative support
  - Support commissioners and providers to review and re-prioritise strategy deliverables and agree a set of metrics to monitor progress.
- All Ages Learning Disability Strategy Partnership Board
  - Provide chair and administrative support
  - Support a series of sub-groups that focus on progressing agreed strategy priority areas.

# Challenges (3):

## Supporting our existing and new work:

- Learning Disabilities
  - Develop a new Learning Disability Task Group of people living with a learning disability, their families and carers
  - Continue to capacity build Healthwatch Kingston to improve access and support meaningful engagement with local people living with a learning disability (year 2).
- SWL Health and Care Partnership
  - Work in partnership with SWL HW and the NHS to include the views of local people in the development of local Borough based Health and Care Plans
  - Qualitative research and presenting End of Life Care experiences of family members and carers to the SWL Clinical Conference.
- South West London and St George's Mental Health Trust Partner Fund
  - Support a partnership approach to mental health awareness events in the community.
- Adult Safeguarding
  - Explore developing the Community Reference Group for adult safeguarding to become a sustainable adjunct to the Kingston Safeguarding Adults Board
  - Explore with RBK how to implement the Making Safeguarding Personal agenda
  - Support the design and planning of the London Adult Safeguarding Conference, 6 Feb 2020.



# Opportunities:

- Continue to support a process for Youth Out Loud! to work with commissioners to help design a service for young people that reduces risky behaviours
- Create final two YOL! films
- Continue to work with the Hospital Services Task Group to publish an online hospital services patient experience survey
- Develop and implement an Outreach Activity Plan
- Develop and implement a Communications and Engagement Plan

## Other ideas for 2020

- Suspend annual project prioritisation process for 2020
- Focus instead on completing our existing Task Group Projects
- Revisit and analyse the qualitative evidence from our Discharge from Kingston Hospital work
- Continue to monitor Kingston Hospital NHS Trust complaints and procedures
- Explore existing data and support the development of an our impact report
- Develop our relationship with Patient Participation Groups
- Develop a standardised short health and social care survey to support a minimum of 72 community outreach events attended by staff teamed up with volunteers from across Task Groups.

3



# Growing Communities: Developments in Adult Social Care

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# Developments in Adult Social Care

Stephen Taylor

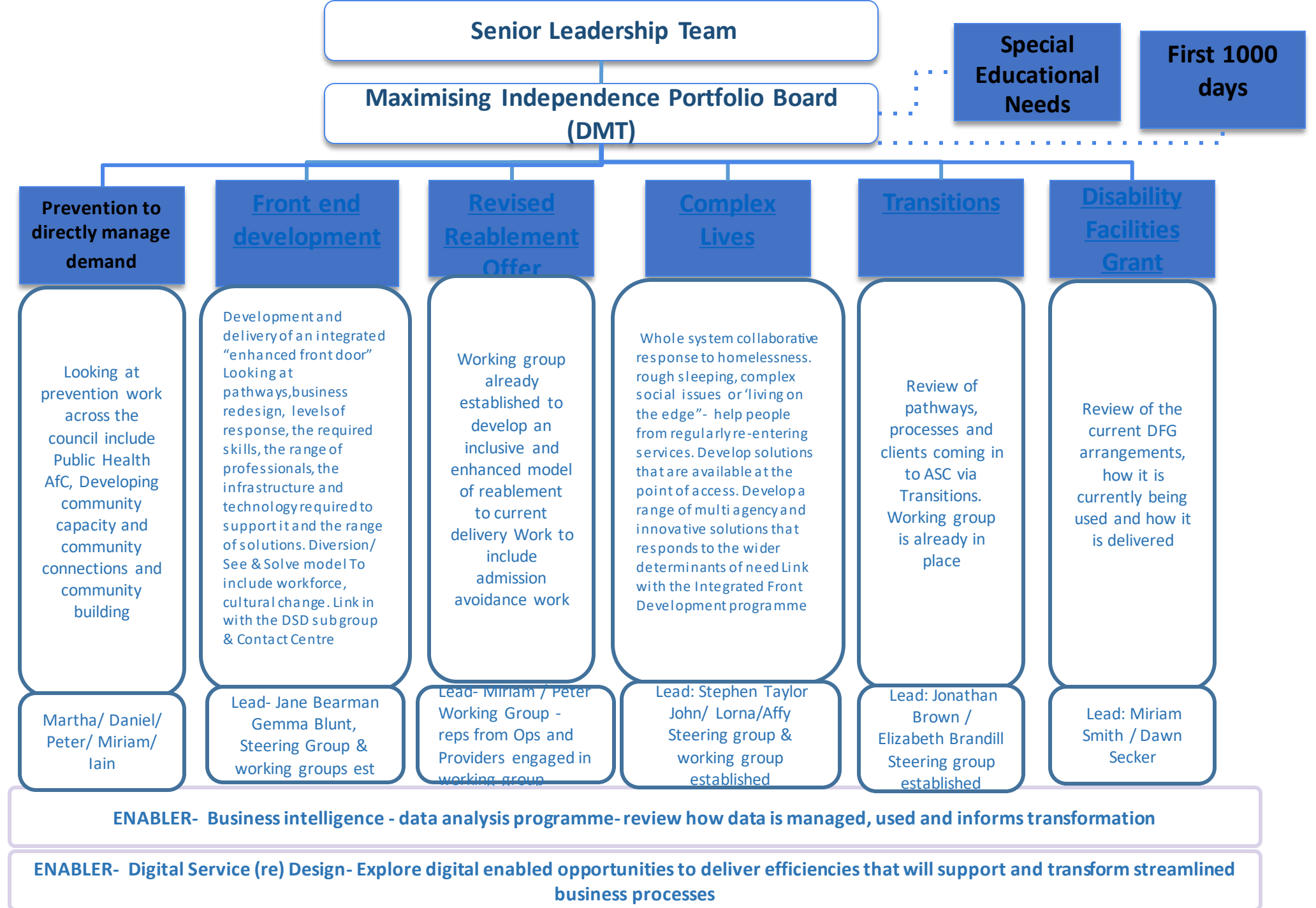
Director of Adult Social Services & Community Housing



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# Community Catalysts

## Healthwatch 16/12/19



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# Community Catalysts is a ....

Social Enterprise and Community Interest Company based in Harrogate working across the UK with individuals and communities to deliver creative community based solutions to care and support.

Three themes to their work

1. Communities Care
2. People can
3. Innovators Learn



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**Communities Care** - help people across the country to use their talents to start and run small enterprises that support and care for people in their community. They create good local jobs and keep local money local. They help people live a good life, connected with and contributing to their community.**Example:** Work with local partners to increase the number and range of homecare options available to local people. Supporting people to develop small enterprises and ventures across the whole of Leeds City Council area but with a particular focus on North Leeds, Otley, Wetherby and the City Centre.

**People can** - People sometimes need support to live their lives. The help they need can overshadow their skills. This waste of talent hurts the person, their community and society. Community Catalysts help local organisations to create the conditions in which people can live their best life. **Example:** Supporting local rural villages to form a care cooperative run by local people for local people and linking strongly with local community action. The vision is to establish a small, CQC registered care agency that works in partnership with local voluntary organisations, faith groups, community groups and professionals such as GPs.

**Innovators Learn** - accessible, engaging learning opportunities for health and care practitioners and people who use health and care services. **Example :** Community Catalysts and the Centre for Policy on Ageing have designed a major project funded by the Esmée Fairbairn Foundation and in partnership with New Philanthropy Capital (NPC). The project aims to try to demonstrate how people in a neighbourhood can work together with local organisations and businesses to:

- Plan together to respond to the opportunities and challenges of living longer
- Align local resource to meet local priorities
- Design and test specific local services and products attuned to an ageing society

# Royal Borough of Kingston

## A 'People can' project

**Ground-breaking project with a focus on supporting people with a learning disability , mental health needs and / or autism to harness their talents and interests.**

**In partnership with the Council , the aim of the project is to improve life opportunities, quality of life and promote independence by helping people to use their passions and skills to establish new enterprises and peer groups.**

**Strong focus on local partnerships and working with agencies, organisations and individuals already having strong local impact on people and their lives.**

22 month project

Catalysts interviewed 3rd Dec 2019

Post offered subject to all relevant checks and references

Planned to commence late Jan 2020



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# Next Steps

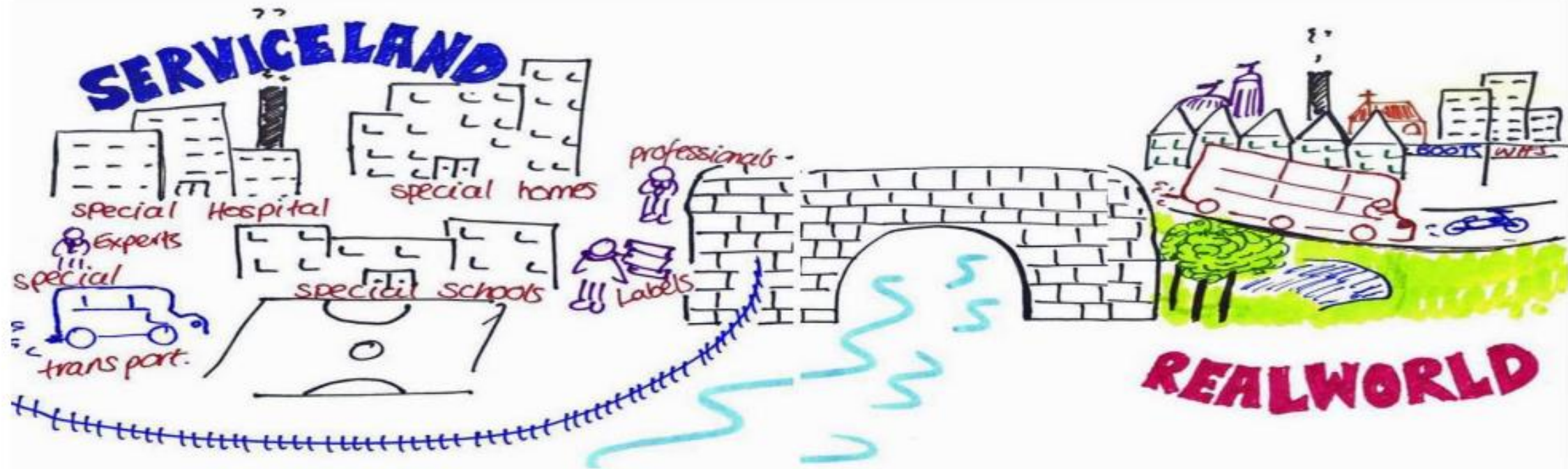
- Broker conversations with strategic decision makers.
- Integrate the project and its vision into strategic reviews.
- Develop a co-production group to help shape the development of the project including the promotion of Direct Payments
- Engage people to capture their story and/or ask for their help as members of the coproduction group or as mentors for people taking similar steps.
- Develop a communications strategy which uses social and traditional media combined with word of mouth to share stories and use them to inspire and engage others.
- Enhance the scoping already undertaken to identify more agencies and organisations able to offer active help and support.
- Develop strong working links with the supported employment team.
- Develop strong links with the business development sector.
- Explore the potential for funded support, tailored shared business development programmes, personal development programmes for potential disabled entrepreneurs.
- Fully understand the local assets, opportunities, places and spaces.
- Develop stories and examples of ways that DPs can be used to gain the support to use personal strengths – including the use of pooled budgets and ISFs.
- Forge clear process pathways for people who want to take a PHB (as a DP or not) and use it to buy the support they need to work or volunteer or to lead a new group or enterprise.



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# Escaping from serviceland (and serv thinking)



[www.newpossibilities.co.uk](http://www.newpossibilities.co.uk)

communitycatalysts

unlocking potential effecting change



*“People think that  
because I’ve got problems  
myself I’ve got nothing to  
offer!”*





**Hansel and Ashley's Bow Wow Biccies**





Jen Blackwell | 28 / 39 | Syndrome

# The Jam Club



**Next Healthwatch Kingston  
Open Meeting (with refreshments):**

**Monday 17 February 2020  
12pm - 4.30pm**



*Happy New Year!*





# Mental Health Task Group

Meeting in Hall - 2.30pm to 4pm

# Community Care Task Group

Meeting in Large Committee Room - 2.30pm to 4pm



# Refreshment Break

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# Welcome Back

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# Mental Health Task Group

- Xxx
- Xxx
- Xxx
- Xxx
- Xxx
- 



4



# Feedback from Task Group Chairs


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5



# Thoughts from the Day

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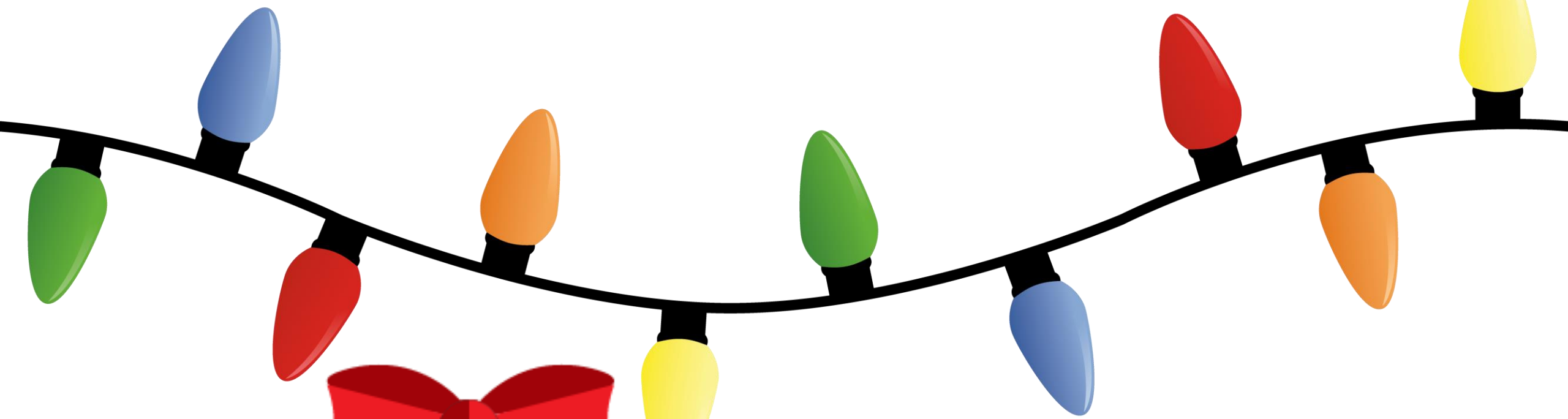
THANK YOU 😊

*Happy New Year!*



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**Season's greetings**  
**from everyone at**

**healthwatch**  
Kingston Upon Thames