

Healthwatch Kingston Board Meeting (Part A)	Tuesday 31 March 2020
Activity Report	Contributors: 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), Persephone Pickering (PP), Time to Change Hub Coordinator, Rona Topaz (RT), Learning Disabilities Support Officer, Graham Goldspring (GG), 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.
PART A Agenda Item 5	Appendices: No
<p>This report updates the Board on progress made towards delivery of our top five work areas for 2019/20. The report will include 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>To provide insight about the impact of Covid-19 on our current/future work, this report highlights where consideration has been/still needs to be given to how best to continue with/put on hold deliverables in the context of current 'official' guidance and new working from home operational arrangements.</p> <p>The Board is requested to:</p> <ol style="list-style-type: none"> <li>1. <b>Note</b> the content of this Activity Report.</li> <li>2. <b>Consider and agree</b> how best to continue with/put on hold deliverables in the context of Covid-19.</li> <li>3. <b>Consider and agree</b> options provided by KU (provided separately) and implications of rolling forward research outlined in 1a below.</li> </ol>	

TOP FIVE WORK AREAS FOR 2019/20				
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	<p>Kingston University (KU) have provided HWK with proposed costs to deliver this research. These need to be assessed and potential funding mechanisms explored.</p> <p>Dependent upon the outcome of the above, the Mental Health Task Group is considering rolling forward the delivery of this review into 2020/21.</p>		
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>Kingston University has completed the analysis of the data and now provided HWK with a final draft report which will be shared with the iCope service for their initial feedback on Tuesday 31 March. HWK will then incorporate any comments, finalise the report and formally re-submit this to the iCope service for their formal response (we will need to consider relaxing the 20 working day response time in light of the impact of Covid-19). It is anticipated the final report (incorporating the response from the provider to the report</p>		

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		<p>recommendations) will be published before the HWK Annual Report deadline of 30 June 2020.</p>		
<p>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):</p>	<p>Change attitudes about mental health in our communities and workplaces</p>	<p>Time to Change Kingston (TTCK) continues to build momentum thanks to the TTCK Hub Coordinator (hosted by HWK on behalf of our local partnership). PP has been recruiting new Champions at various events from the second Kingston University Volunteering Fair (23 engagements), Kingston College Self Care event (34 engagements) and Healthwatch Kingston and Mental Health Task Group (10 engagements). There are now around 20 active Time to Change Kingston Champions signed up.</p> <p>The Champions Network Group has met twice since January and has formed a tight collaborative group who are very engaged. The first meeting re-evaluated plans for Time to Talk Day to come up with an achievable plan. They decided to organise a 'Living Library' (where you borrow a person to talk to them about their mental health experiences rather than a book to expand your understanding). As well as having Champions there on the day to share their mental health stories, they also decided to record their stories for people to listen to at the stand via headphones. On Time to Talk day, 6 Champions spent the afternoon at New Malden Library with the first Kingston Living Library. They spoke to 54 number of people and had 35 meaningful conversations and had 4 sign ups. The second Champions Network meeting was spent in part planning the TTC contribution to the Hook Centre event where they held the Living Library again and ran a workshop. The second section of the meeting was spent discussing Champions Fund ideas and considering how they could plan for some of these to be during Mental Health Awareness week. At the Hook Centre event, the Champions engaged with 37 people, had 18 social contact conversations and 3 sign ups.</p>		

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		<p>PP has also held Steering Group meetings and in March a new format was trialled: updates from group meetings sent around in advance and then the session was divided into 1 hour of discussion on updates from partners, questions on updates and business matters and 1 hour group discussion on a topic to help TTC overcome obstacles faced, in this case how to engage the Korean community. Attendees praised the new format and they came away with useful actions to start to tackle this question. PP also attended an RBK event with iCope and BAME community leaders to find out how to better engage with the Korean and Tamil community and did a presentation on TTCK which received great interest about the Champions Fund resulting in 6 contacts from that event.</p> <p>PP has set up the Champions Fund application clinic, helping 6 Champions apply for the Champions Fund who might not have done so as they were nervous about the applications forms. TTCK received 8 applications from the third application round. These applications have just been assessed remotely by Champions Fund assessment panel via Zoom. The next round for applications will be late May and they will be encouraging people to apply for the funding throughout Mental Health Awareness Week (18-24th May). She has been advertising all the events on social media, via email updates and creating promotional packs for partners to use to widen the reach. TTCK (at KQC) hosted Social Contact training for 15 Champions (the training was fully booked) and had very good feedback.</p> <p>PP submitted a successful proposal for on behalf of TTCK to the Social Innovation Program at the Kingston Hub. The students were challenged to provide recommendations on how best to engage the students and the staff at Kingston University with TTC to reduce mental health stigma. They recently presented the data they collected and their</p>		
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		<p>recommendations which will provide valuable insight to pursue when trying to engage Kingston University with the TTCK project. (Jan-Mar 2020 Quarterly Report available upon request).</p> <p>In light of the Government's measures regarding Coronavirus, PP has explored ways to engage with the Champions and the public remotely and has transitioned meetings to Zoom. PP is offering a call with Champions who are unable to access Zoom to update them and keep them involved. PP has been sending regular updates via email as well as running the first Communications meeting via Zoom with 10 participants to get input on the best ways to engage Champions to keep the group's momentum going during this time and what online campaigns, social media and online events they can do to continue to reduce stigma. PP is also running the first Champions Network Meeting via Zoom on 31st March, which will look more closely at the online campaigns and events TTCK will run and re-evaluate plans due to Covid-19 for Mental Health Awareness Week.</p>		
<p>1d. Chair and administrative support for the 'Thrive Kingston Mental Health Strategy Planning and Implementation Group' (year 2):</p>	<p>Provide independent facilitation for community scrutiny of progress against mental health strategy priorities</p>	<p>As reported to the Jan Board, the MHSPIG reconvened on 3 Feb 2020 with dates now set through to Mar 2021.</p> <p>The meeting was well attended and the group agreed to hold a workshop to help collectively identify the priorities for the remaining 12 months. Feedback has been captured but needs editing into a report which will inform next steps. The impact of Covid-19 has temporarily side-lined progress with the follow-up from this workshop. The next meeting of the MHSPIG is scheduled for Tue 7 Apr. A decision will be made on if/how we hold this and future meetings - converting to digital</p>		

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		meetings is a potential way to maintain momentum.		
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:	Raise awareness about mental health in our communities	<p>Korean subtitles to the YOL! film ‘Self-harm/being a good friend’ made by and for young people have been added. We need to get these sense checked by the translators. The impact of Covid-19 has temporarily side-lined progress however; the translators are awaiting our go-ahead to complete the next stage of the checking process.</p> <p>The plan was then to either ‘piggy-back’ an existing Korean community event or run an event at a school attended by young people from Korean families. This event will need to be co-branded with the South West London and St George’s Mental Health Trust Partner Fund and other key partners.</p> <p>A contact was made with a Korean community lead/and Kingston University Korean Community lead at the March TTCK Steering Group and SB will pick this up shortly. We will need to explore how to promote the film in the context of the Covid-19 public health response.</p>		
1f. Monitor progress of specialist service provision to people with Emotionally Unstable Personality Disorder (EUPD):	Ensure EUPD service is provided as agreed	<p>A request was made at the recent MHSPiG (3 Feb 2020), to Kingston Clinical Commissioning Group mental health leads, to provide a detailed update (at the next meeting) about how the new service is meeting the identified need for Kingston residents with EUPD.</p> <p>Nothing further has been actioned to amend the report from SWLStG’s to include an historical note about the role of HWK in identifying and challenging the gap in provision - eventually through a formal letter to the RBK Health Overview and Scrutiny Panel. SB to follow up.</p>		

2. Learning Disability				
<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>The resignation in Dec 2019 and departure of SBA in early Jan 2020 was challenging. To reduce the impact, HWK began recruitment to replace the Projects and Outreach Officer post prior to Christmas break and we have now successfully appointed KC (start date was Mon 2 Mar 2020). HWK proved resilient during this change in staffing capacity. Our work with the LD community progressed for the most part with support from across the team who stepped up to the challenge but most importantly with the support of RT, our LD Support Officer.</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>SB stepped in to Chair the last LDTG meeting at Kingston Mencap on Wed 12 Feb in the Searchlight Centre. The meeting went well but notes still need to be written up, converted to and then shared in Easy Read format before the next meeting. KC will now pick up the role of Chair of the LDTG and will be supported to do so by SB at the next LDTG meeting scheduled for Tue 14 Apr. <b>Due to Covid-19 this meeting will convert from a face to face at Session House to a Zoom meeting.</b></p> <p>One of the items discussed at the LDTG was the now in development set of Enter and View training modules in Easy Read. These are being progressed by RT. This LD accessible training will be reviewed by our LD volunteers before being approved for use - <b>as and when HWE lifts the current Covid-19 related moratorium on HW Enter and View visits.</b></p> <p>The LDTG was also keen to support/be involved in the Care Quality</p>		

		<p>Commission ‘Regional Engagement - Closed Environments’ workshop for 10 people with LD and autism which HWK was successful in securing as the London local HW pilot. CQC has since postponed our commitment to run this workshop during Mar (with the report due in Apr) due to Covid-19 and will be re-assessing how/when best to deliver this work in due course.</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>SB co-chaired the last AALDPB (with two people from the LD community) at KQC. This included a workshop that looked at how we had done and what we might want to change to improve how we function. The Communications sub-group decided to explore this further and have circulated a proposal for discussion.</p> <p>It was decided that in the absence of SBA, the LDPB ‘End of Year’ community event which was being organised for Monday 27 April would need to be rearranged.</p> <p>SBA created a ‘Year in Review’ reporting template for AALDPB sub-groups and other stakeholders to populate. SB introduced this at the meeting and has since spoken with Jonathan Brown (Corporate Head of Service - Learning Disability &amp; Transition, RBK) who Chairs the Health and Wellbeing sub-group of the AALDPB, who has agreed to test the template before wider circulation.</p> <p>SB will brief KC and the work of the AALDPB will need to be reassessed due to Covid-19 public health and safety restrictions.</p>		



3. Hospital Services				
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.		
3b. Research patient experience of inpatient wards at Kingston Hospital NHS Trust:	Provide evidence that supports improved inpatient experience of wards in Kingston Hospital	The Enter and View report of visits at Kingston Hospital, aimed at gathering patient experience on adult inpatient wards has been drafted by JHO and reviewed by the Hospital Services Task Group and is now in its final draft stage and will be sent to Kingston Hospital for their initial review on Tue 31 Mar. Comments returned will then be assessed and as feasible will be incorporated into the final report with a set of recommendations. This will then be formally re-submitted to the hospital for their formal response (but as with our iCope review report, we will need to consider relaxing the 20 working day response time in light of the impact of Covid-19). It is however anticipated that the final report (incorporating the response from the provider to the report recommendations) will be published before the HWK Annual Report deadline of 30 June 2020.		
3c. Continue to monitor Kingston Hospital NHS Trust complaints and	Ensure continued robust	Following on from the visit by the Kingston Hospital 'Freedom to Speak Up' Guardian, the Hospital Service Task Group has sent an invite to Zoe Brown, asking her to attend a future HSTG meeting. HWK is awaiting a		

<p>procedures:</p>	<p>complaints procedures are available and learning from complaints informs hospital improvements</p>	<p>response.</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>Community Connector Service (Staywell)</b>            CD has been working with NS to analyse the data and compile a final draft report which will be sent to the Community Care Task Group and Staywell for their respective review on Tue 31 Mar. Comments about factual inaccuracies returned will then be assessed and incorporated into a final report with a set of recommendations. This will then be formally submitted to Staywell for their formal response. It is anticipated that the final report (incorporating the response from the provider to the report recommendations) will be published before the HWK Annual Report deadline of 30 June 2020.</p> <p><b>Connected Kingston Digital Tool (<a href="https://www.connectedkingston.uk/">https://www.connectedkingston.uk/</a>)</b>            A questionnaire has been prepared by the Connected Kingston Evaluation Sub-Group (including Kingston Voluntary Action) for distribution - via their registered organisations - to people who have used the Connected Kingston website. This is one way in which the Sub-Group hopes to evaluate the effectiveness of the website as a social prescribing tool.</p> <p>NS and CD will review the comments received to try and ensure the</p>		

		<p>Evaluation Sub-Group is provided with the comments of the CCTG before the questionnaire is sent out. The group originally planned to send the questionnaire out in April but this work is on hold for the time being.</p> <p><b>Social care dashboard</b>  RBK Director of Adult Services provided HWK with a draft social care dashboard in Nov 2019 and invited feedback. HWK’s comments have now been submitted and are provided below for transparency:  “It would be helpful to know if this is based on any national framework for social care data or whether it is made up solely of indicators that have been selected in Kingston.</p> <p>The data focuses primarily on demand and cost and the one heading for ‘Client Satisfaction’ does not contain any data. Healthwatch Kingston is particularly interested in understanding client/user experience of services, so we would like to see data that is already included (e.g. for the national surveys and in the Adult Social Care Outcomes Framework) included on the dashboard.</p> <p>Ideally, we would like to see the final version of the dashboard being made available to, and intelligible to, the general public. Breaking the data down into sections, increasing the font size, changing the indicators for Positive, Similar and Negative in the Qualitative Measures key and - especially - adding a covering report which highlights current themes and trends, would help in this regard.</p> <p><b>Terms used</b> - If there isn’t already a glossary of the indicators (from a national framework) then there are many terms that it will be helpful to explain or define in order to make sure the data can be understood, e.g. enquiry, referral, safeguarding alert, eligible needs, placement, care</p>		
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		<p>technology, care package, DToC, DOLS application, self-directed support.</p> <p><b>Services listed</b> - An explanation of the following services would be helpful: Connected Care, Extra Care Units and Shared Lives.</p> <p><b>Specific indicators</b> - CNTC-1 Percentage of enquiries resolved at first contact: adding the number of enquiries received would make this percentage more meaningful.</p> <p>ASST-1 Number of people with a completed assessment: the average length of waiting time for assessments to be completed and the current longest waiting time would be informative and of particular interest to service users.</p> <p>CARE-0 Number of social care clients: can this be broken down by client categories and is there any monitoring data available (sex, ethnicity etc.)?</p> <p>CARE-3 to Care-5 and Care-14: is this the total number of recipients or only those whose placements/services are funded by RBK?"</p> <p><b>Liaison with KCC Programme Director</b> NS held an update telephone meeting with KCC Programme Director on Mon 23 Mar.</p> <p><b>Liaison on Homecare and Reablement</b> A meeting with Miriam Smith (MS) and Madi Turpin (MT) on Homecare and Reablement took place on Tue 3 Mar. Key learning was that all Reablement provision is now coming from Your Healthcare. NS asked if</p>		
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		<p>HWK can have sight of the evaluation of Hilton service (who used to provide part of the overall service) when available.</p> <p>HWK also learned that Reablement will be developing a strategy for obtaining user feedback with Your Healthcare. MS explained that there can be difficulties with people needing support to complete the survey, as they may not wish to go through it with their carer. SB noted the current RBK/HWK pilot being developed with the Safeguarding Teams and how we could support RBK in gaining feedback in this area also. SB to follow up.</p> <p>MT reported that they use 15 different Homecare agencies to cover their service users and the challenge in respect of meeting need is down to location and a difficulty in finding carers in certain areas of the borough like Chessington, Tolworth and New Malden. There appears to be an issue with traffic and transport when people are travelling between locations especially if this involves the A3</p> <p>Homecare do use an annual survey to capture important data.</p> <p>MT also provided the following data on usage:</p> <p>6700h of commissioned Homecare are currently be delivered per year in Kingston</p> <ul style="list-style-type: none"> <li>• There are 450/500 annual service users. Whilst the number of service users is fairly consistent they are seeing a change in level of need, which is becoming more complex</li> <li>• Currently there are 232 people on direct payments. Around 25% of people currently receiving Homecare are being funded by the local authority; there is very limited information on the other 75% who are self-funders.</li> </ul>		
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		<p>LM asked about information on self-funders; it isn't collected but RBK estimate that the approx. 500 people they support are about 25% of the total. (Complete meeting notes are available if required).</p> <p>At the HWK Open Meeting in February, it was observed that many people in Kingston are struggling to access local services especially people with complex needs. At the CCTG meeting directly following this, NS asked if it would be possible for HWK to look in to a way to invite people to share their stories about having issues with accessing services. CD agreed to follow up.</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 positive personal outcomes</b></p>	<p>The Kingston Community Reference Group (CRG) has now met five times since its launch in November 2018. The Safeguarding Adults Board (SAB) report described how its purpose and function had been reviewed and how proposals were being developed about how Healthwatch Kingston (HWK) could offer a wider service to the public, focussing more attention on examining how far service recipients judge whether Making Safeguarding Personal (MSP) aspirations had been achieved.</p> <p>The CRG has not met since the last meeting on 30 Nov 2019. A date had been set for April <b>but this will need reconsideration due to Covid-19.</b></p> <p><b>Future Developments (Kingston Making Safeguarding Personal Pilot)</b> For the background to what is currently being explored with stakeholders, see the 'Report on Safeguarding and Community Reference Group - Healthwatch Kingston' provided separately as part of the Jan 2020 HWK Board papers. The proposal which now aims to focus</p>		

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		on one safeguarding stream is with Learning Disability team manager and an Easy Read questionnaire is being developed.		
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>The planned 15 Steps Challenge at Wolverton Sexual Health Clinic (Kingston Hospital) took place in February. HWK and Healthwatch Richmond will now need to adopt a different approach due to Covid-19.</p> <p>HWK began recruitment to replace the Projects and Outreach Officer post responsible for our engagement with young people prior to Christmas break and we have now successfully appointed to a new (Young People and Safeguarding) post which is due to start on Tue 13 Apr 2020.</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>The Youth Out Loud! (YOL!) film on <a href="#">‘Self-harm: being a good friend’</a> is now completed. The link provided here shows the film with Korean subtitles (that are about to go to final stages of review with <a href="#">Absolute Translations</a>). HWK and Healthwatch Richmond will now need to explore a different strategy for sharing the video in light of Covid-19.</p> <p>The suggestion for the final video topic is “access to services for young people living with a disability”. As we need to include young people living with a disability in this project.</p>		
5c. Support YOL! develop its online and social	Support young people to safely	YOL! has continued meeting to develop the script for their next video on sexual health but the group have agreed that it’s a lot to cover in a		

media.	communicate via social media	short film so it will be supported by <a href="http://www.yolweb.com">www.yolweb.com</a> and YOL!'s social media outputs.  Web pages are being developed for sexual health and also young people and Coronavirus.		
<b>ADDITIONAL ITEMS AND ACTIVITIES</b>				
<b>Item/Activity:</b>	<b>Update:</b>			
<b>Communications and Engagement</b>	<p>JHO has <b>added the following on our website in relation to Coronavirus.</b> This is all based on official guidance from other websites. These articles can be shared on social media etc:</p> <ol style="list-style-type: none"> <li>1. Latest information (update from Healthwatch England): <a href="https://www.healthwatchkingston.org.uk/news/2020-03-17/latest-information-coronavirus">https://www.healthwatchkingston.org.uk/news/2020-03-17/latest-information-coronavirus</a></li> <li>2. Posters in different languages and easy-read: <a href="https://www.healthwatchkingston.org.uk/news/2020-03-11/coronavirus-posters-different-languages-download">https://www.healthwatchkingston.org.uk/news/2020-03-11/coronavirus-posters-different-languages-download</a></li> <li>3. HWK office closed official statement: <a href="https://www.healthwatchkingston.org.uk/news/2020-03-18/office-temporarily-closed-support-social-distancing">https://www.healthwatchkingston.org.uk/news/2020-03-18/office-temporarily-closed-support-social-distancing</a></li> <li>4. Kingston Stronger Together - how to volunteer: <a href="https://www.healthwatchkingston.org.uk/news/2020-03-24/coronavirus-how-you-can-help-community">https://www.healthwatchkingston.org.uk/news/2020-03-24/coronavirus-how-you-can-help-community</a></li> <li>5. Guidance on social distancing - <a href="https://www.healthwatchkingston.org.uk/advice-and-information/2020-03-23/guidance-social-distancing">https://www.healthwatchkingston.org.uk/advice-and-information/2020-03-23/guidance-social-distancing</a></li> <li>6. Official guidance on mental health - <a href="https://www.healthwatchkingston.org.uk/advice-and-information/2020-03-24/coronavirus-affecting-my-mental-health-%E2%80%93-what-can-i-do">https://www.healthwatchkingston.org.uk/advice-and-information/2020-03-24/coronavirus-affecting-my-mental-health-%E2%80%93-what-can-i-do</a></li> <li>7. Shielding and protecting extremely vulnerable: <a href="https://www.healthwatchkingston.org.uk/advice-and-information/2020-03-24/guidance-shielding-and-protecting-people-defined-medical-grounds">https://www.healthwatchkingston.org.uk/advice-and-information/2020-03-24/guidance-shielding-and-protecting-people-defined-medical-grounds</a></li> <li>8. NHS guidance to stay at home: <a href="https://www.healthwatchkingston.org.uk/advice-and-information/2020-03-25/coronavirus-advice-everyone-stay-home">https://www.healthwatchkingston.org.uk/advice-and-information/2020-03-25/coronavirus-advice-everyone-stay-home</a></li> <li>9. Tips to manage your wellbeing while social isolating: <a href="https://www.healthwatchkingston.org.uk/news/2020-03-25/socially-isolating">https://www.healthwatchkingston.org.uk/news/2020-03-25/socially-isolating</a> (JHO add to social media)</li> </ol>			



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	<p>KC is working with RT to finalise a table of voluntary organisations in Kingston who are running services to support during COVID-19 and this will go up on the website and can be signposted to as soon as available.</p> <p>JHO has also begun to explore developing a ‘Your Guide to Kingston’s NHS, Care and Support’ signposting booklet based on the <a href="#">Healthwatch Richmond version</a>.</p> <p>The staff team have discussed and agreed to amend the introduction to our existing ‘<a href="#">Have you say</a>’ survey to incorporate our interest in hearing about people’s experiences of and the quality of NHS and social care services during this unprecedented period (which is supported by Healthwatch England).</p>
<p><b>Kingston Coordinated Care Partnership Board (Shadow Kingston Health and Care Partnership Board)</b></p>	<p>SB has been invited to attend this expanded Board which is moving towards becoming Kingston’s Health and Care Partnership Board. SB has attended two meetings to date. <b>The next meeting, originally scheduled for April has been cancelled due to Covid-19.</b> The next date is 27 May.</p>
<p><b>London Annual Safeguarding Conference</b></p>	<p>This event on 6 Feb 2020 was well attended with GS and SB both presenting/hosting elements of the conference programme. Existing and developing HWK work on Making Safeguarding Personal was showcased alongside Healthwatch England and other good practice and policy. Follow up video meetings are planned and SB will continue to work with the 2020 and 2021 Conference Planning Group to develop a draft blueprint for a representational framework that will ensure people with lived experience of safeguarding are involved in a London Network and through to the London Safeguarding Adults Board.</p>
<p><b>NHS Leadership Academy: 3-day Leadership for Personalised Care Programme</b></p>	<p>SB was invited to join the Personalised Care Group and the NHS Leadership Academy series of regional leadership programmes to support the rollout of Personalised Care. The programme is for those who want to meet the new challenge of making personalised care a reality in the NHS as set out in the Long-Term Plan. The aims are to ensure that services are planned and delivered based on ‘what matters’ to people, to develop expertise in partnership working across boundaries and co-production with people and communities and do more to build community capacity. The Kingston team has already established an ‘informal’ WhatsApp group</p>

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	to coordinate and developed a plan (which includes HWK hosting an event in the summer) for Kingston when the training finishes. London dates: 26th February, 4th March, and 8th April 2020 - which has now been placed on hold due to Covid-19.
<b>Kingston and Richmond Communications and Engagement Group</b>	SB and JHO continue to attend this increasingly important multi-organisational, cross Borough group.
<b>Making Safeguarding Personal LD pilot</b>	Contract confirmation for this pilot has been received from RBK, commencing 1 Apr 2020. Planning of the delivery continues and will be picked up by our new Projects and Outreach Officer (Young People and Safeguarding) post from 14 Apr.
<b>SIP HWK video presentation</b>	HWK engaged the Kingston Hub Social Innovation Programme at Kingston University and our group of students were challenged to produce ideas that would promote HWK to local people (18-30) and drive traffic to our website - with virtually zero funding. The student team presented their primary and secondary research with recommendations to LM, SB, JHO and CD on Thu 26 Mar. Some excellent ideas were cited and HWK looks forward to engaging further with the group to explore these. Report and presentations will be provided separately.
<b>Talking News and ‘Have you say’ survey</b>	<p>KC has been in contact with and created copy for the Kingston upon Thames <a href="#">Talking Newspaper</a> to ensure engagement with our HWK ‘Have your say’ survey. This explained HWK are really keen to hear the views of Blind and Partially Sighted people in Kingston, with barriers in access to health and social care, your views will be valuable to our work in Kingston.</p> <p>The Kingston upon Thames Talking Newspaper brings any visually impaired person in our borough a weekly digest of local news and information on a memory stick. Currently there are over 100 weekly listeners. It is totally free to the recipients as it is produced entirely by volunteers and makes use of the free ‘Articles for the Blind’ postal service.</p>