

Community Care Task Group

End of year Review 2020

Is Social Prescribing
Working?

Feedback from users of the
Community Connector Service in
RB Kingston

Nigel Spalding & Candy Dunne
June 2020

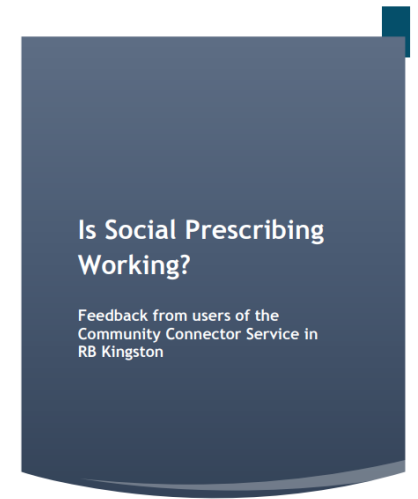
healthwatch
Kingston upon Thames



healthwatch
Kingston upon Thames

Social Prescribing

- Completed a survey of the experience of users of the Staywell Community Connector Service - 93 phone calls to secure feedback from 22 people with a lot of learning on how to organise and run a telephone survey
- Published 'Is Social Prescribing Working?', including Staywell's response to the 4 recommendations - report sent to the new Primary Care Networks, Public Health and the Connected Kingston Evaluation Sub-Group
- Continued to ask about arrangements for evaluating the impact of the Connected Kingston digital tool (website) and commented on a proposed questionnaire to users (abandoned because of pandemic)



Nigel Spalding & Candy Dunne
June 2020

Adult Social Care

- Monitored the number of local people dying in care homes within 28 days of being tested positive for Covid-19
- Liaised with RBK officers on the support being provided by RBK and the government to local care providers, particularly care homes and home care agencies
- Liaised with RBK officers on the recommissioning of home care services and commented on the statement of Outcomes
- Resumed discussion with the (new) Director of Adult Social Care on the need for performance data to be published on a regular basis



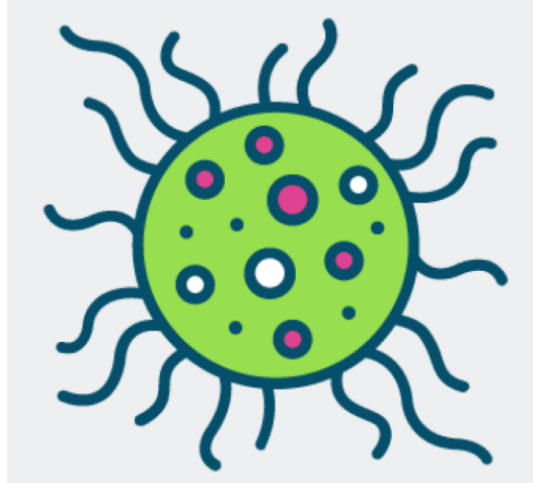
Residential Care Homes

- Advocated a project to find out the experience of people in residential care
- Provided advice and comments to HWK staff on plans for the survey now in progress seeking feedback from residents, family members and friends



[Residential care during the coronavirus pandemic: Residents' experiences](#)

[Residential care during the coronavirus pandemic: Family and friends' experiences](#)



Hospital Services Task Group

End of year Review 2020



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Enter and View Report Kingston Hospital adult in-patient wards

- Healthwatch Kingston Authorised Representatives visited six Kingston Hospital adult inpatient wards between November 2019 - January 2020
- The report was being finalised and went to Kingston Hospital for a first review in March 2020. Upon feedback received by the hospital and in light of the circumstances and pressure the hospital was under, the report was delayed.
- The report is due to go to the hospital for their final response by the end of February, and is due to be published in March 2021.



Freedom to Speak Up Guardian

FREEDOM TO SPEAK UP

LISTENING TO YOUR CONCERNS

- The Kingston Hospital Freedom to Speak Up Guardian joined the 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.
- 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.

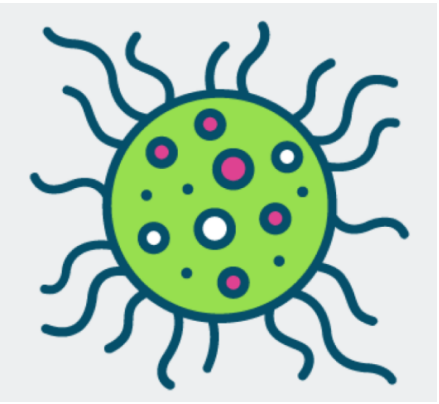
Supporting Kingston Hospital during the pandemic

- Healthwatch Kingston have continued to engage with Kingston Hospital and the CCG during the Coronavirus pandemic in order to help get messages out to the public on a regular basis.
- Healthwatch Kingston meet Kingston Hospital on a bi-monthly basis as part of a hospital forum meeting in which current updates are provided



Example messages on our website:

- [Coronavirus and hospital visiting](#)
- [The NHS continues to be extremely busy with the response to COVID-19](#)
- [Parking now free for Blue Badge Holders at Kingston Hospital](#)



Learning Disability Task Group End of year Review 2020



Overview



The Healthwatch Kingston Learning Disability Task Group meets every 8 to 10 weeks.

Project work for the task group is discussed, and guest speakers are invited to come and speak.

The Task Group is made up of people with learning disability and partners and providers of services for people with a learning disability.

In April 2020 we faced the challenge of moving our meetings from face to face, to online.


Working together: Accessibility and inclusion



The LDTG Members have worked with Healthwatch Kingston to improve the Accessibility of our work.

- Reviewed Easy Read documents.
- Planned meetings and events, and ensured they are inclusive. E.g. Our All Age Learning Disability Partnership Board End of Year Event.
- In August our website was approved by the Plain English Campaign.
- LDTG members worked with Connected Kingston to create a timetable of local events and services run by providers, for people with learning disabilities. They looked at ways to improve the accessibility of the website.

A voice in Health and Social Care Services

- The LDTG members promoted our surveys and research within their communities and connected organisations.
 - They passed onto us useful information in accessible formats for us to circulate.
 - In January we ran a session about mental health and wellbeing with Mencap, supported by members of the LDTG. We promoted what mental health services and befriending services were available in Kingston, and shared experiences of how lockdown has made people feel.
 - We undertook Enter and View training sessions, with a view to the LDTG members planning to visit GP surgeries with HWK as soon as it's safe to do so again.
 - The LDTG began planning to hold a workshop commissioned by the CQC on 'Closed Environments' which was postponed due to covid.
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Winter Flu Jab Campaign



Peter Warburton from the SW London CCG came to speak to the LDTG about the flu jab.

This was an important campaign to encourage people with a Learning Disability to get the flu jab.

In 2020 this campaign was more important than ever, with the added pressures of the pandemic on health services.


The task group gave insight into how they felt about getting the flu jab, and worked hard to promote the NHS communications to the groups they are linked with.

NHS


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EUPD Service Exploration

The MHTG has been corresponding with the CCG about the EUPD service.


- A letter was sent to the Integrated Care System from Liz Meerabeau, Chair of Healthwatch Kingston. The correspondence written by Tony, with input from MHTG members.
 - Kington provision at Tolworth can see a maximum of 50 patients at a time, however research has found 500 people with EUPD are in need of the service.
 - The Task Group has sought the means to influence the development of new services / pathways and continues to monitor the situation.
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CAMHS Transition Project

- The MHTG looked into a review of the transition of young people from Child and Adolescent Mental Health Services (CAMHS) to Adult Services, with an emphasis on the experiences of neurotypical and neurodiverse young people.
 - The MHTG looked into the option of working with Kingston University.
 - The project was placed on hold due to high costings.
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ICope review

- Healthwatch Kingston commissioned a review into the ICope service to gain insight into the experiences of iCope patients, working in partnership with Kingston University.
 - The report looks in detail at the results, which were obtained via surveys during the period and anonymous interviews.
 - The aim of the project was to establish user satisfaction with the Kingston iCope service.
 - The MHTG looked at the findings of the report to assess what recommendations could be put in place to enhance the service.
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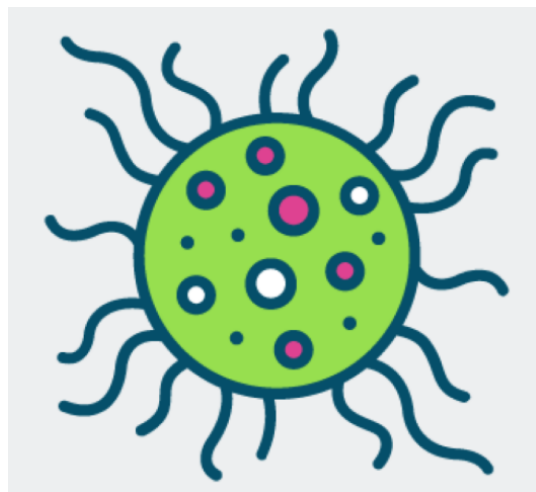
Mental Health consequences of the Covid-19 Pandemic

The MHTG has responded to the fast changing situation and the rising concerns over mental health, in light of the Coronavirus pandemic, by:-

- Participation and engagement with **South London Covid-19 Mental ill health Prevention Summit and Taskforce.**
- Contributing to the to work and discussion of the Kingston Communities Taskforce - Mental health and Wellbeing subgroup
- Attending meetings and consultations relation to mental health and promoting to wider origanistions within the community whose members are at risk of mental ill health due to isolation and other factors.



End of year Review 2020



Who are Youth Out Loud!?

Youth

Out

Loud!

Youth Out Loud! (YOL!) is a group of young people aged 13-17.

Since 2018, a collaboration between Healthwatch Kingston and Healthwatch Richmond to enable young people to use their voices and make health and care services better for young people.



We are interested in how the local health system works, we are looking to understand what children and young people think about it and improve its services.

4 Key Areas of Focus:

1. Support YOL! to review health and care services
2. 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
3. Support YOL! to develop it's online and social media presence
4. Recruitment, recruitment, recruitment!

Support YOL! to review health and care services



- 15 Steps Challenge at Wolverton Sexual Health Clinic.
- Follow up 'Virtual 15 Steps'
- Youth Out Loud! Young People's Wellbeing During the Covid-19 Crisis Survey - published in October 2020



IT'S OKAY TO
NOT BE OKAY

Support Delivery of the Digital Youth Project



- YOL! film on 'Self-harm: being a good friend' was completed and promoted during **Mental Health Awareness Week**
- Korean subtitles were added in Nov 2020 and the film distributed to Korean communities and schools
- Sexual Health Film
- International Youth Arts Festival July 2021
- Podcasts



A screenshot of the Youth Out Loud! website, framed by a border of colorful speech bubbles. The website has a purple header with the 'Youth Out Loud!' logo. Below the header is a dark purple banner with white text: 'Check out our short film for mental health awareness week!'. The main content area is divided into three columns. The left column is pink and titled 'More resources for young people', listing links to 'YOLweb.info', 'help look after your mental health', 'support if you are self-harming', and 'helping a friend'. The middle column is green and titled 'Watch our video!', featuring a video player with a play button and a caption: 'We work with Healthwatch Kingston and Richmond...'. The right column is pink and titled 'Have your say on lockdown!', featuring a '#have your say' graphic and a link to a survey. At the bottom, there are two logos for 'healthwatch Kingston upon Thames' and 'healthwatch Richmond upon Thames', each with a brief description of their services and links to their website, Twitter, and Instagram.

Support YOL! to develop it's online and social media offering



- YOL! web constantly updated with valuable relevant support pages for young people
- Social media
 - Tie in with Awareness Days/months
 - Post daily on Twitter and Instagram
 - Increased followers on both
 - Signpost to YOL!web
 - Cross promote with HWKingston website
- YOL! Social media volunteers (one in Kingston and one in Richmond)



Recruitment



- Recruited 4 new members to YOL! even during lockdown
- Further engagement with schools
- Targeted recruitment for BAME and LGBTQ+ communities



Going forward.....

- Raise Awareness of YOL!
- Recruitment focus/re-engagement with schools
- 2 meetings a month with the young people (one is a joint KRYC meeting)
- Virtual 15 Steps Challenge
- Digital Youth Project –Sexual Health Film and 4th film
- Podcast plan roll-out
- International Youth Arts Festival – showcase of films
- Social Media – effective sign-posting to trusted organisations and YOL!web
- YOL!web – keep information relevant and updated/fresh
- Engagement with other youth focused organisations
- React quicker!