

Healthwatch Kingston Board Meeting (Part A)	Wednesday 31 July 2024
Q1 2024-25 Activity Report and Communications reports	Contributors: Stephen Bitti (SB) - Chief Executive Officer, Candy Dunne (CD) - Deputy Chief Officer, Kezia Coleman (KC) - Projects and Outreach Officer (Disabilities and Mental Health), Hen Wright (HJW), Projects and Outreach Officer (Safeguarding), Jaimy Halliwell-Owen (JHO) Communications Officer, Scott Bacon (SBa) Engagement Officer, Jill Prawer (JP) Projects Officer, Enter and View.
PART A Agenda - Item 4	Appendices: Q1 2024-25 Communication Report and Summary Report

This Quarter 1 2024-25 report updates the Board on progress made towards delivery of our **seven priority work areas** for the year (2024-25) and provides links to our programme and project reports published on our [website](#):

1. NHS and social care transformation:

Continue to monitor the commissioning, provision and transformation of NHS and Social Care in Kingston and the South West London Integrated Care System (SWL ICS).

2. Promoting positive health and reducing health and care inequalities:

Continue to monitor inequalities, in particular, the health and care needs of children (up to 4 years), women and people living with short, intermediate and long-term conditions.

3. Learning disability, autism and neurodiversity:

- Continue to support meaningful engagement with local people with a learning disability in the work of Healthwatch Kingston, including Enter and View training and visits.
- Continue to provide independent chair and administrative support for the 'Kingston All Age Learning Disability Partnership Board'.
- Continue membership of the 'Kingston Autism and ADHD Partnership Board'.

4. Mental health and wellbeing:

- a. Continue to provide independent chair and administrative support for the 'Kingston Mental Health and Wellbeing Group'.
- b. Continue to collaborate with Kingston Voluntary Action to support community engagement about Bereavement services.

5. Young People (13-17 years):

- a. Continue to support Youth Out Loud! (YOL!) to review health and care services.
- b. Continue to support delivery of the Digital Youth Project to add to the library of short health and care films and podcasts by young people for young people.
- c. Continue to support YOL! to develop its online and social media.

6. Residential care, nursing home and supportive living:

- a. Continue membership of the 'Kingston Care Governance Board'.
- b. Enter and View a series of Kingston based care and nursing homes, focusing on living environment, mealtime experiences, and meaningful activities for residents.

7. Safeguarding and prevention of harm:

- a. Continue membership of the 'Kingston Safeguarding Adults Board'.
- b. Continue to deliver the Kingston Making Safeguarding Personal project, including Kingston Safeguarding Voices.
- c. Continue support for the London Safeguarding Adults Board, London Safeguarding Voices, and Conference Planning Groups to ensure people with lived experience of safeguarding are integral to safeguarding systems and processes across London.

The Board is requested to:

- **Review and note** this Q1 2024-25 Activity Report and Communications Reports for the same period.

Healthwatch Kingston SEVEN PRIORITY WORK AREAS for 2024-25

Priority	Aim	Update
1. NHS and social care transformation		
Continue to monitor the commissioning, provision and transformation of NHS and Social Care in Kingston and the South West London Integrated Care System.	Provide independent scrutiny that supports improved experience of people using NHS and Social Care services within the South West London Integrated Care System.	<p>Healthwatch Kingston team continue to attend and contribute to a range of NHS and social care meetings relevant to Kingston and the SWL ICS, including:</p> <ul style="list-style-type: none"> • Kingston Partnership Board, incorporating the statutory Kingston Health and Wellbeing Board (SB) • Kingston Place Based Partnership Committee (SB) • Kingston Health Overview Panel (LM) • Kingston Care Governance Board (CD) • Kingston Hospital and Hounslow and Richmond Community Healthcare Patient Engagement and Involvement Committee (SB) • Kingston, Richmond and East Elmbridge Urgent and Emergency Care Delivery Board (SB) • Kingston and Richmond Quality Delivery Group (SB) • South West London Integrated Care Board related meetings (AC-V, Executive Officer on behalf of the six SWL Healthwatch organisations). <p>(Authors SB/CD)</p>

2. Promoting positive health and reducing health and care inequalities

Continue to monitor inequalities, in particular the health and care needs of children (up to 4 years), women and people with short, intermediate and long-term conditions.	Continue to monitor health inequalities, in particular the health and care needs of children (up to 4 years), women and people living with short, intermediate and long-term conditions.	<p>On Friday 3 May, CD met with two neurodiverse parents to gather their insights on managing children with ADHD and Autism. A future meeting will be scheduled with SB to discuss volunteering opportunities for these parents and the potential of joining the Kingston Autism and ADHD Partnership Board as experts by experience.</p> <p>On Wed 19 June, CD attended the Inclusive Kingston Borough Alliance - Spotlight on homelessness meeting, where we were able to provide insights into the difficulties faced by some of our Kingston residents experiencing homelessness, when they try to access NHS and Social Care services. The insights we provided are from our 'Including Communities' and 'Including Digitally Excluded Communities' reports. The Kingston Borough Alliance asked for both reports when published. CD will now ensure this happens.</p> <p>Scoping of our planned health and care needs of children (up to 4 years) community engagement and our planned social isolation needs of physically disabled people projects are being progressed. SB will finalise these in August before circulating to the Healthwatch Kingston Board for approval, so that SBa can begin project delivery.</p> <p>(Authors CD/SB)</p>
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3. Learning disability, autism and neurodiversity		
3a. Continue to support meaningful engagement with local people with a learning disability in the work of HW Kingston, including Enter and View training and visits.	Ensure HW Kingston is “Learning Disability friendly”.	<p>We continue to support one of our key volunteers with a learning disability by coordinating with his day services about the program he is on to improve his health. Eco-op is running a 16-week health club to educate their service beneficiaries about a healthy lifestyle. The four core aims are to eat more healthily, maintain a healthy weight, get more active, and drink 6-8 glasses of fluid a day (preferably water and other healthy options).</p> <p>They want to involve the client's entire support circle in helping them improve their health and wellbeing. Healthwatch Kingston is pleased to have been informed about this initiative, as it allows us to gather better insights into the health challenges faced by people with a learning disability, and what steps are being taken to support people.</p> <p>(Author KC)</p>
3b. Continue to provide independent chair and administrative support for the ‘Kingston All Age	Provide independent facilitation for community scrutiny of progress against All Age Learning	<p>Kingston All Age Learning Disability Partnership Board</p> <p>At the Partnership Board meeting in April 24, we received a number of notable presentations:</p> <ul style="list-style-type: none"> • Kingston Hospital Learning Disability and Autism Strategy - Gracie Holt (Kingston Hospital Learning Disability Liaison Lead Practitioner), presented Kingston Hospital's Learning Disability and Autism strategy, focusing on identifying key priorities for individuals with learning disabilities and autistic people. The key themes for promoting quality care from 2024-2026 are: <ul style="list-style-type: none"> a. Supporting People's Needs b. Training & Awareness

Learning Disability Partnership Board’.	Disability strategy priorities.	<ul style="list-style-type: none"> c. Digital Access d. Environment e. Clear Communication f. Involving People g. Supporting Carers • Project 2020 - Susan Fitzgerald (Your Healthcare, Adult Safeguarding & LD Nursing Lead), gave an update about the pilot phase of Project 2020, which aims to support the uptake of Annual Health Checks. This project involves collaboration between Your Healthcare and local GPs to promote health checks, especially for those who do not access them regularly. Teams visited residential and supported living homes in the boroughs of Kingston and Richmond, ensuring that staff scheduled necessary appointments for hearing, eye, and dental checks. <p>At the Partnership Board meeting in June 24, we received an update on LeDeR from Corinne Campion, the new LeDeR Mortality Review Manager for NHS SWL, and Peter Warburton, Designate Nurse Safeguarding Adults Kingston, NHS South West London. They updated the meeting about the changes to LeDeR reviews which now include people with autism. There will be a report published about review progress and outcomes, which will highlight the ongoing efforts and initiatives to improve the lives and health outcomes of individuals with learning disabilities and autism in our community.</p> <p>(Author KC)</p>
3c. Continue membership of the ‘Kingston Autism and ADHD Partnership Board’.		<p>At the Kingston Autism and ADHD Partnership Board meeting on 15 May 2024, it was noted that Healthwatch Kingston (as part of Neurodiversity Celebration Week 2024) ‘did a great interview [with KB a RBK Involve team member] for Healthwatch about what living with neurodiversity is like for her’.</p>

		<p>The substantive item for the 15 May meeting was an update on the development of the 'RBK Autism and ADHD strategy and plans for engagement survey to support this. Draft priorities are focusing on 1. Priorities for autistic people and/or people with ADHD and 2. What Kingston Council and its partners will do to support people. The draft strategy will be shared, and feedback requested before finalisation.</p> <p>SB has replied to the survey on behalf of Healthwatch Kingston - noting the findings and recommendations in our Healthwatch Kingston Pulse Check report: Neurodiversity and health and care services report</p> <p>(Author SB)</p>
4. Mental health and wellbeing		
<p>4a. Continue to provide independent chair and administrative support for the 'Kingston Mental Health and Wellbeing Group'.</p>	<p>Provide independent facilitation for community scrutiny of progress against mental health priorities.</p>	<p>Our Mental Health End of Year Activity Report has been delayed due to the pre-election period; the report will be published as part of our communications plan through to end of August 2024.</p> <p>Kingston Mental Health and Wellbeing Group</p> <p>Healthwatch Kingston continues to disseminate key communications relevant to mental health stakeholders and the wider wellbeing and mental health needs of local people. We have recently shared the following consultations with the Kingston Mental Health and Wellbeing group, other groups we facilitate and wider relevant stakeholder contacts:</p> <ul style="list-style-type: none"> • Consultation on Kingston Council's Appointeeship Service Charges: Kingston Council provides an Appointeeship Service for individuals receiving social care services who are unable to manage their benefits independently due to factors such as lacking mental capacity or severe disability. More information can be found here: Appointeeship Service Charging Proposal.

- Kingfisher Leisure Centre Consultation: We are seeking responses from members of the Kingston Mental Health and Wellbeing Group who live or work in the area to share their views on the centre's use for community wellbeing. More details are available here: [Leisure Centre Consultation](#).

We also continue to signpost residents towards services that support their mental health and overall wellbeing needs in Kingston.

Independent Evaluation of the Kingston Community Mental Health Transformation (CMHT) Programme for South West London and St George's NHS Mental Health Trust (SWLStG)

SWLStG commissioned local Healthwatch to gather feedback and experiences from service users to improve their services and prioritise user-centred care. Our final CMHT evaluation report, which compares data across all three phases of the service user experience research, was sent to SWLStG for review and is now scheduled to be finalised during the beginning of August. Publication of this report was delayed due the pre-election period; the report will be published as part of our communications plan through to end of August 2024.

Independent Evaluation of the Integrated Community Rehabilitation Service / Bridge 24 for the South London Community Mental Health Partnership

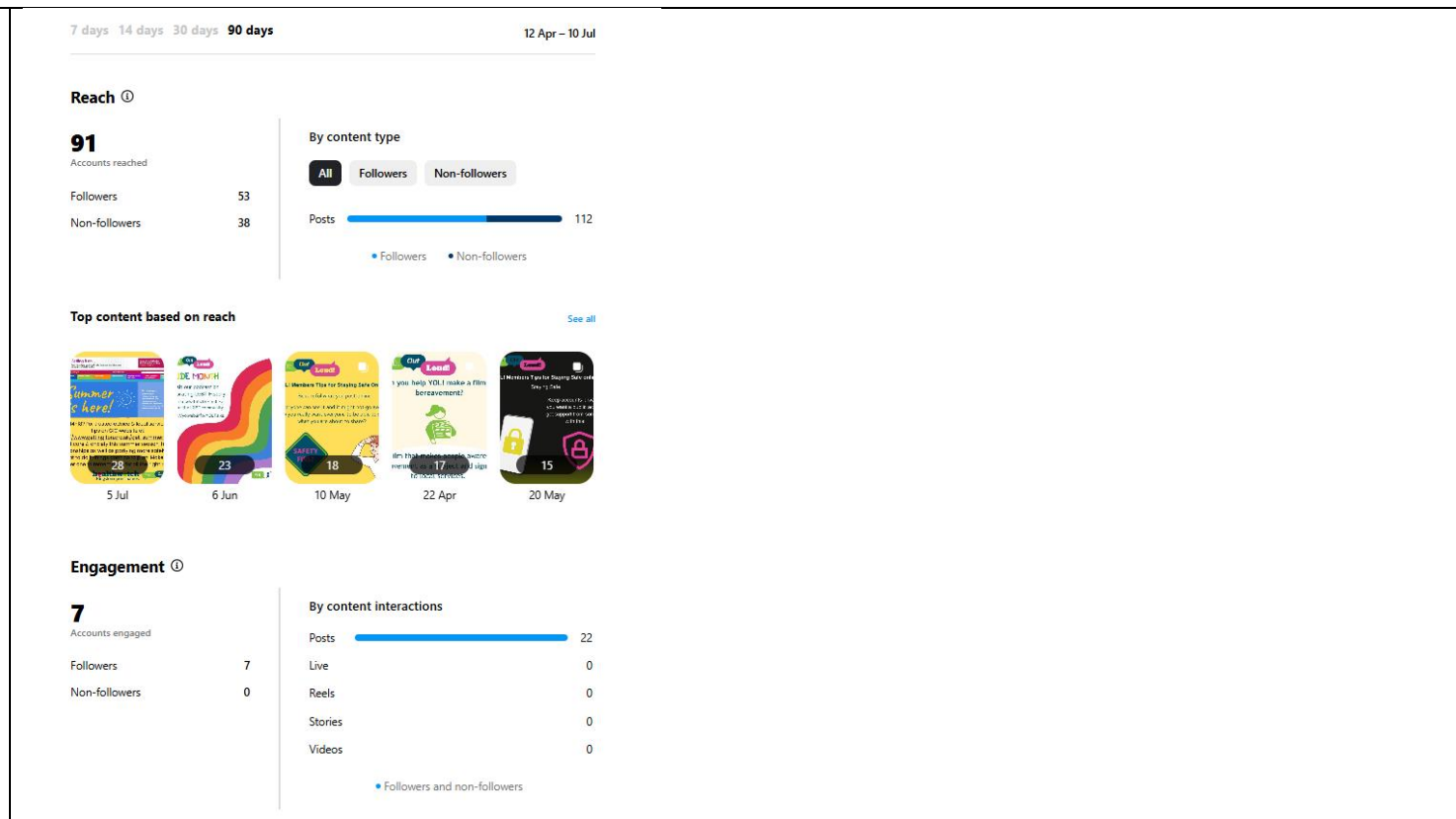
Our Healthwatch Kingston summary report is completed but was delayed due to pre-election period; the report will be published as part of our communications plan through to end of August 2024.

(Author KC/SB)

<p>4b. Continue to collaborate with Kingston Voluntary Action to support community engagement about Bereavement services.</p>	<p>Continue to support people to have a say in bereavement support and services.</p>	<p>After the recent South West London Integrated Care Board restructuring over recent months, this scaling up of the Kingston Bereavement Pilot to SWL wide engagement with under-represented communities is now progressing. A meeting between key stakeholders in being sought to plan next steps.</p> <p>For context see our Bereavement Services and Support in Kingston - Community Engagement Report</p> <p>(Author SB)</p>
<h2>5. Young People (13-17 years)</h2>		
<p>5a. Continue to support Youth Out Loud! (YOL!) to review health and care services.</p>	<p>Continue to support young people to have a say in their health and care services.</p>	<p>Podcast on access to NHS and social care for young people living with a disability</p> <p>To understand the experiences of local young people in accessing NHS and social care services, YOL! (with support from Healthwatch Kingston) have interviewed 3 parents and one young person to learn about their experiences. YOL! Have also visited local SEND schools/colleges (Orchard Hill College and Richard Challenor Xavier Centre) with a survey to gather student feedback to help inform this project. The survey was shared online and received 27 responses.</p> <p>YOL! have used the feedback gathered from the surveys to help create a podcast, where the YOL! volunteers discussed their findings and created some suggestions for improvements for local providers and people going through a diagnosis process. Suggestions included the issue of temporary blue badges, delivery of hired wheelchairs to hospital and more public awareness of the process and time scales for diagnosis. The podcast and interviews are currently being edited by a</p>

		<p>YOL! Volunteer (who has edited previous YOL! podcasts) and will be ready for board approval shortly.</p> <p>The podcast will be accompanied by a page on yolweb.info. The page will host the podcast and interviews as well as our key findings from the interviews and research with an accessible easy read summary.</p> <p>(Author SBa)</p>
<p>5b. Continue to support delivery of the Digital Youth Project to add to the library of short health and care films and podcasts by young people for young people.</p>	<p>Continue to add to the library of health and care films and podcasts made by young people for young people.</p>	<p>Film on Bereavement and Bereavement Services</p> <p>With support from Healthwatch Kingston, YOL! have created a short film on ‘Bereavement and Bereavement Services’. It is currently being edited by Healthwatch staff and other key bereavement services and support stakeholders before board approval and then publication.</p> <p>The film is funded by Royal Borough of Kingston Upon Thames, Community Resilience Fund and supports Healthwatch Kingston’s ‘Bereavement Services and Support in Kingston: Community Engagement Report’ where young people’s lack of knowledge of bereavement services and support was identified as a gap.</p> <p>To scope out the project we visited Chessington Youth Group to ask what information they would like in the film and on yolweb and we learnt that young people did not have a full understanding of the word ‘bereavement’, which led us to develop a film that explained both bereavement and grief.</p> <p>The film introduces bereavement to young people and signposts young people to Bereavement support and services. Yolweb will also provide additional information to support this film.</p>

		<p>YOL! met with Healthwatch Kingston to co-design the film by and for young people over four meetings with our educational filmmaker. In a fifth meeting we recorded young people voice-overs and recorded a section by a local GP for information and guidance. We also got feedback from a counsellor at Kingston Bereavement Support.</p> <p>(Author SBa)</p>
<p>5c. Continue to support YOL! to develop its online and social media.</p>	<p>Continue to support young people to safely communicate via social media.</p>	<p>Signposting to Services and YOL! Work</p> <p>YOL! continue to post online including sharing previous YOL! Work (podcast on LGBT+ during pride month 2024), and signposting to services (gettingiton's summer ready campaign) and YOL's own tips to staying safe online.</p> <p>Looking at YOL's reach on Instagram you can see that the Gettingiton summer ready post and our podcast on LGBT+ had the furthest reach. This means they were seen and shared more than our other posts.</p> <p>(Author SBa)</p>



6. Residential care, nursing home and supportive living

6a. Continue membership of the 'Kingston Care Governance Board' (KCGB).

The pilot Enter and View Report at Rosclare Residential Care Home (10 March 24), was sent to the KCGB for review on 4 June (publication of this report has been delayed due pre-election period; the report will be published as part of our communications plan through to end of August 2024). The KCGB valued the report and in association to our new Enter and View programme, the KCGB and RBK Quality Assurance, have asked (where appropriate) for us to contribute to the any Multi-

		<p>Disciplinary Stage 2 Risk Assessments (of local care providers), to provide our insight on the care homes we have visited. Healthwatch Kingston has agreed to support the process where possible.</p> <p>(Author CD)</p>
<p>6b. Enter and View a series of Kingston based care and nursing homes, focusing on living environment, mealtime experiences, and meaningful activities for residents.</p>		<p>HWK was contracted by RBK to do 18 visits to 15 homes between April 2024 and March 2025. We began this work on 1 April 2024, after recruiting and appointing Jill Prawer as our new Projects Officer - Enter and View. Jill has now led four Enter & View visits: three to Amy Woodgate House Care Home (5, 13 and 18 June 2024); and one to Langley House Rest Home (9 July 2024). The next care home on our list of agreed homes has been informed of our intention to visit on 30 July 2024 (letter sent 10 July 2024). The first report with our recommendations was sent to Amy Woodgate House on 3 July 2024, within the 10-day timeframe as set by the HWK E&V procedure. Amy Woodgate house is required to respond by 31 July 2024.</p> <p>Ours visits to Amy Woodgate House, which has a capacity of 44 residents of whom 35 have dementia, covered a 12-hour time span, allowing us to observe all three mealtimes as well as activities during the day. Langley House is a smaller home with capacity for 26 residents of whom 14 have dementia. For this we did one visit of four hours covering the lunchtime meal, which gave us the ability to observe activities before lunch and after.</p> <p>The next home on our list will have one visit lasting four hours, covering the lunchtime meal which will again allow us to observe activities both before lunch and after. We are in the process of trying to understand the best methodology to obtain optimal information during our visits within the two day a week resource available to us, and have scheduled an opportunity to review in Aug.</p> <p>(Author JP)</p>

7. Safeguarding

<p>7a. Continue membership of the Kingston Safeguarding Adults Board.</p>	<p>Gather service user experience of safeguarding to inform service developments and support positive personal outcomes.</p>	<p>KSAB Communications and Training Sub-group: HJW attended the meeting on 11 June. This meeting is chaired by Peter Warburton and has representation from Kingston Voluntary Action, a Principle Social Worker from Adult Social Care (ASC), the adult Safeguarding Lead from Kingston Hospital, Communications and Engagement Managers from RBK and the Commissioner for ASC at RBK. It was our second meeting, and we discussed the Terms of Reference.</p> <p>KSAB Learning and Development Session - Learning from Safeguarding Adults Reviews (SARs): HJW attended this informative session which was delivered by Nicky Brownjohn (Independent Chair of KSAB). The session primarily focused on the most recent Kingston Safeguarding Adult Reviews (Minnie, Ella, Sylvia). As with everything SAB related - the session was multi-agency and aimed at front line workers and junior managers. The session also introduced the findings of the National SAR Analysis, published in March 2024. There will be a further Learning and Development session on National SAR analysis in October.</p> <p>SB continues to represent Healthwatch Kingston at the Kingston Safeguarding Adults Board.</p> <p>(Author HJW)</p>
<p>7b. Continue to deliver the Kingston Making Safeguarding Personal project, including Kingston</p>	<p>As above.</p>	<p>The Making Safeguarding Personal 2023-24 Annual Report has been drafted and reviewed by our Independent Safeguarding Lead on behalf of the Board. Final amendments are being made and scheduled for sign off and then publication as part of our communications plan through to end of August 2024.</p> <p>Working with members of Kingston Adult Safeguarding team, and listening to feedback from service users, The MSP survey question set (originally provided by RBK), has been amended and shortened</p>

Safeguarding Voices.		for 2024-25. The updated survey has more opportunity to gather qualitative feedback from service users. (Author SBa)
7c. Continue support for the London Safeguarding Adults Board, London Safeguarding Voices and Conference Planning Groups to ensure people with lived experience of safeguarding are integral to safeguarding systems and processes across London.	Ensure the voices of people with lived experience of safeguarding are part of the Kingston and London. Safeguarding Adults Boards.	<p>London Safeguarding Voices: The London Safeguarding Voices (LSV) group is chaired and co-ordinated by HJW. The LSV members are now meeting twice a month to share lived experiences of safeguarding and to participate in the LSAB Annual Conference.</p> <p>Safeguarding Adults Training - level 2: The LSV members had this training delivered by one of our Kingston LSV Members, who as well as having lived experience of Safeguarding, also has professional safeguarding experience too. They are retired now but were the Safeguarding Adult Lead at Kingston Hospital and also continue to advise RBK on their Adult Safeguarding procedures.</p> <p>London Safeguarding Adults Board Conference: In previous year's SB has chaired the LSAB Conference Planning Group, with HJW provided admin support to this group. This is no longer the case due to LSV work commitments with further peer reviews and our own LSAB Conference session, potentially aimed at local residents across London. This year plans for developing the LSAB Conference have been delayed, and a LSAB Conference Steering Group is to be brought together for a first meeting week commencing 29th July. London Association of Adult Social Services (London ADASS) have just met with the Pan London Multi Agency Group (a group set up to review the Pan London Safeguarding Adults Multi Agency Policy and Procedures document), to discuss thoughts and ideas for this year's LSAB Conference which usually falls within National Safeguarding Adults Week, currently planned for 18th - 22nd November. The London SAB Managers have also completed a survey to establish potential safeguarding topics. Top 5 safeguarding topics:</p>

- 1) Mental ill health and the link to safeguarding
- 2) How to help prevent acts of neglect and acts of omission (still the number one type of abuse reported in England)
- 3) Transitional Safeguarding
- 4) Update on the review of the Pan London Safeguarding Adults Multi Agency Policy and Procedures document
- 5) Best Practice in relation to 'think family'

HJW will attend the LSAB Conference Steering group meetings to provide an LSV perspective of why people with lived experience should be involved from the planning stages.

Peer Reviews:

The LSV have been involved in two peer reviews from April - June 2024 for Newham and Waltham Forrest. One LSV member attended each online pre-meeting to meet the rest of the Peer Review team and then the face-to-face three-day onsite peer review. We have also continued our 'secret shopper' exercise on both local authority websites. The LSV members were asked to look at how accessible and clear the website is to navigate and how 'fit for purpose' it is if a non-professional is concerned about an adult at risk.

Review of Camden's public Information:

Following the success of our website critique for peer reviews, we were asked by Chris Lehman (Director of ASC Strategy and Commissioning and Deputy DASS) to review Camden's online public information. They were very grateful for our assistance and said the following:
'Wow - thank you SO much for such an insightful and comprehensive review of the Camden website for us. This is extremely helpful - your candour is greatly appreciated and will really help us with how we review, update and improve our website. I would love to take you up on your offer of

another review once we have received some more feedback from others and made additional changes.'

(Author HJW)

OTHER DELIVERY AREAS / ITEMS in Q1 2024-25

Delivery area	Update
HWK/RBK Contract Monitoring Meetings	<p>On 8 May 24 SB and CD met with Louise Gallagher (RBK) and Laura Ruff (RBK) for the Q4 2023-24 HWK contract management meeting (this meeting had been rearranged due to pre-election period). Q1 2024-25 HWK contract management meeting took place on 24 July 2024.</p> <p>(Author SB)</p>
HWK Open Meetings Q3 2023-24	<p><u>Healthwatch Kingston's final Open Meeting for 2023-24 was due to focus on Hospital and Community Services</u> and take place online on Tuesday 27 March 2024. Due to the commencement of the pre-election period, a collective decision was taken to postpone our proposed Hospital and Community Services discussion until after the local elections.</p> <p>The schedule open meeting will now take place on 22 Aug 2024 and the event will cover presentations and Q&A sessions from:</p> <ul style="list-style-type: none"> Kingston Hospital, Hounslow and Richmond Community Health and Your Health Care HWK update on our Enter and View of Nutrition on Kingston Hospital Inpatient Wards and Outpatient Areas.

	<p><u>Find out more about our other Open Meetings held in 2023-24:</u></p> <p><u>Healthwatch Kingston's Open Meeting - 18 April 2023 (on Zoom) Healthwatch Kingston</u></p> <p><u>Catch up on our Health Inequalities themed Open Meeting from 23 January 2024</u></p> <p><u>Catch up on our Open Meeting from 5 July 2023 Healthwatch Kingston</u></p> <p><u>Catch up on our Primary Care themed Open Meeting from 12 September 2023 Healthwatch Kingston</u></p> <p><u>Catch up on our Social Care themed Open Meeting from 7 November 2023 Healthwatch Kingston</u></p> <p>(Author SB)</p>
<p>2023 and 2024 Reports Production and Publication Update:</p>	<p>In May 2023 the ME/CFS fibro report went to commissioners and local ICS for their review and feedback on the recommendations. Annette Pautz has responses on behalf of Primary Care, however due to the election other formal responses have been delayed. CD to follow up in August. For the status of all our reports produced and being published in 2023 and 2024, see table below:</p> <p>(Authors SB/CD)</p>

Reports produced and published during 2023 and 2024

Report	Status	Board Review	Publication
NEW Healthwatch Kingston Annual Report 2023-2024: The value of listening to you Healthwatch Kingston	Completed	KY/LM/EC - Reviewed	Delayed due pre-election period, report published on 5 July 2024.
NEW Independent Evaluation of the ICRS / Bridge 24 Rehabilitation Service pilot Summary Report	Completed	LM - Reviewed	Delayed due pre-election period, report will be published as part of the HWK comms plan through to end of August '24.
NEW Independent Evaluation of the Kingston Community Mental Health Transformation Programme	Completed	EC - Beginning of August	As above
NEW Including Digitally Excluded Communities Report	Completed	RA and VP - Reviewed	As above
NEW Including Communities Report	Completed	VP - Reviewed	As above
NEW All Ages Learning Disability Partnership Board - End of Year Report 2023-24	Completed	SB will review on behalf of the Board	As above
NEW Mental Health - End of Year Activity Update 2022-23	Completed	SB will review on behalf of the Board	As above
NEW London Safeguarding Voices - End of Year Activity Update 2022-23	Completed	SB will review on behalf of the Board	As above
NEW Youth Out Loud! - End of Year Report 2022-23	Completed	SB will review on behalf of the Board	As above
NEW Making Safeguarding Personal Report 2023-24	Completed	GS - reviewed on behalf of the Board	As above
NEW Enter and View Rosclare Residential Home	Completed	LM has reviewed on behalf of the Board	As above
NEW Enter and View Kingston Hospital Adult Inpatient Wards, Urgent Care, and Outpatient	Drafted completed by SBa, sending to KH for	LM - TBC	As above

	areas (focusing on food and hydration for patients, staff and the public)	accuracy review and response to recs 26.07.24			
	Pulse Check Report - chronic fatigue syndrome (ME) and fibromyalgia services	Completed	Completed	Published - view report here	
	Making Safeguarding Personal Report 2022-23	Completed	Completed	Published - view report here	
	Care Workforce Wellbeing Report	Completed	Completed	Published - view report here	
	LAS Letter/Report	Completed	Completed	Published - view report here	
	Healthwatch Kingston Annual Report 2022-23	Completed	Completed	Published - view report here	
	LAS Letter/Report	Completed	Completed	Published - view report here	
	Healthwatch Kingston Annual Report 2022-23	Completed	Completed	Published - view report here	