

Healthwatch Kingston Board Meeting (Part A)	Wednesday 28 July 2021
Activity Report	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 (HW), Projects and Outreach Officer (Young People and Safeguarding).
PART A Agenda Item 6	Appendices: No.
<p>This report updates the Board on progress made towards delivery of our six priority work areas for the year:</p> <ol style="list-style-type: none"> 1. Response to and recovery from the coronavirus pandemic <ol style="list-style-type: none"> a. Continue to gather views and experiences of NHS and social care services during and after the coronavirus pandemic, to ensure commissioners, providers and other system leaders respond appropriately to the health and care needs of local people. 2. NHS and Social Care transformation <ol style="list-style-type: none"> a. Monitor the commissioning, provision and transformation of health and care in Kingston, in particular the introduction of the south west London Integrated Care System. 3. Learning Disabilities <ol style="list-style-type: none"> a. Support meaningful engagement with local people with a learning disability in the work of Healthwatch Kingston, including Enter and View training. b. Provide chair & administrative support for ‘Kingston All Ages Learning Disability Partnership Board’ (2018/22 Strategy year 4). 4. Mental Health <ol style="list-style-type: none"> a. Provide chair and administrative support for the ‘Kingston Communities Taskforce - Mental Health and Wellbeing Subgroup’ (incorporating the refresh of the ‘Thrive Kingston’ Mental Health and Wellbeing Strategy). b. Continue to monitor progress of and engagement with specialist service provision to people with Emotionally Unstable Personality Disorder (EUPD). c. 	

5. Young People

- a. Support Youth Out Loud! (YOL!) to review health and care services (we will do this in partnership with Healthwatch Richmond).
- b. Support delivery (with other partners including Healthwatch Richmond) of the Digital Youth Project (year 3) to complete a series of short health and care films and podcasts by young people for young people.
- c. Support YOL! to develop its online and social media.

6. Safeguarding

- a. Continue membership of the Kingston Safeguarding Adults Board.
- b. Continue to deliver the Kingston Making Safeguarding Personal pilot (Year 2).
- c. Continue support for the London Safeguarding Adults Board, Safeguarding VOICES and Conference Planning Groups (Year 3) to ensure people with lived experience of safeguarding are integral to safeguarding systems and processes across London.

Other delivery areas include:

- Annual Report 2020/21 published Wednesday 30 June 2021.
- HWE Quality Framework by end of March 2022.
- Reports (work completed by March 2021).
- Pulse Check Kingston Engagement Bulletins.

The Board is requested to:

- **Review and Note** this Activity Report.

SEVEN PRIORITY WORK AREAS for 2021/22

Priority	Aim	Update
<p>1. Response to and recovery from the coronavirus pandemic</p>		
<p>1a. Continue to gather views and experiences of NHS and social care services during and after the coronavirus pandemic, to ensure commissioners, providers and other system leaders respond appropriately to the health and care needs of local people.</p>	<p>Gather service user experience of NHS and social care services during and after the coronavirus pandemic</p>	<p>Healthwatch Kingston continues to gather new views and experiences of NHS and Social Care services during the pandemic. The staff team is continuing to work through data collected during the first half of 2021 and converting into engagement reports.</p> <p>Our ‘One year with Covid-19: Experiences of NHS and social care services during Covid-19 Report (Apr 2020 to Mar 2021)’ is scheduled to publish on Wed 28 Jul.</p> <p>Healthwatch are working with the NHS in south west London to gain insight into people’s experiences of Long Covid, to help improve the support and services that are available. Please pass on the following info: Click here to share your experiences of Long Covid with Healthwatch Kingston, call 0203 326 1255 or email info@healthwatchkingston.org.uk</p> <p>We have promoted our Kingston Long Covid Experiences and Support survey via our stakeholder list, website, social media, public facing virtual meetings, and through local NHS and KVA distribution lists. Uptake has been slow to date (only 16 completed surveys across one month) recent additional promotion is beginning to reach people. Deadline is end of August.</p> <p>Here’s a sample of feedback to date in response to one of the survey questions:</p>

‘Has living with Long Covid impacted your Mental Health? If yes, please tell Healthwatch Kingston more about the effects this has had on your life?’

 *Initially it was very stressful, especially not knowing if I would get better and also knowing if I was doing the right thing when I tried to increase my activity, especially if I had a relapse.”*

 *Yes, but only first few months...as very tired, which made work hard short of breath and didn't know why. I didn't realise I'd had Covid in March as my symptoms were extreme fatigue, not a known symptom at the time, and I returned to work too early.”*

 *I get depressed and I seem to cry a lot especially when no one believes how much I am still suffering I went from being fit and healthy to Shielding because of the lung damage.”*

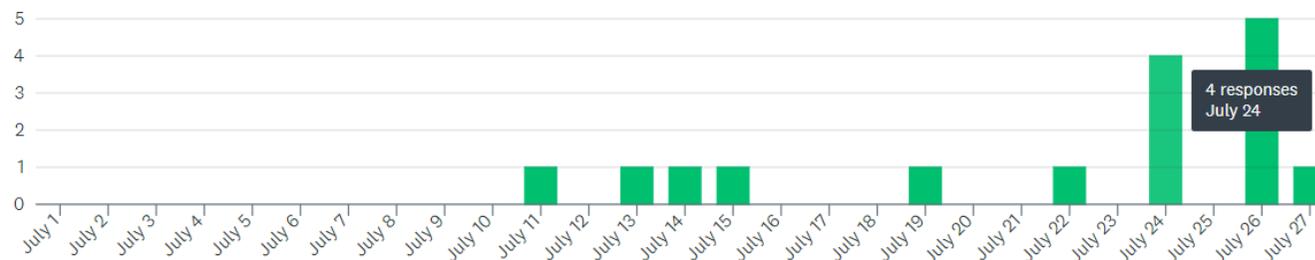
 *I feel anxious regularly. The blue inhalers I do not think helped as they send Adrenalin around your body and it would make me panic - I also think I was panicking because I could not breathe. Lack of sleep due to covid also impacted it and not being able to exercise like I wanted to or could before. I worried a lot that something was seriously wrong and I still worry I will never get back to my usual self. My job is so tiring and I need to be energetic to do the best I can.”*

 *Yes, I went from being active and energetic to needing a wheelchair which was very upsetting and scary, fear about if heart or lung damage was permanent and if I'd ever recover. Feeling totally vulnerable and dependent. Knocked confidence due to lessened intelligence from the brain fog.*



Survey response tracker (below) shows no initial response, but people began to show interest after a FB post (made Sat 24 July), with some conversion to survey completion (4 on the day of posting) but still not high.

A complete update on the publication of other Healthwatch Kingston reports is provided at the end of this Activity



2. NHS and Social Care transformation

2a. Monitor the commissioning, provision and transformation of health and care in

Provide independent scrutiny that supports improved

RBK and Healthwatch Kingston (NS/LM/SB) have agreed quarterly meetings with the Executive Director Adult Social Care and Health. Our next meeting is scheduled second week of August.

LM continues to provide updates from key NHS meetings that Healthwatch Kingston attends.

<p>Kingston, in particular the introduction of the South West London Integrated Care System.</p>	<p>experience of people using NHS and Social Care services</p>	<p>Healthwatch Kingston made nine recommendations to Kingston Hospital and their formal response is now published in our Enter and View report (completed on 31 March 2021).</p> <p>Kingston Hospital shared the findings, recommendations and their planned action relating to our report at their Patient Experience Committee in mid-June 2020.</p> <p>Kingston Hospital has also agreed to update HW Kingston on actions they have taken in response to recommendations about discharge from hospital in our ‘What was leaving Hospital like?’ report, (published in December 2019, at the time our Enter and View visits began), at the Kingston Hospital Healthwatch Forum later this year.</p>
<h3>3. Learning Disabilities</h3>		
<p>3a. Support meaningful engagement with local people with a learning disability in the work of Healthwatch Kingston, including Enter and View training.</p>	<p>Ensure HWK is “Learning Disability friendly”</p>	<p>KC plans to introduce topic specific virtual meetings with members of the LD community on an as needed basis.</p>
<p>3b. Provide chair and administrative support for ‘Kingston All Ages Learning Disability Partnership Board’</p>	<p>Provide independent facilitation for community scrutiny of</p>	<p>The AALDPB recently received info on work being undertaken by stakeholders to refresh the Kingston Carers’ Strategy and discussed improving communication for people with Profound and Multiple Learning Disability.</p>

<p>(2018/22 Strategy year 4).</p>	<p>progress against All Age Learning Disability strategy priorities</p>	
<h4>4. Mental Health</h4>		
<p>4a. Provide chair and administrative support for the 'Kingston Communities Taskforce (CTF) - Mental Health and Wellbeing Subgroup (MHWB)' (incorporating the refresh of the 'Thrive Kingston' Mental Health and Wellbeing Strategy).</p>	<p>Provide independent facilitation for community scrutiny of progress against mental health priorities</p>	<p>Kingston Communities Task Force (CTF) - Mental Health and Wellbeing subgroup meeting held on Tuesday 29 June was well attended, and workshops were facilitated to look at the new 'Better Mental Health JSNA'.</p> <p>KC attended an insightful seminar, as part of the Infant Mental Health Awareness Week on 'Infant mental health: addressing the baby blind spot', hosted by SWLStGs Mental Health Trust. KC shared the insights gained from the seminar at the CTF "Better Mental Health JSNA workshop in the children and young people's session.</p> <p>The South London Listens June Summit was attended by c800 people, alongside leaders from across the NHS, three Mental Health Trusts (SWLStG, SLAM, Oxleas)</p> <p>At this event, hundreds of members of our communities heard NHS Mental Health Trusts, local authorities, voluntary sector organisations and commissioners pledge to take specific action. The commitments that the Mental Health Trusts signed up to included:</p> <ul style="list-style-type: none"> • Working with community groups and local authorities to train hundreds of local people as Mental Health Champions who can support others and signpost them to professional help • Working with community organisations to become Mental Health Hubs where people can talk and get up to date information on mental health support

		<ul style="list-style-type: none"> • Working with councils and community groups to develop a social isolation, loneliness and digital inclusion strategy • Supporting and resourcing parent groups to offer peer-to-peer and other mental health support • Developing a ‘virtual waiting room’ where children and young people waiting for mental health treatment are kept better informed and given bespoke digital tools • Training and equipping staff to understand and overcome barriers that members of black and ethnic minority communities face in accessing mental health services • Championing the Living Wage within the health sector more widely, including encouraging GP surgeries, Clinical Commissioning Groups, and hospitals to become Living Wage employers.
<p>4b. Continue to monitor progress of and engagement with specialist service provision to people with Emotionally Unstable Personality Disorder (EUPD).</p>	<p>Provide independent scrutiny that supports improved experience of people using psychological therapy services</p>	<p>Nothing to report on this at this point.</p>

5. Young People		
<p>5a. Support Youth Out Loud! (YOL!) to review health and care services (we will do this in partnership with Healthwatch Richmond).</p>	<p>Support young people to have a say in their health and care services</p>	<p>In the joint meeting with YOL! and the Kingston and Richmond Youth Council (KRYC) Diane White, Chief Executive of the Kingston Carers’ Network and CD asked if they could join us to enable the young people to give feedback on a survey to be sent to all young carers.</p> <p>Kingston Council, Kingston Carers’ Network and the South West London CCG are working together to write the Carers’ Strategy. The Carers’ Strategy is a plan of what the council would like to do over the next three years to support carers, including young carers. It is really important that the strategy reflects what is important to young carers, so Diane asked for feedback from our young people on the draft survey for over 12’s and what works and any suggestions they might have for both the survey and how to promote it.</p> <p>Please read Diane’s message below:</p> <p>“Thank you so much for inviting me tonight, it was incredibly useful and interesting to hear everyone’s views, what an articulate, thoughtful and considerate group of young people. Please kindly pass on my enormous thanks to them, for all their very valuable contributions to the survey and therefore the carers’ strategy. I attend a lot of meetings and I thought Josie was an exceptional chair.”</p>
<p>5b. Support delivery (with other partners including Healthwatch Richmond) of the Digital Youth Project (year 3) to</p>	<p>Develop a library of health and care films and podcasts made by young</p>	<p>The Wolverton ‘secret shopper’ exercise has now been completed by the older YOL! members. There was a delay in doing these as HW was on compassionate leave and one of our young people caught Covid. We need to feedback our findings to Judith Murray and her team. We will then do the final tweak to the Sexual Health Film script with our young people and Steve Slavin and book recording dates. To do all of this, we need to work out availability of our young</p>

<p>complete a series of short health and care films and podcasts by young people for young people.</p>	<p>people for young people</p>	<p>people. YOL! normally break for summer so there are not usually meetings across the summer holidays. Last year (due to Covid and lockdowns and general isolation of our young people, the meetings did continue so that we could check in on them regularly). In this modern world, we are now sending a Doodle Poll to check the young people’s availability (not all YOL! members have been in the recent podcast meetings, and they do not always reply to emails!).</p> <p>YOL! has done a joint podcast with KRYC on Mental Health. It focuses on the effects that the pandemic has had on young people over the last 17 months. We had two joint meetings with all our volunteers to discuss what we wanted to put in it and to formulate a podcast plan. HW invited Emma Hill (Engagement Officer at SWL St George’s Mental Health Trust and Dr Rachel Mahoney, (Clinical Psychologist and Professional Lead for Kingston & Richmond CAMHS Single Point of Access), to the meetings to provide a ‘professional’ view and latest borough wide statistics and perspective.</p> <p>We recorded the podcast on Tuesday 20th July. Josie and Abi, both YOL! and KRYC members were both brilliant. Josie hosted the podcast and asked questions. Abi was very open and honest about her mental health struggles and the challenges she has faced during this time. It takes a huge amount of courage to be so open and honest, but she spoke eloquently, empathetically and with her usual wit! Dr Rachel answered the questions from both a personal and professional point of view and the rapport between all 3 participants was engaging. The podcast is still in the editing process, and we hope to be able to launch this third podcast in the next week</p>
<p>5c. Support YOL! to develop its online and social media.</p>	<p>Support young people to safely communicate</p>	<p>After doing social media training with some of the group, two of our older members, Lily and Keeley are now creating and posting on behalf of YOL! Giulia (HW Richmond) or HW check the posts beforehand. Their ideas have been great, and they are focusing on easing the current anxieties of young people and improving their Mental Health. Please see the examples below on</p>

Activity Report - PART A Healthwatch Kingston upon Thames Board meeting - 28 July 2021

via social media

‘How to support each other as Coronavirus eases’ and ‘Facing Summer when you have a negative body Image’:



Social media interaction is not easy to achieve when dealing with health and social care topics, rather than Love Island! However, these posts have generated nearly three times the ‘likes’, ‘re-tweets’ and ‘profile visits’ in comparison to our previous posts. Well done to Lily and Keeley.

6. Safeguarding		
<p>6a. 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>GS, continues to represent Healthwatch Kingston as a member of the KSAB and update the Board about the work Healthwatch Kingston is doing in relation to the Making Safeguarding Personal (MSP) Pilot and the London Safeguarding Voices Group, for the London Safeguarding Adults Board.</p>
<p>6b. Continue to deliver the Kingston Making Safeguarding Personal pilot (Year 2).</p>	<p>Gather personal experience of safeguarding to inform service developments and support positive personal outcomes</p>	<p>Claire Singers (RBK) has confirmed that the Making Safeguarding Personal Pilot (MSP) will now be extended to all Adult Social Care Teams within Kingston. Claire explained that they have engaged an additional person from another department, for a year, to help with this roll-out. CD and HW have put the MSP survey onto Survey Monkey. Claire Singers will check RBK is happy with it. It cannot be uploaded online and hosted on the HWK website until the MSP project has been rolled out to all departments.</p>
<p>6c. Continue support for the London Safeguarding Adults Board, Safeguarding VOICES and</p>	<p>Ensure the voices of people with lived</p>	<p>SB and HW have continued to work closely with Tristan Brice, London Association of Directors of Adult Social Services (LondonADASS) and Alvin Kinch, Volunteering and Regional Network (London) Manager at HWE, to move forward the London Safeguarding Voices Group (LSVG)</p>

<p>Conference Planning Groups (Year 3) to ensure people with lived experience of safeguarding are integral to safeguarding systems and processes across London.</p>	<p>experience of safeguarding are part of the Kingston and London Safeguarding Adults Boards</p>	<p>agenda, which includes supporting people with lived experience (PwLE) of safeguarding representation from Kingston and all other London Boroughs.</p> <p>We have created a LSVG Role Description, and this is now available in Easy Read. Tristan Brice (LondonADASS) has made a short film, starring SB and Alvin Kinch, to help with recruitment. The short film and role description are available on the LSVG youtube channel.</p> <p>All London Borough SABs were invited to drop-in sessions in June to assist them in the recruitment of three representatives from each of their boroughs to join the LSVG.</p> <p>From 15th July weekly ‘temperature check’ meetings with SABs are being held to gauge how well recruitment is going in each London borough and share ideas and support.</p> <p>The LSVG Consent Form has been sent to SAB managers. They are asked to send to their confirmed LSVG members. Once we receive the completed forms back, we will then be able to correspond with the LSVG members directly. CD is working with our DPO to complete the DPIA.</p> <p>SB and HW met with Peter Warburton, interim Independent Chair of the Kingston Safeguarding Adults Board (KSAB) and Gemma Blunt, Corporate Head of Safeguarding at Kingston Council, to discuss how KSAB will recruit three PwLE to join others from across London to place voices at the heart of the London Safeguarding Adults Board (LSAB). In this meeting SB and HW were able to meet with and subsequently recruit Kingston borough’s first LSVG member, Maria. Maria has both personal and professional experience of safeguarding and will be a great asset to the group.</p> <p>We held our first LSVG Introduction Meeting via Zoom on 20th July to meet six new LSVG members. It was a great opportunity for SB and HW to explain what the LSVG is all about, who we all are and what we do and for the new members to ask any questions in an informal chat, before attending the LSAB monthly meeting the following day. One new member has already suggested they we keep jargon to an absolute minimum, which is fair!</p>
---	--	---

		<p>LSVG members were invited to attend the LSAB monthly meeting on 21st July. Members of the LSVG will be asked to nominate three representatives, who will be democratically elected to sit on the London Safeguarding Adults Board (LSAB), so it is important that they experience the meeting beforehand. Some new members were unable to attend as they do not have access to Microsoft Teams. Those that did attend were happy to talk through why they wanted to get involved in this project. It was suggested that the new members could do a short film on why they are enjoying being part of the LSVG, to aid with recruitment of new volunteers. SB did a short presentation of where we are so far with the LSVG project, but from the perspective of the PwLE LSVG member. Please see the presentation here.</p> <p>We are committed to equality, diversity, and inclusion so we will ensure as many documents as possible are in Easy Read and large font. Our monthly LSVG member meetings will all be via Zoom. Supporting documents of 'How to join a Zoom Meeting for the first time' and 'How to join a Zoom meeting by dialling in on your phone' have been sent to all new members. The first LSVG members meeting will be at the end of August. The date is TBC and will be decided by the members. Once the monthly meetings are up and running, we will also offer pre-meets and follow up meetings to assist any members that need any further assistance and a better understanding.</p>
<p>OTHER DELIVERY AREAS for 2021/22</p>		
<p>Delivery area</p>	<p>Update</p>	
<p>Annual Report 2020/21 by end of June 2021.</p>	<p>Published on 30 June 2021, as required by legislation. Review the report here.</p>	