

Healthwatch Kingston Board Meeting (Part A)	Tuesday 28 September 2021
Activity Report Aug to Sep 2021/22	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 (Young People and Safeguarding).
PART A Agenda Item 6	Appendices: No
<p>This report updates the Board on progress made towards delivery of our <b>six priority work areas</b> for the year (2021/22):</p> <ol style="list-style-type: none"> <li>1. <b>Response to and recovery from the coronavirus pandemic</b> <ol style="list-style-type: none"> <li>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.</li> </ol> </li> <li>2. <b>NHS and Social Care Transformation</b> <ol style="list-style-type: none"> <li>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.</li> </ol> </li> <li>3. <b>Learning Disabilities</b> <ol style="list-style-type: none"> <li>a. Support meaningful engagement with local people with a learning disability in the work of Healthwatch Kingston, including Enter and View training.</li> <li>b. Provide chair &amp; administrative support for ‘Kingston All Ages Learning Disability Partnership Board’ (2018/22 Strategy year 4).</li> </ol> </li> <li>4. <b>Mental Health</b> <ol style="list-style-type: none"> <li>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).</li> <li>b. Continue to monitor progress of and engagement with specialist service provision to people with Emotionally Unstable Personality Disorder (EUPD).</li> </ol> </li> <li>5. <b>Young People</b> <ol style="list-style-type: none"> <li>a. Support Youth Out Loud! (YOL!) to review health and care services (we will do this in partnership with Healthwatch Richmond).</li> </ol> </li> </ol>	

- 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.
- **Endorse** South London Listens - Kingston Mental Health Services Activity Audit (Contract provided in PART B Item 5: 2021/22 Recently agreed project work).
- **Endorse** Kingston Bereavement Services Community Engagement (Contract provided in PART B Item 5: 2021/22 Recently agreed project work).
- Xx
- Xx
- Xx

SIX PRIORITY WORK AREAS for 2021/22

Priority	Aim	Update
<p><b>1. Response to and recovery from the coronavirus pandemic</b></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><b>Gather service user experience of NHS and social care services during and after the coronavirus pandemic</b></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><b>Reports completed and published since the July 2021 Board:</b></p> <p><b><u><a href="#">A year with Covid-19 report: Your experiences of NHS and social care services in Kingston before and during the pandemic (4 August 2021)</a></u></b></p> <p>This compilation report covers feedback from Kingston residents between 1 January 2020 to 31 March 2021 and collates analysis of 501 experiences, views and concerns received from 238 people. To accompany the complete report, we provided a series of mini reports that focus on what you told us about different areas of NHS and social care services.</p> <p><b>Methodologies used to collect data for this compilation report included:</b></p> <ul style="list-style-type: none"> <li>• Surveys (including Easy Read versions)</li> <li>• Spot purchasing social media advertising</li> </ul>

- Increasing outreach to local groups and organisations (requesting they share the survey in their newsletters and other communications)
- Promoting surveys through Kingston and Richmond Communication and Engagement Steering Group (which includes the NHS and Kingston Council) communications
- Engaging through [Healthwatch Kingston website](#), email and voicemail
- Virtual community events

**Healthwatch Kingston reviewed data from the following sources for this compilation report:**

- **96** experiences shared by **48** people with Healthwatch Kingston through a non-COVID ‘Have your say’ survey about NHS and social care services before the coronavirus pandemic began - during 1 January to 31 March 2020.
- **263** experiences shared by **163** people with Healthwatch Kingston through the ‘Share your experiences during COVID-19’ survey that ran between 1 April to 30 November 2020.
- **142** additional experiences shared by **27** people with Healthwatch Kingston via our website ‘[Share your views](#)’ page, through emails, voice messages and during virtual Healthwatch Kingston engagement events between 1 April 2020 and 31 March 2021.

**[Test and Trace: What you thought report](#) (15 September 2021)**

Between October 2020 and January 2021, Healthwatch Kingston gathered views from Kingston residents about how they felt about Covid-19, as well as the NHS Test and Trace App. The report has now been published and sent to our partners and stakeholders. The data were gathered before the vaccine became available (first given 9 December 2020) and that perceptions of the risk of catching Covid-19 may well have altered.

The report is based on an analysis of **118** survey responses collected between October 2020 and January 2021. We also provide examples of what people shared with us. Healthwatch Kingston: What you thought about Test and Trace and the NHS Covid-19 app Report

**Methodologies used to collect data for this compilation report included:**

- Online survey
- Promotion via our website, social media and local health and social care stakeholder communications
- Targeted engagement with Patient Participation Groups via GP practice managers.

**Key messages:**

- Most respondents understood the risk of infection from Covid-19, particularly how the virus affects vulnerable people and those with underlying health conditions.
- People generally felt confident about following advice, but there were also concerns raised by some about information provided, which seemed contradictory at times, and that protective guidelines were vague and unclear, noting a lack of planning and clarity from the Government.
- A third of respondents mistrusted the NHS Covid-19 app and some didn't have an appropriate smart phone to install it, even if they wished to.
- Poor confidence in the Test and Trace service was compounded by poor communication with and concerns about privacy and the impact on other people being contacted.
- There was a lack of understanding about how the system would trace unknown people and some had concerns about the reliability of the service.
- Most people expressed a strong sense of being responsible for the safety, health, and wellbeing of others in the community and not wanting to pass on the virus to others.

- Respondents shared concerns about the feasibility and financial and wellbeing cost of self-isolation. Some felt that this would make no difference as they live alone anyway. Others wondered if those that were asked to self-isolate after testing positive for Covid-19, would do so.
- Many felt the Covid-19 test swabbing unpleasant and uncomfortable and some doubted the effectiveness of self-swabbing, wondering if they had done it properly.
- Many praised test centre staff and volunteers but not everyone received their results when they were told they would receive them, and these delays caused additional emotional stress for those testing.

### [Healthwatch Kingston Pulse Checks](#) (Share your views)

We have been running a series of ‘Pulse Check’ surveys and engagement sessions. The first ‘Pulse Check’ was with Neurodiverse adults, and we ran this in collaboration with Fast Minds.

In July we began work with the Richmond and Kingston MS (Multiple sclerosis) Group. We held a successful engagement session with the group hearing about some of the difficulties people living with MS have accessing services. Our survey has also been included in the MS Group newsletter. This pulse check ends on 30 September.

We are currently finalising a survey seeking the experiences of people living with Diabetes next and this Pulse Check will run throughout October and November.

### **Healthwatch Kingston Road Show 2021**

After meeting with Joanne Moulton, RBK Corporate Head of Culture and Heritage and Karin De Giorgi, Change & Improvement Analyst at RBK about the emergent Community Hubs on Friday 3 September, we have agreed to run a Healthwatch Kingston Road Show across Kingston’s seven

libraries. The plan is to run these in consecutive weeks. The aim of these pop-up community engagement sessions which will likely run in Oct/Nov will be to ask local people what they think Healthwatch Kingston should prioritise for 2022/23.

**Living with Long Covid?**

Healthwatch Kingston and other SWL HW organisations 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. Our survey has now closed, and responses (42) being analysed. The key themes from this survey, along with what we heard from the 10 people who attended our ‘Living with Long Covid and Mental Health’ community discussion on 22 September, will be shared with the Kingston and Richmond Post Covid Steering Group on 7 October. We will then complete our Kingston report and compare our findings with other SWL HW organisation reports to explore if there are common themes across SWL.

On 14 September, SB and CD met with Professor Fiona Jones, Lead Rehabilitation Researcher, Kingston University and the Faculty of Health Social Care and Education at St George’s University of London. We discussed how our local Healthwatch survey findings might support the new LISTEN research that is a 2-year project recently funded by NIHR and aims to work in partnership with individuals living with long Covid to design and evaluate a package of self-management support personalised to their needs. Fiona has agreed that our Healthwatch research will provide context for their work and is keen we build our relationship. There will be opportunities for respondents we have permission to contact to be introduced to the LISTEN project.

## 2. NHS and Social Care Transformation

<p>2a. Monitor the commissioning, provision and transformation of health and care in Kingston, in particular the introduction of the South West London Integrated Care System.</p>	<p>Provide independent scrutiny that supports improved experience of people using NHS and Social Care services</p>	<p>RBK and Healthwatch Kingston (NS/LM/SB) have agreed quarterly meetings with the Executive Director Adult Social Care and Health. Our last meeting took place on 12 August.</p> <p>LM and SB continue to provide updates from key NHS meetings that Healthwatch Kingston attends.</p> <p>SB/LM and GG attended the Kingston Hospital Healthwatch Forum meeting on 13 September.</p> <p>SB attended the first Kingston Adult Community MH Design Group on 8 September, chaired by Richard Morton, Deputy Director of Operations - Adult Community Services at South West London and St George's Mental Health NHS Trust.</p> <p>Over the coming months this group will develop the proposals for a shared bid as an ICS for year 2 funding to support further investment for Kingston and Richmond as part of the Adult Community Mental Health Transformation Programme for Kingston 2022/23. This new multi-agency group will be crucial in shaping the transformed model of care to best support the needs of the patients and carers in our borough.</p> <p>SB will arrange a meeting between Richard Morton, Liz Trayhorn and TW to ensure Terms of Reference for this group aligns with the ToR for the Mental Health and Wellbeing Subgroup.</p>
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## 3. Learning Disabilities

<p><b>3a.</b> 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><b>RBK Disability Awareness Event</b></p> <p>KC attended this event in Kingston Market place alongside RBK and other local voluntary community groups such as the Involve Peer Advocates, KCIL, Kingston Association for the Blind, and Mencap.</p> <p>HWK joined RBK’s Involve team to promote the All Age Learning Disability Partnership Board (AALDPB) and the work of Healthwatch Kingston. KC distributed 30 Easy Read leaflets about our engagement with local people with a learning disability.</p>
<p><b>3b.</b> Provide chair and administrative support for ‘Kingston All Ages Learning Disability Partnership Board’ (2018/22 Strategy year 4).</p>	<p>Provide independent facilitation for community scrutiny of progress against All Age Learning Disability strategy priorities</p>	<p><b>All Age Learning Disability Partnership Board</b></p> <p>For National Eye Health Week, the Partnership Board was attended by SeeAbility (national charity) Eye Care Champions, who highlighted the importance of eye tests for people with learning disabilities, who are a high-risk group for sight loss, and how to make eye tests accessible.</p> <p>They also discussed the <a href="#">LOCSU Pathway</a> and that it is currently only active in Sutton. SB agreed to write with AALDPB co-Chairs to SWL commissioners to ask if this might be implemented across all six SWL Boroughs.</p> <p>We also had a vibrant discussion lead by Richard Neville about capturing stories and SB asked Cllr Stuart if she might ask Ian Thomas, RBK Chief Executive to write a story about his recent experience moving around Kingston in a wheelchair. We were delighted to hear at the end of the meeting that Ian had agreed to do so. Thank you, Ian!</p> <p>The Partnership Board also began planning our end of year report and event that we will once again hold in December. The Partnership Board has asked that we explore if this Christmas themed event might be held in person (face to face).</p>

## 4. Mental Health

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).

Provide independent facilitation for community scrutiny of progress against mental health priorities

### Mental Health and Wellbeing subgroup (Communities Taskforce)

The meeting on 24 August was well attended (17 stakeholders). The Health and Care plan refreshed was discussed. A new updated plan will run from October 2021, for two years. The plan will continue to focus on the three previously identified areas:

- Start well - conception to 18 years.
- Live well - Adults (working age).
- Age well - Older people, carers, end of life.

This time the HCP refresh will include three additional priority areas: Mental Health, Tackling Inequalities, and Tackling Obesity.

SB reports the activity of the MHW subgroup to the Communities Task Force. The most recent meeting was on 24 September. Highlight reporting included:

#### Achievements

Highlights since the last Task Force

Tackling isolation steering group set up and consultation undertaken. Group will be focusing on joint work based on findings to:

1. Improve identification and overcome people's reluctance to seek help/ know where it might be found'
2. Improving opportunities for social connection by people from BAME backgrounds
3. Better referral pathways and follow up between partners.

#### Covid Recovery Café's

16 volunteers, training underway, seeking venue.

#### Upcoming priorities

Work plan for the next two months

		<p>Plan for future workshops:</p> <ol style="list-style-type: none"> <li>1. Communications: effective delivery of information especially to hard to reach communities. 26th October 2021</li> <li>2. Health inequalities / marginalised groups. 21st Dec 2021</li> <li>3. Children and young people and parental mental health engagement. Feb 2022</li> </ol> <p>Healthwatch Kingston hosted a ‘Living with Long Covid and Mental Health Community Discussion’ on Wed 22 September.</p> <p><b>Opportunities</b> Ideas for sharing with other sub-groups South London Listens 1st Taskforce meeting 18 Oct. One of the projects is a Champions programme, NHS Charities Together funding to roll out from October in Kingston and Richmond. Will feedback after the group, may be opportunities.</p>
<p><b>4b.</b> Continue to monitor progress of and engagement with specialist service provision to people with Emotionally Unstable Personality Disorder (EUPD).</p>	<p><b>Provide independent scrutiny that supports improved experience of people using psychological therapy services</b></p>	<p>During a presentation by Dr Justin Earl at the Healthwatch Kingston Open Meeting in August, SB welcomed that provision had been made in Community Mental Health Service transformation plans. These plans were shared again at the inaugural Kingston Adult Community MH Design Group on 8 September so, we will continue to explore how specialist service provision to people with Emotionally Unstable Personality Disorder (EUPD) will be address as part of these plans.</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>YOL! had a ‘summer break’ during the school holidays apart from a meeting on Thursday 5th August where we invited Judith Murray from the Wolverton along to feedback the Wolverton ‘secret shopper’ feedback and progress the Sexual Health Film script. Overall, the feedback was very positive for both the new website and the new phone triage service.</p> <p>Everyone agreed that the phone triage service made them feel comfortable, safe and welcome to call. The only slight negative was that waiting times were sometimes long. The new Wolverton website looks much better and is simple to use. The links to other websites worked well too.</p> <p>Following the Mental Health Podcast recording, HJW updated website with mental health links provided by Dr Rachel Mahoney Clinical Psychologist and Professional Lead for Kingston &amp; Richmond CAMHS Single Point of Access</p> <p>We invited a local charity called ‘Let’s Get Outside and Learn’ to our YOL! meeting. They want to encourage people of all ages from more built-up environments to go outside and enjoy nature. The benefits of being outside in nature are plentiful - stress alleviation, relaxation, and the reduction in symptoms of depression are just a few. It also helps social interaction so young people make friends more easily and feel less isolated.</p> <p>It was agreed that YOL! will work with them to do a litter picking exercise in an open space on the borders of Richmond and Kingston on 30<sup>th</sup> September from 5-6pm. We will promote it on social media and get as many people as possible to join us.</p>

		<p>HJW and Giulia (HW Richmond) were invited by Elizabeth Major from the Kingston &amp; Richmond Safeguarding Children’s Partnership (KRSCP) to attend a meeting with Prof. Jenny Pearce and gave our feedback on safeguarding procedures and policies for YOL! Prof. Pearce was acting as an independent scrutineer. The role of independent scrutiny is to provide assurance in judging the effectiveness of multi-agency arrangements to safeguard and promote the welfare of all children in a local area, including arrangements to identify and review serious child safeguarding cases.</p> <p>Prof. Jenny Pearce is very experienced in safeguarding and HJW took the opportunity to tell her about our work coordinating the London Safeguarding Voices Group project and the London Safeguarding Adults Board Conference in November 2021. Jenny kindly recommended a speaker for ‘Transitional Safeguarding’.</p>
<p><b>5b.</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.</p>	<p><b>Develop a library of health and care films and podcasts made by young people for young people</b></p>	<p>The joint YOL!/KRYC podcast on Mental Health was recorded on 20<sup>th</sup> July. However, there was a delay in the editing process due to availability of the young people and the two young podcast editors, during the summer break. It was decided that the full length at 62 minutes was too long and there were some slight sound issues with internet connections, especially with one YOL! volunteer who was hosting the podcast. HJW, Alex Quinell from AfC and YOL! members are going to re-record questions and decide what parts can be cut on Tuesday 21<sup>st</sup> September. The podcast will then be promoted in two parts.</p> <p>Work on the Sexual Health Film has re-started. As explained above, the Wolverton ‘secret shopper’ exercise was completed and fed back to Judith Murray at the Wolverton Centre (at Kingston Hospital). We have re-visited the film script with Steve Slavin, our Digital Youth Project film-educator. It has been a ‘go back to the drawing board exercise’ due to the covid pandemic, we have not looked at the script since December 2020 and a lot has changed such as</p>

the fact that the Wolverton no-longer operate a walk-in service, but now operate a phone triage service as their first step to getting help. We also have newer YOL! members that are now involved and we wanted to incorporate their ideas also and some of our long standing YOL! members have moved on to university. We hope to complete the film by December 2021.

5c. Support YOL! to develop its online and social media.

Support young people to safely communicate via social media

We now have three regular YOL! members who design and post on Instagram and Twitter. They continue to check with either HJW or Giulia (HW Richmond) before posting. An example of an Instagram post for ‘World Suicide Prevention Day’ is below:



A major focus for YOL! from mid-September/October will be recruiting new YOL! members. We are focusing on schools and doing ‘in person’ assemblies where possible and having sign up forms. As most schools have assemblies in year groups, not whole school assemblies, we are starting with a more targeted approach with schools that have media studies (because of our Digital Youth Project and podcast making), those that want to go into medicine (with our overall health and social care work) and those schools that run the Duke of Edinburgh Award scheme (as we can provide volunteering hours). We can use our introduction video and

		<p>presentation and we are making a poster to grab people’s attention and ask schools to put them up.</p> <p>If schools are not able to have us ‘in person’, we will ask them to share our poster and video through their internal communications. We will target year 9 and upwards. There will be more on this in the next Activity Report.</p>
<h2>6. Safeguarding</h2>		
<p><b>6a.</b> 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><b>6b.</b> Continue to deliver the Kingston Making Safeguarding Personal pilot (Year 2).</p>	<p>Gather personal experience of safeguarding to inform service</p>	<p>HJW and CD met with Claire Singer (CS) - RBK Senior Practitioner, Safeguarding Adults and Amanjit Sandu (AS), to confirm the rollout for the MSP Project throughout all adult social care locality teams. AS will be meeting with the teams by the end of this week 24 October and CS plans to meet with Safeguarding Adults Managers (SAMS) by the end of next week 31/09/2021.</p>

	<p>developments and support positive personal outcomes</p>	<p>CS is planning a finalise with the IT department at RBK, to include the MSP process on their internal IT system, to act as a final check before a safeguarding case can be closed.</p> <p>CD and HJW will make final tweaks to the online survey and amend previous documents to include the online link. The link to the survey will be made available on the RBK/SAB website pages, as well as on our HW Kingston website.</p>
<p>6c. 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.</p>	<p>Ensure the voices of people with lived experience of safeguarding are part of the Kingston and London Safeguarding Adults Boards</p>	<p><b>London Safeguarding Voices Group (LSVG)</b></p> <p>SB and HJW 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 begin the LSVG agenda, which includes supporting people with lived experience (PwLE) of safeguarding representation from Kingston and all other London Boroughs.</p> <p>LSVG Reps attended the LSAB Board Meeting on 21<sup>st</sup> July and they said they wanted to do the following:</p> <ol style="list-style-type: none"> <li>1. Increase the profile of safeguarding.</li> <li>2. Make a difference and have an impact.</li> <li>3. Strengthen the Voice of the PwLE of safeguarding.</li> </ol> <p>We had our first LSVG Reps Main Meeting on 31 August 2021. It was great to finally get this valuable project off the ground. The minutes from this meeting, as with all LSVG Reps' communications, are in Easy Read. Some highlights are below:</p> <p>We discussed what the LSVG is and the LSVG Reps shared the following:</p> <ol style="list-style-type: none"> <li>1. A new London wide project.</li> <li>2. A group that shares concerns and experiences about safeguarding.</li> <li>3. Safeguarding is about preventing harm and giving protection.</li> </ol>

4. Listening to PwLE of safeguarding.
5. Safeguarding is a serious subject and we do not always understand how large it is or the signs to look out for.
6. It provides a forum for people with lived experience of safeguarding to inform the work of the London Safeguarding Adults Board (LSAB).

We have started with two focus areas, but the project will evolve as we go on:

1) Communications and Engagement.

- We discussed that many people don't really understand what safeguarding is. How do we grow an understanding of safeguarding in our communities? (Socialising safeguarding)
- We talked about how we will tell others what the LSVG are doing and how we can get others to join us e.g. Facebook and Twitter.
- We will also make a short film of why our LSVG members joined the project and why others should join us.

2) LSVG contribution to the London Safeguarding Adults Board (LSAB) Annual Conference.

It is essential that LSVG Reps are part of the conference because they have lived experience of safeguarding. Their ideas so far are:

- Make and then show their film about why people should be part of the LSVG group.
- Be part of the special panel of people with lived experience of safeguarding.
- Co-host a safeguarding 'break-out' session with a safeguarding expert.

Finally, using the LSVG Reps lived experience of safeguarding, we discussed what works and what doesn't work in safeguarding practice.

The full lists are in the minutes (link above), but an ‘easy access to safeguarding services’ in every borough is essential. We talked through how difficult and complicated the process is, especially if they have not been through it before and being ‘passed from pillar to post’ and nobody ‘owns the problem’ etc. Based on this discussion we want to standardise ‘front door access to safeguarding’ by borough. Discussions on this will continue in September LSVG meetings.

### **LSAB Conference Planning**

SB and HJW are part of the conference planning team, and we meet weekly along with Tristan Brice (LondonADASS), Alvin Kinch (HWE) and Liz Symmonds (Met Police). The LSAB Conference will run virtually (via Zoom) on Tuesday 16<sup>th</sup> November and is planned during Safeguarding Adults Week 2021 which will take place between 15 - 21 November 2021.

The theme for Safeguarding Adults Week 2021 is ‘Creating Safer Cultures’. Promoting safer cultures is all about how organisations and individuals can take steps to minimise harm occurring in the first instance, whilst simultaneously ensuring correct policies and procedures are in place so that safeguarding concerns that are raised, are recognised and responded to effectively.

The LSAB will be running a series of events over the course of Safeguarding Adults Week. This will include:

- Series of ‘virtual’ short luncheons focused on specific elements of safer cultures e.g. Emotional Abuse and Safeguarding Mental Health, Digital Safeguarding, Adult Grooming and the Ann Craft Trust Safeguarding Conference, Creating Safer Organisational Cultures, Safeguarding and You
- The One day ‘virtual’ LSAB Conference on Tuesday 16<sup>th</sup> November 2021 with a theme of ‘The Power of Language’. There will be a panel of experts with lived experience of safeguarding

and a number of ‘breakout’ sessions and wellbeing sessions that attendees can choose beforehand.

### OTHER DELIVERY AREAS in 2021/22

Delivery area	Update
<p><b>Engagement reports in production</b></p> <p><b>Surveys in production</b></p>	<p>Service user experiences of the Kingston iCope service report.</p> <p>Residents, families, and friends’ experiences of residential care during the pandemic report.</p> <p>Living with Long Covid in Kingston report.</p> <p>Neurodiverse adults’ experiences of NHS and social care (Pulse check report).</p> <p>People with MS experiences of NHS and social care (Pulse check report).</p> <p>People with Diabetes experiences of NHS and social care services (Pulse check survey).</p>
<p><b>General signposting</b></p>	<p>A snapshot of recent requests for information and advice from Healthwatch Kingston indicated most requests (16 to date) were from Kingston residents asking for advice on how to find an NHS dentist that was accepting patients.</p> <p>Other requests included:</p> <ul style="list-style-type: none"> <li>• Information about the Covid Vaccination</li> <li>• Signposting to Elderly Care Services</li> <li>• Flagging a Safeguarding Concern</li> <li>• How to submit a Hospital Complaint</li> </ul>

	<ul style="list-style-type: none"> <li>• How to submit a GP Complaint</li> <li>• Signposting to Advocacy Services</li> <li>• Help with Mental Health Support.</li> </ul>
<p><b>New Projects</b> (Further details provided in PART B).</p>	<p>These two new projects were approved by LM/NS on behalf of the Board (as per policy - both were under £5k threshold) as they support two of our six priority work areas for the year (2021/22): 2a. NHS and Social Care Transformation, and 4a. Mental Health The Board is asked to endorse these agreements.</p> <p><b>Bereavement Community Engagement</b></p> <p>Healthwatch Kingston learned that community engagement was required to gather insight into people’s experiences of bereavement services. This is linked to a mapping exercise that has already been completed. Kingston has been identified to pilot this work for SWL.</p> <p>In preparation for a proposal to the Bereavement Services Think Tank meeting - We hosted a ‘Let’s talk about Bereavement Services’ session at the Healthwatch Kingston Open Meeting on 17 August, with <b>25 people</b>.</p> <p>Healthwatch Kingston (HWK) and Kingston Voluntary Action (KVA) have since agreed to work in partnership (as lead partners) to support local Voluntary and Community Organisations to run community focus groups to gather insight on bereavement services in Kingston. This will be funded via SWL NHS.</p> <p>We will co-produce a set of questions that will act as a framework for discussions that include how people access services and what their experience of the service was like?</p> <p>KVA will work with HWK to identify and then KVA provide small grants to local VCOs that will host focus groups (supported by HWK/KVA) that represent the diversity of Kingston.</p>

	<p>HWK will survey bereavement service providers, identified in the recent mapping exercise, to find out what it is like providing bereavement services. What works and what could be improved?</p> <p>HWK and KVA analyse feedback and produce a report with themes and strategic recommendations in February 2022.</p> <p><b>Kingston MH Activity mapping</b></p> <p>Healthwatch Kingston has been commissioned to run a South London Listens community and voluntary sector activity audit to be completed and submitted by Thu 7 Oct. Looking at four areas views of other sub group members welcome:</p> <ul style="list-style-type: none"> <li>• Social Isolation</li> <li>• Work and wages</li> <li>• Children, young people, and parental mental health</li> <li>• Access to mental health services particularly for migrant, refugees and diaspora communities</li> </ul>
<p><b>HWK/RBK Contact Monitoring Meetings</b></p>	<p>Q1 was Fri 9 July/Q2 is before the Board on Tue 28 September.</p> <p>(Future meetings: Q3 on Wed 15 Dec 2021 and Q4 on Tue 29 Mar 2022).</p>