

Healthwatch Kingston Board Meeting (Part A)	Tuesday 21 December 2021
Activity Report Oct to Dec 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 six priority work areas for the year (2021/22):</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). 	

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.

SIX PRIORITY WORK AREAS for 2021/22

Priority	Aim	Update
<h3>1. Response to and recovery from the coronavirus pandemic</h3>		
<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 reports of our engagement.</p> <p><u>Share your views - Pulse check Kingston: Services for people with diabetes</u></p> <p>Throughout October and November, Healthwatch Kingston worked with Diabetes UK, and Kingston Hospital to encourage residents to talk about their experiences of services. We sought the views of people living with diabetes including family and friends, carers and advocates, to help services work better for the people who use them.</p> <p>Our engagement survey research has been augmented by an evening engagement workshop we facilitated with the Kingston branch of Diabetes UK on 20 Oct 2021. In addition, during the final two weeks of November we worked with staff and volunteers at Kingston Hospital who helped promote our survey via a QR code in the waiting room of the KH Diabetic Day Unit.</p> <p>Our Pulse check Kingston: Services for people with diabetes is due to be published in January 2022. (We have left the survey live for the moment - to capture any late respondents across the holiday period).</p>

Healthwatch Kingston Road Show 2021

Our Healthwatch Kingston Road Show across Kingston’s seven libraries (pop-up community engagement sessions) was being planned for Oct/Nov, but these have since been postponed until the beginning of 2022. With new Covid guidelines being introduced in response to the Omicron variant we will keep the scheduling of these under review. The aim is to ask local people what they think Healthwatch Kingston should prioritise for 2022/23 but we will explore how this engagement can be done differently if face-to-face isn’t deemed safe.

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.

SWL Healthwatch organisation leads met at the beginning of December and agreed to use our six local area research to inform a SWL Long Covid Experiences report. The timeline for this is to meet in late January to to piece together a final report with infographics. In the meantime, approach the SWL Long Covid group to see if we can present findings in February and the London Covid group to see if we can do the same at one of their meetings in early 2022.

Residents, family, and friends' experiences of residential care during the coronavirus pandemic

Between January to March 2021, Healthwatch Kingston ran two surveys about the experiences of residents, and family members and friends of residents of Care Homes, Supported Living Homes and Extra Care Housing during the pandemic. Anonymised raw data has been collated and shared with key Kingston Carers Strategy Group leads to help inform the new strategy. Data is being internally analysed and themes identified for reporting. HWK have agreed to share the

draft report with RBK and Kingston Hospital before we publish as there will be mention of access to and discharge from hospital care within the report.

Bereavement support and services - community engagement

Healthwatch Kingston is working collaboratively with Kingston Voluntary Action to deliver this engagement with the South West London Bereavement Think Tank (which includes us working with the Revd Susan van Beveren, Head of Chaplaincy, Pastoral & Spiritual Support Services).

The Covid-19 pandemic put a spotlight on end of life care and bereavement support and during the first wave of the pandemic NHS South West London Clinical Commissioning Group (CCG) set up an end of life care response group and a working group focused on bereavement support for residents in south west London. It was agreed to pilot the development of a framework to help engage with residents in the borough affected by bereavement and understand the support needs for people.

The aim of our partnership community engagement is to better understand the needs of people who are affected by bereavement. The public survey is designed to be inclusive of all kinds of loss; for example, expected or sudden deaths, miscarriages or death of children and young people. It is relevant to anyone affected by a bereavement or supporting someone through grief - before and during the pandemic (inclusive of deaths related to and not related to Covid-19). [Click here to complete the Kingston partnership survey about bereavement support and services within our community.](#)

There are a series of community focus groups being planned and we will augment this with two additional professional provider and community stakeholder surveys due out imminently. The deadline for responses to all survey's will be the end of January 2022, with initial high-level

		<p>findings and anonymised raw data being shared with SWL NHS Commissioners and members of the Bereavement Think Tank.</p> <p>In addition, HWK and KVA and due to present findings of this SWL pilot project in Kingston, to the Kingston Place Leadership Team in February, and the NHS England and NHS Improvement Quality Improvement Pilot Projects Teams in May 2022. Healthwatch England’s Quality Improvement Lead has also been made aware of this work.</p>
<h2>2. NHS and Social Care Transformation</h2>		
<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>Formal response to HWK reports Healthwatch Kingston has now received a formal report in response to our pre-coronavirus ‘What was leaving Hospital like?’ and the ‘Enter and View of Adult Inpatient Wards’ reports. This will be published on our website and promoted via social media shortly.</p> <p>Developing Kingston Hospital Quality Priorities for 2022/23 After a request to make a final push to promote completion of the Quality Priorities survey, Healthwatch Kingston promoted this again via Facebook on Fri 26 Nov. Across the three ‘push’ days that included to local community groups, reach was 1,442 delivering 72 engagements.</p> <p>Kingston Hospital shared there were limited numbers of respondents from people that noted affiliation to ‘Healthwatch’ (this included other local Healthwatch). After an internal discussion, it was thought that that people involved with Healthwatch Kingston were more likely to fill it in as a local resident because they didn't consider themselves to be representing Healthwatch Kingston on this matter. We have responded to Kingston Hospital that a better question might have been something like "Are you involved in your local Healthwatch?" And</p>

that their survey only allowed one answer, so respondents couldn't answer as a local resident and again as affiliated to Healthwatch.

Kingston Hospital Healthwatch Forum Meeting - 6 Dec 2021

Healthwatch Kingston provided an update at this quarterly meeting about our hospital related work. Other items and presenters on the agenda included:

National Surveys Update - Focus on Inpatient Survey - Key findings and Kingston Hospital's response	Jane Suppiah Head of Patient Experience and Involvement
Transfer of Care Hub	Thomas Edwards Integrated System Discharge Lead for Kingston & Richmond
Complaints - What complaints tell Kingston Hospital about the quality of services	Clare Parker, Head of Legal, Complaints, PALS / Bereavement
Complaints - Kingston Hospital approach towards improvement	Sarah Shade Interim Deputy Chief Nurse
Kingston Hospital update	Nic Kane Chief Nurse
Patient Safety Partners	Jane Suppiah / Mel Whitfield

Other NHS and RBK Meetings

		<p>Healthwatch Kingston (NS/SB) met with the Executive Director Adult Social Care and Health for our quarterly meeting on 12 Aug 2021. LM and SB continue to provide updates from key NHS meetings that Healthwatch Kingston attends.</p> <p>Kingston Mental Health Activity Audit</p> <p>Healthwatch Kingston completed and submitted the Audit Report to commissioners at SLAM Mental Health Trust and will shortly publish our key stakeholder engagement report that looked at four areas linked to the South London Listens mental health transformation programme of work:</p> <ul style="list-style-type: none"> • Social Isolation • Work and wages • Children, young people, and parental mental health • Access to mental health services particularly for migrant, refugees, and diaspora communities.
<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>Meaningful engagement with local people with a learning disability</p> <p>Staff continue to engage with community members who are living with learning disabilities to ensure meaningful engagement. An example of this is where, at our recent Open Meeting, a person with a learning disability asked questions and was offered follow-up support from Healthwatch Kingston, related to the questions asked.</p>

<p>3b. 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>All Age Learning Disability Partnership Board The AALDPB end of year report 2021 will be ready for publication in January 2022.</p> <p>At the December meeting we had and insightful presentations from students at Bedelsford and Orchard Hill. They showed us videos of how the physical environment of Kingston can prevent them from accessing services and businesses in Kingston and how this makes them feel. Also at the AALDPB, Nathalie Wilson from RBK provided an update on the work being carried out to refresh the Kingston Carers’ strategy. Healthwatch Kingston has asked Partnership Board partners to provide feedback to Nathalie on the work carried out so far. KC and CD will be looking over the work and will provide and update from Healthwatch Kingston.</p> <p>The next AALDPB meeting will be held on 22 February 2022. Please email: kezia@healthwatchkingston.org.uk if you wish to participate.</p>
<p>4. Mental Health</p>		
<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>Mental Health and Wellbeing subgroup (Communities Taskforce) The MHW subgroup meeting communication workshop in October was postponed due to sickness of RBK staff facilitators. The MHW subgroup meeting did however take place and focused on the new Eco-op outreach service and Healthwatch Kingston feedback on the South London Listens Community Mental Health Activity Audit.</p> <p>KC met with Mind in Richmond, to hear more about their out of hours outreach services and they have been invited to the next MHW subgroup meeting which will be held on 21 December 2022. Please email: kezia@healthwatchkingston.org.uk if you wish to participate.</p>

BAME Mental Health Partnership Meeting - RBK

We attended the BAME Mental Health Partnership relaunch meeting that took place on 5 Oct 2021.

It was an interactive meeting with breakout rooms giving partners a chance to share ideas and discuss priorities and issues. Healthwatch Kingston will be working closely with this group going forward.

SWLStG community transformation with Kingston VCSE

The adult community mental health transformation programme moved into its next phase in Kingston. SWLStG are putting together a proposal for the use of the funding over the next year. They will submit this proposal for approval in mid-January, prior to final submission to NHSE/I at the end of the month.

SWLStG have been working with stakeholders across the borough to shape their approach. Two meetings were arranged for those who haven't previously been involved to share their thoughts, which Healthwatch Kingston were asked to help promote. One was cancelled due to staff sickness. KC requested that another be held as some people couldn't make the second date. SWLStG were unable to arrange this, however colleagues will be attending the Mental Health and Wellbeing subgroup on 21 December to update.


The proposal guidance sets out specific areas for consideration, there were 3 key questions:

- How will we adopt integrated or other partnership approaches to workforce planning with local authorities and the VCSE that result in integrated service delivery?

		<ul style="list-style-type: none"> • How can we expand or establish investment into commissioning local voluntary organisations, including smaller/micro VCSE organisations, grassroots, local community/faith, and user-led organisations, to provide outreach services for people with SMI experiencing inequalities? • How will we recruit, employ and support lived experience roles from a range of bands, with differing levels of seniority and expertise across all parts of the model? And how can we recruit these peer support/lived experience roles from minority groups with protected characteristics, including ensuring these roles receive appropriate support, supervision, and remuneration? <p>SB has met with SWLStG adult community mental health transformation programme leads to ensure this programme of work is captured in the refresh of the 'Thrive Kingston' Mental Health Strategy that will be informed by the recently completed refresh of the Kingston Joint Strategic Needs Assessment for Mental Health, led by Liz Trayhorn at RBK and supported by Healthwatch Kingston.</p>
<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 further to report but monitoring continues.</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>The joint podcast made with the Kingston and Richmond Youth Council (KRYC) on Young People’s Mental Health during the Covid-19 pandemic is very nearly ready to be released. It has been an epic journey to get this done as the recording was so long. HJW, Alex Quinnell from KRYC and one of our young people had many meetings to get this edited. It is still with the KRYC Communications Team but will hopefully be ready to promote before Christmas. Although it has been great to work together with KRYC, the lesson learnt here is collaboration takes much longer!</p> <p>As previously explained, Kingston Carers’ Strategy is being refreshed to make sure everyone works together to recognise the enormous contribution of Kingston’s carers, of all ages, and to find the best way to provide the support they need. The strategy is being created in partnership with young and adult carers, Kingston Council, Kingston Carers’ Network, health partners in South West London Clinical Commissioning Group and other voluntary sector organisations. YOL! helped to shape the young people’s survey and to promote it via their channels. The closing date for the Young Carers’ Survey was 17th December 2021.</p> <p>Sadly, due to the ongoing threat of Covid, it was deemed necessary to cancel our face-to-face YOL!/KRYC joint Christmas Party at Heatham House which was planned for Monday 13 December. We hope to re-schedule in early next year when it is safer.</p> <p>HJW is currently running YOL! on her own after Giulia from HW Richmond left at the end of October. HW Richmond are still looking to replace her.</p>
--	---	--

<p>5b. 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>Develop a library of health and care films and podcasts made by young people for young people</p>	<p>The YOL! Sexual Health Film is still ongoing. We have had to work within Covid restrictions and the pressures this has put on Kingston hospital and the Wolverton Clinic. It was hoped that we could record the film by the end of 2021, but realistically the new target is by the end of March 2022.</p>
<p>5c. Support YOL! to develop its online and social media.</p>	<p>Support young people to safely communicate via social media</p>	<p>Three of our YOL! volunteers continue to research and design health and social care posts for our social media. An example of a recent post by one of our older members, on what to expect from a consultation at a sexual health clinic is below:</p> 

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 dev and support positive personal outcomes</p>	<p>The online survey for the Making Safeguarding Personal pilot went live at the beginning of October after RBK rolled this out across all areas. This has so far resulted in three additional requests to complete the survey, but with help from HJW over the phone. HJW will contact these individuals and fill the online survey in with them. This would then make the total number of responses six.</p>
<p>6c. Continue support for the London Safeguarding Adults Board,</p>	<p>Ensure the voices of people with</p>	<p>London Safeguarding Voices Group (LSVG) SB and HJW have continued to work closely with Tristan Brice (TB), London Association of Directors of Adult Social Services (LondonADASS) and Alvin Kinch, Volunteering and Regional</p>

<p>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>lived experience of safeguarding are part of the Kingston and London Safeguarding Adults Boards</p>	<p>Network (London) Manager at HWE, to continue the LSVG agenda, which includes supporting people with lived experience (PwLE) of safeguarding representation from Kingston and all other London Boroughs. So far there are 11 London Boroughs represented, including Kingston. There has been a real push to get recruits from the other 21 London Boroughs. The success of this project is dependent on the voices of PwLE of safeguarding from every London borough.</p> <p>HJW is in contact with Safeguarding Adults Board (SAB) managers across London to assist them in recruitment, when requested. HJW and TB also attended the London Safeguarding Adults Board (LSAB) Regional Managers Network quarterly meeting to impart (once again) how important it was to have PwLE of safeguarding from every borough. It feels like there is real momentum building with the knowledge of what the LSVG is and the importance of ‘not missing out’ which is great news.</p> <p>HJW and SB continue to have monthly meetings with the LSVG members. It was decided within the group that we would have three meetings a month: the main LSVG meeting (90 minutes), a Communications and Resource Forum (45 minutes) and a LSAB Conference Involvement Forum (45 minutes). All meeting dates are now in the diary up to the end of March 2022.</p> <p>HJW, SB and three members of the LSVG did an update presentation to the LSAB. Through our various LSVG members meetings we have put together a list of emerging themes resulting in a number of questions for the LSAB. The questions were as follows:</p> <ul style="list-style-type: none"> • Is it possible to standardise ‘front door’ access to safeguarding across boroughs? • What resources are currently available regarding Safeguarding across all boroughs from LSAB? We are putting together an LSVG Resource Hub on Healthwatch Kingston website. • Is there any way that the Board could support a more linked up approach to safeguarding across all agencies/departments?
---	---	---

- How are we ensuring that there is ‘good practice’ in communicating to all individuals needs? Looking into ‘Language as a barrier’.

The full presentation can be found [here](#) The LSAB have asked for some time to respond back to the LSVG. The next LSAB meeting is on Wednesday 19 January 2022.

LSAB Conference Planning/Involvement

SB and HJW are part of the conference planning team, and we met weekly along with Tristan Brice (LondonADASS), Alvin Kinch (HWE) and Liz Symmonds (Met Police). The LSAB Conference ran virtually (via Zoom) on Tuesday 16 November and was during Safeguarding Adults Week 2021 which took place between 15 - 21 November 2021. The Conference Day itself did not run as planned due to technical issues with internet access etc. Several of the break-out sessions were not able to run on the day, so they were set up as a series of standalone luncheons running the following week.

The feedback from the conference has been very positive and it has already been decided to run a similar plan for the LSAB Conference 2022. It was also agreed that the voice of the PwLE of safeguarding is key, so there will be much greater involvement/co-production with the LSVG for next year.

A full summary of sessions and access to presentation slides can be found [here](#).

The LSVG also made a film about why it is so important to join the group.
LSVG Promo Video 2021:

<https://www.youtube.com/channel/UCRbI0QgQkqPyzgIXfbwQkkw>

	<p>There is also already a promo video starring SB about next year's LSAB Conference 2022. Promo Video for LSAB Conference 2022:</p> <p>Give A Voice To People With Lived Experience Of Safeguarding Join The Next LSAB Conference in 2022 - YouTube</p>
<p>OTHER DELIVERY AREAS/ ITEMS in 2021/22</p>	
<p>Delivery area</p>	<p>Update</p>
<p>General Signposting</p>	<p>In addition to signposting made during other engagements, Healthwatch Kingston has regular requests for information through our general inbox or via the telephone. Requests between 23 September and 13 December included: Complaints / issues concerning NHS dentists, GPs, Mental Health services; Hospital services, and signposting to community services or the voluntary sector.</p>
<p>HWK Open Meetings</p>	<p>Healthwatch Kingston held two Open Meetings during this reporting period:</p> <p>An OPEN MEETING on Tue 12 Oct 2021 via Zoom. The agenda included a presentation by Kingston Libraries on Community Hubs. A Community Surgery and a Talk to Healthwatch Kingston session (Do you have a question or concern about local NHS and social care services?). Our Breakout Activity Room covered the recent Healthwatch Kingston Quality Framework Feedback (What you told us about how we collaborate, involve and engage with you and our reach into the community).</p> <p>Another OPEN MEETING on Tue 14 Dec 2021 via Zoom. To reduce risk and support safer engagement, Healthwatch Kingston decided to move this Christmas event online (it was due to be a face-to-face Nibbles 'n' Networking event at the Kingston Quaker Centre. The agenda included a presentation on Elderly Care in the</p>

	<p>Community from Anne Bren, Deputy Chief Executive, Staywell, another presentation about Disability Care in the Community from Jason Lamont, Chief Executive Officer, Kingston Centre for Independent Living, a final presentation about Carers in the Community by David Still, Deputy Chief Executive, Kingston Carers Network, and a Talk to Healthwatch Community Surgery (Do you have a question or concern about local NHS and social care services?).</p> <p>Healthwatch Kingston will return to appropriate face to face engagement as clarity over emergent Covid-19 developments is available.</p>
<p>HWK/RBK Contact Monitoring Meetings</p>	<p>Q3 was held before this Board on Wed 15 Dec 2021. (Remaining meeting: Q4 on Tue 29 Mar 2022).</p>