

Healthwatch Kingston Board Meeting (Part A)	Wednesday 17 th January 2024 - Q3
Q3 2023-24 Activity Report and Communications reports	Contributors: 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), Jaimy Halliwell-Owen (JHO) Communications Officer, Scott Bacon (SBa) Engagement Officer.
PART A Agenda - Item 6	Appendices: Q3 2023-24 Communication Report and Summary Report

This Quarter 3 report updates the Board on progress made towards delivery of our **six priority work areas** for the year (2023/24) and provides links to our programme and project reports published on our [website](#):

1. NHS and social care transformation:

- a. 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. Health inequalities:

- a. Continue to monitor health inequalities, in particular the health and care needs of women, neurodiverse people, and people with long term medical conditions.

3. Learning Disability and Autism:

- a. Continue to support meaningful engagement with local people with a learning disability in the work of HW Kingston, including Enter and View training.
- b. Continue to provide chair and administrative support for the ‘Kingston All Ages Learning Disability Partnership Board’.

4. Mental Health:

- a. Continue to provide chair and administrative support for the ‘Kingston Mental Health and Wellbeing Group’.

- b. Provide the independent evaluation of the South West London Community Mental Health Transformation Programme in Kingston.

5. Young People:

- a. Continue to support Youth Out Loud! (YOL!) to review health and care services (in partnership with other stakeholders).
- b. Continue to support delivery (with other partners) of the Digital Youth Project to add to the series 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. Safeguarding:

- a. Continue membership of the Kingston Safeguarding Adults Board.
- b. Continue to deliver the Kingston Making Safeguarding Personal project.
- 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 Q3 2023-24 Activity Report and Communications Reports.

SIX PRIORITY WORK AREAS for 2023/24

Priority	Aim	Update
1. NHS and social care transformation		
<p>1a. Continue to monitor the commissioning, provision and transformation of NHS and Social Care in Kingston and the South West London Integrated Care System.</p>	<p>Provide independent scrutiny that supports improved experience of people using NHS and Social Care services within the South West London Integrated Care System.</p>	<p>HW Kingston staff and Chair continue to attend a range of NHS and social care meetings relevant to Kingston and the SWL ICS. The following boards and groups meetings provide a few examples:</p> <p>Enter and View and the Kingston Care Governance Board: Building upon discussions between RBK and HWK about programme of E&V visits of care homes during 2024-25, SB attended a recent Kingston Care Governance Board to update on plans for an Enter & View at a local residential care home as a pre-pilot for the proposed 2024-25 programme. RBK Adult Social Care since suggested two local care homes for HWK to consider for the pre-pilot, and the HWK Board have now agreed an E&V of one of the homes. Planning for the pre-pilot and the 2024-25 E&V programme will begin in Q4 (Jan-Mar).</p> <p>RBK Commissioning Model Workshop: In November SB and CD attended workshops to discuss the commissioning models for Dementia, Advocacy, Mental Health and Bereavement. We were able to feed into all discussions, and the Bereavement workshop was heavily based on the findings from the HW Kingston and KVA partnership Bereavement Services and Support report. This is an example of how HWK are impacting local service transformation.</p>

		<p>Kingston Young Carers Action Plan subgroup of the Kingston Carers Board: CD and the group met with Tony Bennett, the new CEO of Kingston Carers Network (KCN). The group discussed Kingston young carers and looked at actions from the All Age Kingston Carers Strategy 2022 - 2027 Healthwatch Kingston.</p> <p>(Author CD)</p>
<h2>2. Health inequalities</h2>		
<p>2a. Continue to monitor health inequalities, in particular the health and care needs of women, neurodiverse people and people with long term medical conditions.</p>	<p>Provide independent scrutiny that supports improved experience of health inequalities and the health and care needs of women and people with long term medical conditions</p>	<p>Severe Weather Emergency Protocol (SWEP): To provide information and signposting on how to support Kingston’s homeless community during cold weather, during December and over the Christmas period, HWK ran an article on our website and in our e-newsletter Helping rough sleepers Healthwatch Kingston. We have also supported local communications from RBK on SWEP via our social media channels.</p> <p>RBK Cost-of-living Survey and the Community Resilience Fund: RBK Adult Social Care and Health joined us at our Social Care themed Open Meeting in November. RBK Officers updated on the RBK cost-of-living survey which HWK supported during the development stages (RBK have agreed to update us about their findings). RBK also shared information on the Community Resilience Fund. Initially there was £720,000 of dedicated funding for the voluntary sector and community groups, to invest in Kingston’s culture and wellbeing, and support the sector to survive the cost-of-living crisis. HWK have promoted communications to raise awareness and reached out to local organisations and groups about the opportunity.</p>

SWL ICB Health and Wellbeing Day:

A Health and Wellbeing Day took place at the Kingston United Reform Church in December. It was targeted at people experiencing homelessness or seeking asylum in South West London. Attendees had the opportunity to speak with service providers and enjoy a hot lunch. The event also provided access to Covid-19 and flu vaccinations, GP advice, and various health and wellbeing stalls. During the day, experiences and insights were gathered from a diverse range of people. This included a professional podiatrist who shared that during the Covid-19 pandemic, Kingston services have been providing podiatry advice over the phone but not been able to visit client's homes to provide additional services. The podiatrist also noted that some clients are not following advice given regarding healthy eating and foot care. They emphasised the importance of providing more time during consultations and face-to-face appointments to effectively address and prevent foot health issues.

A Ukrainian refugee inquired about their entitlement to free medical treatment and prescriptions through the [HC2 certificate](#). A HWK staff member attending this event assisted the refugee to fill out the form.

HWK Community Engagement Projects:

Our community engagement projects collect and report on health inequalities. Our Pulse Check Kingston reports focus on experiences of people with long term conditions. Reports like the [Pulse check report - Services for people with diabetes](#) and the [Pulse Check report: Neurodiversity and health and care services](#) are providing useful insights for decision makers responsible for NHS and social care service commissioning and improvements, especially as the Kingston Health and Care Plan has a focus on long term conditions. HWK has been approached by both RBK and SWL ICB for information to help inform their work.

		<p>Census Data Training: CD attended one to one follow up training with Superhighways, to look at local census data, and some of the demographic data for our local residents.</p> <p>(Author CD and KC)</p>
<h3>3. Learning Disabilities</h3>		
<p>3a. Continue to support meaningful engagement with local people with a learning disability in the work of HW Kingston, including Enter and View training.</p>	<p>Ensure HW Kingston is “Learning Disability friendly”</p>	<p>RBK's Disability Network: HWK attended the launch of RBK's new Disability Network. The Council was awarded funding from the General London Assembly (GLA) and London Councils as part of their Supporting London Boroughs Engagement Project. The network aims to bring together stakeholders to create a stronger collective voice for individuals with disabilities, with the goal of achieving positive outcomes such as raising awareness, providing a platform for engagement, and sharing knowledge and experiences. We are pleased to develop links with the network and the All Age Learning Disability Partnership Board (AALDPB) moving forward.</p> <p>LD volunteering at HWK: Additionally, we continue to provide support to a volunteer with a learning disability who visits our office on a monthly basis and supports the AALDPB. HWK has provided Enter & View training to LD volunteers, so they can join other HWK E&V Authorised Representatives during visits.</p> <p>Accessible Information Standard: We have collaborated with other SW London Healthwatch to ensure that upcoming joint engagement work on the Accessible Information Standard and services at GPs is provided in plain English and Easy Read formats.</p> <p>(Author KC)</p>

<p>3b. Continue to provide chair and administrative support for the ‘Kingston All Ages Learning Disability Partnership Board’</p>	<p>Provide independent facilitation for community scrutiny of progress against All Age Learning Disability strategy priorities</p>	<p>The All Ages Learning Disability Partnership Board (AALDPB): The PB met in December where key updates were provided on what is happening to support carers and people with learning disabilities in Kingston, demonstrating the committed efforts for joined up working in the area. The following topics and work streams were covered at the Dec 23 PB:</p> <ul style="list-style-type: none"> • Kingston Hospital is supporting the Carers ONE STOP SHOP pilot at the United Reform Church in New Malden to support family carers. • One of the topics at our recent meeting was housing. We have heard from people from RBK 'Acre Road - New-Build Supported Housing'. • Learning Disability England's new Accessible Housing Guide launched on 12th December 2023. It will help people with a Learning Disability and their families think about where they want to live and know their rights and choices. • Learning Disability England is holding an event on 25th January 2024 to discuss Partnership Boards across the country. The pros and cons of a good board and a PB member will attend and provide an update at the February AALDPB meeting. <p>(Author KC)</p>
<h2>4. Mental Health</h2>		
<p>4a. Continue to provide 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>Kingston Mental Health and Wellbeing Group: During the December meeting, the focus was on the implementation and governance of the Suicide Prevention Strategy. Additionally, there was a presentation on the Kingston Welfare Benefits Advice service by Lucy Byrne from Richmond AID and Ryan Baulk, the Service Improvement Lead from South West London and St. Georges (SWLSTG) Mental Health Trust.</p>

		<p>As part of the Community Mental Health Transformation Programme, a dedicated Welfare Benefits service has been introduced to the Integrated Recovery Hubs at SWLSTG. This service aims to provide service users and carers with a range of mental health, wellbeing, and social support services.</p> <p>In Kingston and Richmond, Richmond Advice and Information on Disability (Richmond AID) is working in partnership with SWLSTG to deliver this service.</p> <p>Kingston and Richmond Children and Young Peoples Mental Health and Wellbeing Group (SWL ICB): The group met in December and discussed the priorities for the Kingston and Richmond Mental Health JSNA’s, and the South West London I-Thrive Working Group was discussed.</p> <p>(Author KC)</p>
<p>4b. Provide independent evaluation of the south west London Community Mental Health Transformation Programme in Kingston.</p>	<p>Provide independent evaluation of the South West London Community Mental Health Transformation Programme in Kingston.</p>	<p>South West London and St George’s NHS Mental Health Trust (SWLSTG): Is currently delivering a transformation of community mental health services in Kingston. As part of this process, SWLSTG has commissioned local Healthwatch to gather feedback and experiences from service users in order to improve their services and prioritise user-centred care. The initial survey was conducted to establish a baseline of data and generate a report. The survey for evaluating services in phase two, which focuses on users accessing services in the later part of 2023, has now been completed. We will now analyse, and the data collected in phase two to provide another interim report. Phase three of data collection is scheduled to begin on Thursday 1 February (until Thursday 29 February), continuing our community engagement to gather valuable insights and feedback from service users of community mental health services in Kingston. The third and final report will compare all three phases of data.</p> <p>(Author KC)</p>

5. Young People

<p>5a. Support Youth Out Loud! (YOL!) to review health and care services (in partnership with other stakeholders).</p>	<p>Support young people to have a say in their health and care services</p>	<p>YOL!: The focus at the end of 2023 was volunteer recruitment to help with the film making (bereavement) and podcast (CYP with disabilities) projects.</p> <p>Contacts with local SEND schools and colleges were made during the SEND transitional fair in October 2023 and these will be followed up in Q4 (Jan-Mar 2023).</p> <p>(Author SBa)</p>
<p>5b. Support delivery (with other partners) of the Digital Youth Project to add to the 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>Bereavement Film and CYP with Disabilities Access to Care Services Podcast: The timeline for completing the film on Bereavement Services and Podcast on Children and Young People with Disabilities Access to Care Services has been revised (a new work plan is being developed to ensure both YOL! products are delivered by June 2024). From the Kingston Freshers Fair, young people showed an interest in sharing their opinions on NHS and social care services, as well as giving their thoughts on the content of the Bereavement film. Our next phase of recruitment will aim to build a relationship with a local schools and work with two new project groups of school students.</p> <p>We are awaiting approval from London Ambulance Service for ‘YOL! meets’, which is a short interview with the Kingston Cycling Paramedic that was filmed in 2023. A member of YOL! asked questions about the role of the Cycling Paramedic, what a normal day looks like and also discussed success stories from their work. This new YOL! social media ‘vox-pop’ asset will be promoted via YOL! channels shortly.</p>

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

Support young people to safely communicate via social media

As part of the recently awarded ‘RBK Resilience Fund’ to support the HWK YOL! Digital Youth Project - YOL! will be developing some social media posts to promote safe social media use. YOL! are currently planning to publish the posts on ‘Safer Internet Day’ (11 Feb 2023). HWK will continue to work with YOL! members to create/review/approve social media posts from YOL! via Instagram. YOL! have increased their social media outputs recently, showing support for national campaigns including anti-bullying week and diabetes awareness at the end of 2023. Also signposting to organisations for more information. Plans for what to post in 2024 have been created using what YOL! have done in the past (video releases, 15-Steps Challenges, podcasts, etc.) as well as national awareness campaigns.



(Author SBa)

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 and SB now represent HWK at the Kingston Safeguarding Adults Board (KSAB) and update KSAB about the work HWK is doing in relation to the Making Safeguarding Personal (MSP) project and the London Safeguarding Voices (LSV) group, for the London Safeguarding Adults Board (LSAB). SB, CD and HJW met with Daniel Morris (new KSAB Business Manager), to discuss future opportunities for HWK to be more involved in the KSAB moving forward, and the development of a local Kingston Safeguarding Voices Group to replace the pre-covid Adult Safeguarding Community Reference Group (CRG).</p> <p>(Author HJW)</p>
<p>6b. Continue to deliver the Kingston Making Safeguarding Personal project</p>	<p>As above.</p>	<p>Making Safeguarding Personal: Contact has been made with people on the list provided by Kingston Council along with new referrals and we are growing our database of experience-based feedback. HWK staff team meet monthly with Kingston Adult Social Care and SB will be providing an update of our findings at the KSAB.</p> <p>(Author SBa)</p>
<p>6c. Continue support for the London Safeguarding Adults Board, London Safeguarding Voices and</p>	<p>Ensure the voices of people with lived experience of safeguarding are part of the Kingston and London Safeguarding Adults Boards</p>	<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 planning and delivery of the LSAB Annual Conference.</p> <p>We have had huge success from our ‘Join the LSV’ flyer after emailing it to all local Safeguarding Adults Board chairs and managers for them to disseminate to their networks.</p>

<p>Conference Planning Groups to ensure people with lived experience of safeguarding are integral to safeguarding systems and processes across London.</p>		<p>The flyer can be downloaded from the HW Kingston website, printed locally and given out at face-to-face meetings (including at the LSAB Conference Safeguarding Hubs) or emailed to residents who have been through the safeguarding adults’ process. HJW also had lots of requests to join the LSV after our LSV presentation at the LSAB Conference Day 2023. Resulting in the overall recruitment of 11 new members.</p> <p>London Safeguarding Adults Board Conference 20th - 24th Nov 2023: LSAB Conference Planning subgroup meetings were increased to weekly for the 8-week run up to the LSAB Conference. SB Chaired these planning meetings that were attended by a variety of people across different safeguarding networks in London, including Claire Solley, Chair of the LSAB and Jane Simmons from London ADASS.</p> <p>The LSV created an LSAB Conference promotional flyer and various social media posts, to increase sign-up to the LSAB Conference Day and lunch-time sessions. This was very successful and more than doubled the sign-up to each session. Year on year there was an increase in attendees of 382%.</p> <p>Number of attendees to each Safeguarding session, during LSAB Conference Week: 421 Monday 20th Nov - What’s my role in safeguarding? 326 Tuesday 21st Nov - Organisations working together to prevent and respond to Safeguarding Adults 634 Wednesday 22nd Nov - LSAB Conference Day (numbers include 113 attendees at four Conference Safeguarding hubs) 407 Thursday 23rd Nov - Adopting a Trauma Informed approach 350 Friday 24th Nov - Learning from SARs</p> <p>Whilst this was great in terms of overall numbers, it did mean that ‘accessibility’ to the Conference from one of the Conference Safeguarding hubs became an issue. Because over 500</p>
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people attended the Wednesday Conference Day virtually (there were 171 in 2022), we could only allow questions in the ‘chat’, but this meant that attendees didn’t feel part of the Conference. They also reported an audience consisting primarily of local residents aged over 70. Even though presenters were asked to keep jargon and acronyms to a minimum, this group struggled to fully understand some speakers. After this valuable feedback, the LSV have proposed to London ADASS that we facilitate an LSV Conference half day, during LSAB Conference week 2024. This half day would have Safeguarding sessions specifically tailored to local residents, with no professional experience of Safeguarding Adults, but would generate a better understanding of what safeguarding adults actually is, the signs to look out for and a better knowledge of referral pathways etc.

Recordings and presentation slides from all Conference sessions during Safeguarding Adults Week 2023 will be made available to all attendees after London ADASS have finished editing them. HJW will then upload these to the HWK website.

New Programme Director at London ADASS:

SB and HJW met with Theresa Collier to discuss the LSV and plans for 2024/25.

(Author HJW)

OTHER DELIVERY AREAS/ ITEMS in Q3 2023/24

Delivery area	Update
HWK/RBK Contract Monitoring Meetings	<p>LM and SB met with Louise Gallagher (RBK) and Laura Ruff (RBK) for the Q2 HW Kingston contract management meeting on 27.10.23. Q3 contract management meeting is scheduled on 24/01/24.</p> <p>(Author CD)</p>
HWK Open Meetings Q3 2023-24	<p>Our first HWK Open Meeting during this quarter was held on 12 September and had a Primary Care focus. You can find the full slide deck via our website link below:</p> <p>Catch up on our Primary Care themed Open Meeting from 12 September 2023 Healthwatch Kingston</p> <p>The second HWK Open Meeting for Q3 was held on the 7 November 2023, with a theme on Adult Social Care. We were joined by Sam Morrison, RBK Director of Adult Social Care who gave us an update on RBK Adult Social Care developments, Emma Crowe, RBK Communications Lead who gave us an update on the Cost-of-Living Crisis. After lunch we were joined by Nicola Brownjohn, Chair of Kingston Safeguarding Adults Board who gave us an update on the work of the Kingston Safeguarding Adults Board. You can find the full slide deck via our website link below:</p> <p>Catch up on our Social Care themed Open Meeting from 7 November 2023 Healthwatch Kingston</p> <p>(Author CD)</p>

<p>Including Digitally Excluded</p>	<p>Research for Including Digitally Excluded Communities has come to an end, and the report is being drafted with an expected timeline for completion in February 2024. A total of 95 people contributed to the project, from 6 groups (Kingston eco-op, Kingston Migrant Advocacy welcome café and lunch club, Kingston Association for the Blind, Fastminds and Cambridge Road Estate Foodbank) with a mix of individual surveys and focus groups.</p> <p>We also had extra contributions from young people (42) from Kingston College and local youth groups. When those engaged with at the event were asked about how YOL! and HWK can best gather their experiences, they preferred face-to-face interactions compared to online options.</p> <p>(Author SBa)</p>
<p>Independent Evaluation of the Bridge 24 service</p>	<p>The South London Partnership (SLP) wanted to make sure that mental health services are co-producing support with residents and are working well to support people achieve their goals. In September 2023, the SLP contracted Healthwatch Kingston to independently evaluate Bridge 24 (a SWL Intensive Community Rehabilitation Service, being piloted in Kingston) to help understand what was working well and what could be improved. It was important that residents, were at the centre of this work, and for the past couple of months we have been speaking with lots of people (clients at Bridge and other stakeholders) connected to the service. Our findings are currently being analysed and an evaluation report with recommendations is due to be published by the end of March 2024</p> <p>(Author SB)</p>
<p>Schedule of HW Kingston Awareness Raising Outreach and Engagement Events During Q2</p>	<p>HWK attended a number of events in Kingston during Q3, raising awareness of our work and volunteering opportunities, and also to talked to people about their experiences of NHS and social care services. Community engagement/outreach events included:</p> <ul style="list-style-type: none"> • 5 October - Chessington Youth Club (YOL! Recruitment/ amended Including Communities) • 10 October - Twickenham (AALDPB/YOL! Health inequalities) SEND Access All Areas (formerly transition fair) • 17 October - Kingston Association for the Blind (Including Digitally Excluded)

	<ul style="list-style-type: none"> • 18 October - Memorial Square (YOL! Recruitment/ amended Including Communities) Cancelled at late notice due to positive covid contact from HW Kingston staff. • 30th November - Careers Fair, Guildhall. (volunteer recruitment) • 12th December - Health and Wellbeing Event <p>Community engagement in Q4 will continue through existing projects.</p> <p>(Author SBa)</p>
<p>'Virtual Wards One Year On' event. 21.11.23</p>	<p>On 21st November HWK were joined by Dominic Ward (Frailty Lead for Virtual Wards at Kingston Hospital) and Tracey Moore (Chief Operating Officer for Kingston Hospital) for our 'Virtual Wards - One Year On' event. 30 people attended, many from Home Care and Care Home organisations.</p> <p>Full information including the video of the event is on our website here: Virtual Wards - One Year On 2023 Event Recap Healthwatch Kingston</p> <p>We also have an all about page for Virtual Wards here: All About: Virtual Wards Healthwatch Kingston</p> <p>(Author SBa)</p>
<p>Career Fair</p>	<p>We attended a Career Fair in Guildhall on Thursday 30th November. The event was aimed at ex-armed forces, people with disabilities, learning difficulties, refugees, parents and carers. We have also been included in a promotional video where we discuss how volunteers help us reach more people and what we do with the information we receive.</p> <p>(Author SBa)</p>

Reports in Progress

2023/24 Reports
Production
Update:

Report	Status	Board Review	Publication
Independent Evaluation of the ICRS / Bridge 24 Rehabilitation Service pilot	First draft	Liz Meerabeau	March 2024
Transforming Adult Mental Health Care in South West London - Healthwatch Kingston Independent Evaluation	Data Collection	TBC	TBC 2024 - First data review has been sent to SWL STG). The second phase survey has now closed, and the interim report is being drafted. Final phase to begin in Feb. Final comparison report due at the March 2023.
Including Digitally Excluded	Data Collection	TBC	February 2024
Pulse Check Report - ME/CFS and Fibro	Final draft in progress (SB/CD)	Kathryn Yates	Final draft sent to KY and publication date end January 2023
Including Communities Report	First draft	TBC	To form context for Including Digitally Excluded Report
Published Reports			
Report	Status	Board Review	Publication
MSP Report	Completed	Completed	Published - view report here
Care Work Force Wellbeing Report	Completed	Completed	Published - view report here

	LAS Letter/Report	Completed	Completed	Published - view report here
	All Ages Learning Disability Partnership Board End of Year Report 2022/23	Completed	Completed	Published - view report here
	Mental Health End of Year Activity Update 2022/23	Completed	Completed	Published - view report here
	LSV End of Year Activity Update 2022/23	Completed	Completed	Published - view report here
	YOL! End of Year Report 2022/23	Completed	Completed	Published - view report here
	HW Kingston Annual Report 2022/23	Completed	Completed	Published - view report here