

Healthwatch Kingston Board Meeting (Part A)	Wednesday 11 October 2023
Q2 2023-24 Activity Report	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 7	Appendices: Q2 Communication Report and Summary Report

This Quarter 2 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 Q2 2023-24 Activity Report and its Communication Report.

SIX PRIORITY WORK AREAS for 2023/24

Priority	Aim	Update
<p>1. NHS and social care transformation</p>		
<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>Healthwatch 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 provide a few examples:</p> <p>Kingston Care Governance Board (formally known as JIG) - have a collective responsibility to oversee and manage overall quality and risk across the whole care provider market in Kingston. We continue to attend the Board, as there is vital information shared on how local issues are being considered and addressed. The meetings are chaired by Kingston Adult Social Care, with the CQC in attendance and SB or CD represent HW Kingston. It is via this group that HW Kingston have been approached by RBQ Quality Assurance, to consider Enter and Views at local care homes, early conversation about the consideration of this project will be discussed with the Board, in line with our decision make policy.</p> <p>Kingston and Richmond Children and Young Peoples Mental Health and Wellbeing Group - has reformed after nearly a year and will be holding monthly meetings for the next few months. The aim of the group is to provide strategic direction for children’s emotional well-being and mental health in Kingston & Richmond up to age 25, including oversight of the Local Transformation Plan. This will include having an oversight of the children and young people’s</p>

		<p>mental health priorities and impact of mental health investment. CD or KC will be attending future meetings and will update on activity.</p> <p>Census Data Training - CD attended the training, provided by Superhighways to help inform our project and reporting.</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>Kingston Joint Strategic Needs Assessment (JSNA) - We have been informed that the Kingston JSNA has been finalised, but not published. Once we have sight of the publication, we can follow up on HWK’s impact and how our work and recommendations have informed the RBK report. We have received praise from RBK for our support of this project.</p> <p>RBK’s Cost of Living Survey - HW Kingston have been asked by RBK to review a draft Cost of Living Survey. RBK have adopted the same approach as their resident survey shared in 2020 about lockdown, and are looking for ways to support local residents with a potentially challenging winter. The draft has been shared with the Board and HW Kingston staff team, and all feedback has been collated and shared with RBK. The finalised survey will be shared via the HW Kingston usual channels.</p> <p>Kingston Carers Board - Since the publication of the All Age Kingston Carers Strategy 2022 - 2027 Healthwatch Kingston, HW Kingston have been working with the Board on the Kingston Carers Strategy Plan. At the September meeting, there was a focus on young carers, health and wellbeing and life outside of caring.</p>

		<p>Healthwatch England Leadership Conference - On the 20 September SB and CD attended the conference at the Congress Centre in central London. Chief Executive of Healthwatch England, Louise Ansari, opened the conference giving an overview of priority areas and more. Sessions included: The National Debate - Improving accesses to service, local Influence and HW next steps. A range of issues were discussed, including GP’s, pharmacy, dentistry, and future funding. An update of the event can be found on our HWK website.</p> <p>(Author CD)</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>Kingston Eco-op, support adults who have learning disabilities, mental health problems or other challenges in their lives, by offering a range of developmental activities, took part in our research for the HW Kingston Including Digitally Excluded project.</p> <p>We spoke to 16 individuals who gave feedback on why they are digitally excluded and what are their barriers to giving feedback to Healthwatch Kingston and Care Quality Commission. We also asked how they would like us to communicate with them in the future, and the best way to sharer feedback and findings from the projects they have supported. The first draft for ‘Including Digitally Excluded Communities’ will be written in October.</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>HWK continue to hear from members of the Partnership Board about experiences of care for people with learning disabilities, and recording them to help HW Kingston build up a wider picture of what health and social care looks like for people with a learning disability.</p> <p>We received good feedback about Ditton Road Care Home (who care for people with PMLD) and Kingston Mencap, supporting a life enhancing friendship that developed between a verbal and a nonverbal service user.</p> <p>Members of the board are keen to hear from RBK about housing and social prescribing, this will be timetabled next month.</p> <p>The All Age Learning Disability Strategy period has ended but the AALDPB has will continue to hold the system to account against the strategy. The AALDPB will revisit the strategy at our next meeting, and agree priorities.</p> <p>(Author KC)</p>
<p>4. Mental Health</p>		
<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 - The group continues to meet regularly with a busy agenda. Notable items from the September meeting included:</p> <ul style="list-style-type: none"> • Transitions (revived against JSNA recommendation 18. Review the awareness by stakeholders of the current CAMHS transition process and monitor how well it is being adhered to, and as part of the Mental Health Community Transformation Plan review the existing policy)

		<ul style="list-style-type: none"> • Right Care, Right Person’ - changes to the way the emergency services respond to calls involving concerns about mental health - Iain Parkinson, SWBCU MH Partnership officer (Met Police). <p>Update from Kingston Adult MH Partnership Task and Finish Group - The group has agreed to a project closure and operational handover, now that the new services as part of the Mental Health transformation have been established. The group agreed the collaborative meetings were useful and SB has requested a formal write up to provide an overview of the groups work over the last year.</p> <p>Kingston and Richmond Children and Young Peoples Mental Health and Wellbeing Group (SWL NHS) - Staff attended the relaunch and HW Kingston mental health leads will continue to attend and participate in shaping the groups direction. Governance and placement (who the group feeds into) needs to be established. See section 1.</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>HW Kingston Independent Evaluation of Community Mental Health Transformation. SWLSTG commissioned local Healthwatch to gather experiences of their service users in order to make improvements on their services. The process is to be carried out across three phases.</p> <p>The first phase (survey of service users) had been completed. A sample of 400 recent service users was randomly selected by SWLSTG Trust. The survey was distributed via post, email, text and phone calls. The response rate was low despite additional efforts to gain feedback. The low response rate was reflective of the experiences of gathering feedback for the same evaluation carried out by Richmond and Sutton Healthwatch.</p>

		<p>Phase one data demonstrates that satisfaction levels for waiting times for support needs to improve, with a quarter of people responding as dissatisfied.</p> <p>Insights:</p> <ul style="list-style-type: none"> • 38% of respondents said they have received the help they needed, however there is still 27% of responses that felt they have not been supported well enough by the service. <p>Phase two of the survey will provide data to see if there is any improvements in service user experiences.</p> <p>(Author KC)</p>
<h2>5. Young People</h2>		
<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>Healthwatch Kingston were approached to arrange a meeting with Youth Out Loud! and Kingston Council Officers to discuss their opinions on advocacy and mental health services in the borough. YOL! feedback that they were not aware of advocacy services or what they provided. They suggested more publicity to explain advocacy services to young people.</p> <p>YOL! felt more targeted information is needed for young people about what mental health support is available. They suggested a video might be useful about what to expect from mental health services for young people transitioning into adulthood.</p> <p>They also liked Kooth (an online mental health wellbeing community for young people, which is free and provides safe and anonymous support). YOL! particularly liked that there was no waiting list, and it was free.</p>

		<p>Attendance at Kingston Fresher’s Fair: YOL! reviewed and suggested amends to the survey used at this year’s Freshers Fair, this included a question that asked how young people might want to engage (or volunteer) with HWK and YOL! The initial feedback from Kingston College students suggested that young people who identified as IT literate, they wanted to be engaged face to face as well as via online. We asked the young people at the Freshers Fair to provide their preferences for engagement. The results from this exercise are below:</p> <ul style="list-style-type: none"> • 1st - events such as Freshers Fair and youth clubs 67% • 2nd - Social Media posts 47% (one comment was that young people ignore these) • 2nd - Workshops in classrooms 47% • 4th - Being in the settings (GP/Pharmacy) 30% <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>The timeline for developing the Bereavement Film (as part of the recently awarded ‘RBK Resilience Fund’ to support the YOL! Digital Youth Project) has been drafted and is about to be reviewed/approved by CEO/DCO.</p> <p>We are also planning to develop a YOL! podcast about young disabled people’s experiences of NHS and social care services.</p> <p>We have also had a focus on recruiting YOL! volunteers, and attended several events (See Schedule of HW Kingston Awareness Raising Outreach and Engagement Events During Q2), where we have been speaking to young people at Kingston College Freshers Fair, and we have plans to join local youth groups to continue to promote YOL! and engage with more young people.</p> <p>(Author Sba)</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>As part of the recently awarded ‘RBK Resilience Fund’ to support the YOL! Digital Youth Project) - YOL! Will be developing some social media posts to promote safe social media use. An example is planned YOL! social media to be published around ‘Safer Internet Day’.</p> <p>HWK will continue to work with YOL! members to create/review/approve social media posts from YOL! via Instagram.</p> <p>(Author Sba)</p>
<p>6. Safeguarding</p>		
<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 HW Kingston as a member of the Kingston Safeguarding Adults Board (KSAB) and update the Board about the work HW Kingston 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).</p> <p>SB, Sba and HJW have attended KSAB Quarterly meetings to present updates on the MSP and the LSV.</p> <p>HJW provided Safeguarding Training to the HW Kingston staff team on Thursday 27th July. HJW will record the session and send to Board members.</p> <p>(Author HJW)</p>

<p>6b. Continue to deliver the Kingston Making Safeguarding Personal project</p>	<p>As above.</p>	<p>Kingston Adult Social Care have recently referred 78 new safeguarding service users, who have agreed to complete the refreshed Making Safeguarding Personal (MSP) survey.</p> <p>The new survey has incorporated questions that will allow more qualitative responses from service users.</p> <p>(Author Sba)</p>
<p>6c. 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.</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</p> <p>The London Safeguarding Voices (LSV) group is chaired by SB 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 of the LSAB Annual Conference.</p> <p>Recruitment of new LSV volunteers remains a key focus of the group and we continue to attend local SAB meetings and London Network SAB Manager meetings to promote recruitment. HJW and an LSV member presented an update of what the LSV has been up to and how to engage meaningfully with people with lived experience of safeguarding, at the Royal Greenwich Safeguarding Adults Board (RGSAB) quarterly meeting on Thursday 14th September. Michael Preston-Shoot (Chair of the RGSAB) is very impressed with the work of the LSV and has committed to finding new members from the borough of Greenwich using RGSAB budgets to fund their attendance/commitment.</p> <p>The LSV have a recruitment presentation which we take to local SABs and VCSEs etc, but we felt that something simpler and tangible that we could provide to all local SABs and Local Authorities would be a great addition to our LSV recruitment toolkit. Therefore, the LSV have produced a two-sided flyer - 'Join the LSV' that has been emailed to all local SAB Chairs and Managers for them to disseminate to their networks.</p> <p>The flyer can be downloaded from the HW Kingston website, printed locally and given out at face-to-face meetings or emailed to residents who have been through the safeguarding adults process.</p>

HJW also met with the Board Manager from Newham SAB for recruitment purposes and to provide support for their Conference Safeguarding Hub, which they are doing on the LSAB Conference Day in November for the first time this year.

London Safeguarding Adults Board Conference Planning

LSAB Planning Team meetings continued fortnightly. These meetings are chaired by SB and 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.

After suggested safeguarding topics from the London SAB Chairs and Managers, and the LSV, the LSAB Conference Planning Team progressed work on the LSAB Conference Programme of events. As in previous years the LSAB Conference, will be held within Safeguarding Adults Week (Monday 20th - Friday 24th November 2023) and will be virtual via Microsoft Teams.

This year’s LSAB Conference Programme of Events includes the main half day Conference on Wednesday 22nd November 10am - 1pm, plus lunch-time sessions, with different safeguarding topics, on other days in the week from 12 - 1.30pm. All sessions are to include the voice of people with lived experience of safeguarding.

Monday 20th November (luncheon) - What’s My role in Safeguarding Adults?

Fire Safety - London Fire Brigade

New Met Police Transformation Plan and Right Care Right Person Strategy - Met Police

Tuesday 21st November (luncheon) - Organisations working together to prevent and respond to Safeguarding Adults - a focus on the role of Community Safety.

Wednesday 22nd November (half-day Conference 10am - 1pm)

As there will be residents at Conference Safeguarding Hubs in Islington, Newham and Barnet, we need to ensure the Conference agenda is meaningful/sensitive to this. It also an opportunity to obtain the views of local residents.

		<p>Safeguarding topics to be covered on the day:</p> <ol style="list-style-type: none"> 1) Safe Organisations and Cultures - Hayley Moore (Deputy Director Safeguarding & Closed Cultures at CQC) 2) Making Safeguarding Personal - how do we get this right, what does excellent look like? 3) Co-production discussion with professionals and LSV experts by experience. <p>Thursday 23rd November (luncheon) - Adopting a Trauma Informed approach to Safeguarding Adults</p> <p>Friday 24th November (luncheon) - Learning from SARs (promotion of research, SAR library and MH learning from SARs)</p> <p>We have requested suggestions for suitable speakers from London SAB chairs and managers and want to get these confirmed as soon as possible. Once the speakers are agreed we will then collaboratively promote the Conference to both safeguarding professionals and local residents.</p> <p>(Author HJW)</p>
<p>OTHER DELIVERY AREAS/ ITEMS in 2022/23</p>		
<p>Delivery area</p>	<p>Update</p>	
<p>HW Kingston/RBK Contact Monitoring Meetings</p>	<p>LM and SB met Louise Gallagher (RBK) and Laura Ruff (RBK) for the Q1 HWK contract management meeting on 06/07/23. Next meeting TBC by RBK.</p> <p>(Author CD)</p>	

HW Kingston Open Meeting	<p>HW Kingston have held 2 Open Meetings in Q2 (5 July 23 /12 Sept 23). The first meeting was on the 5 July and agenda included:</p> <ul style="list-style-type: none">• SWL NHS Dental Services Update - Mark Creelman, Place Executive - Merton and Wandsworth, NHS South West London• Personalised Care Film - Attracta Asika, Head of Transformation, Kingston & Richmond, NHS South West London• Kingston NHS Dental Provision Presentation and Q&A - Mr Kunal Patel, General Dentist, LDC Director for Kingston• Community Voices Kingston session that included updates on, New Intensive Treatment Unit, Kingston Hospital, Emerging strategy for Kingston Hospital NHS Foundation Trust, and Hounslow and Richmond Community Healthcare NHS Trust and Engagement, and report back from Joint Forward Plan <p>For a full round up of this event please visit the HW Kingston website Catch up on our Open Meeting from 5 July 2023 Healthwatch Kingston</p> <p>The second HW Kingston Open Meeting was held on 12 Sept 2023 and the agenda included:</p> <ul style="list-style-type: none">• Presentation and Q&A: Primary care access challenges and opportunities - Dr Nick Merrifield, Kingston Primary Care Development Lead, South West London Integrated Care System• Presentation: Community engagement opportunities with Healthwatch - and included support at up and coming events, Enter and View training and support with project in Q3/4.• Presentation and workshop: Ensuring people-centred delivery of the SWL Primary Care Strategy - Alyssa Chase-Vilchez, Executive Officer, Healthwatch representative to the South West London ICS <p>You can read the full update on our website Catch up on our Open meeting from 12 September 2023 Healthwatch Kingston.</p> <p>The next HW Kingston Open Meeting will be held on 7th November 23 with a focus on social care.</p> <p>(Author CD)</p>
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<p>Including Digitally Excluded</p>	<p>The final outreach session for ‘Including Digitally Excluded Communities’ will take place on Tuesday 17th October with Kingston Association for the Blind.</p> <p>We have engaged with a range of people from digitally excluded communities. Organisations engaged with include, Kingston Eco-Op (twice), Kingston Migrant Advocacy - Lunch Club in Kingsnympton and Welcome Café at Kingston Library (Hong Kongers), Fastminds (ADHD), Cambridge Road Estate - foodbank as well as a few other conversations with individuals and carers at other HWK community engagement events. So far 73 people have contributed to our research.</p> <p>(Author Sba)</p>
<p>Schedule of HW Kingston Awareness Raising Outreach and Engagement Events During Q2</p>	<p>HW Kingston have attended a number of events in Kingston, raising awareness of our work and volunteering opportunities, and also to talk to people about their experiences of NHS and social care. These events included:</p> <ul style="list-style-type: none"> • 13 July - Migrant Advocacy Lunch Club (Including Digitally Excluded) • 20 July - KVA Volunteering Event (HWK volunteer recruitment) • 25/26 July - Kingston Eco-Op (Including Digitally Excluded) • 6 September - Migrant Advocacy Welcome Café (Including Digitally Excluded) • 7 September - Kingston Careers Fair (YOL! volunteer recruitment) • 20 September - Kingston College Freshers Fair (YOL! recruitment/amended Including Communities) • 2 October - Kingsnympton (YOL! recruitment/ amended Including Communities) • 3 October Cambridge Road Estate (Including Digitally Excluded). <p>Upcoming events:</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 Bline (Including Digitally Excluded) • 18 October - Memorial Square (YOL! Recruitment/ amended Including Communities) <p>(Author Sba)</p>

AOB

Thank you to everyone that support HW Kingston raise over £900 for the Kingston Hospital, Night To Remember Walk. It was a great opportunity for the HW Kingston team, to support a local cause and raise money so that Kingston Hospital can extend its support for all bereaved families. For more details about the event please visit the website: [Healthwatch Kingston raised more than £900 for Kingston Hospital on Saturday | Healthwatch Kingston](#)



2022/23 Reports Production Update:	Reports in Progress			
	Report	Status	Board Review	Publication
	Independent Evaluation of the ICRS	Planning	TBC	TBC
	Transforming Adult Mental Health Care in South West London - Healthwatch Kingston Independent Evaluation	Data Collection	TBC	TBC
	Including Digitally Excluded	Data Collection	Board reviewer requested for October	Planned publication October 23
	Pulse Check Report - ME/CFS and Fibro	Final draft in progress (SB/CD)	Board reviewer requested for October	Planned publication October 23
	Including Communities Report	First draft	Board reviewer requested TBC	To form context/intro 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