

Healthwatch Kingston Board Meeting (Part A)	Wednesday 10 April 2024
Q4 2023-24 Activity Report and Communications reports	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), Jaimy Halliwell-Owen (JHO) Communications Officer, Scott Bacon (SBa) Engagement Officer.
PART A Agenda - Item 5	Appendices: Q4 2023-24 Communication Report and Summary Reports

This Quarter 4 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 Q4 2023-24 Activity Report and Communications Reports.

Healthwatch Kingston SIX PRIORITY WORK AREAS for 2023-24

Priority	Aim	Update
1. NHS and social care transformation		
1a. Continue to monitor the commissioning, provision and transformation of NHS and Social Care in Kingston and the South West London Integrated Care System.	Provide independent scrutiny that supports improved experience of people using NHS and Social Care services within the South West London Integrated Care System.	HW Kingston staff and Chair continue to attend a range of NHS and social care meetings relevant to Kingston and the SWL ICS, including the Kingston Partnership Board (formerly the Health and Wellbeing Board), the Kingston Place Based Partnership Committee, and the Kingston Health Overview Panel. (Author CD)
2. Health inequalities		
2a. Continue to monitor health inequalities, in	Continue to monitor health inequalities, in particular the	On Wednesday 28 February, LM, CD and SB met with Judith Eling and Emily Jenkins-Pandya from RBK to discuss their Age Friendly Kingston work.

<p>particular the health and care needs of women, neurodiverse people and people with long term medical conditions.</p>	<p>health and care needs of women, neurodiverse people, and people with long term medical conditions.</p>	<p>It was neurodiversity celebration week from 18 - 24 March 2024. We caught up with Katy, a Kingston resident, to find out more about what living with neurodiversity is like for her. Read the conversation here.</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>We continue to support our LD volunteer, who helps the staff team on a monthly basis in our office and we work closely with the RBK Involve team and Eco Op. HWK has also interviewed a member of the RBK Involve team to celebrate Neurodiversity Week (18-22 March 2024). See: https://www.healthwatchkingston.org.uk/news/2024-03-14/healthwatch-kingston-chats-katy-neurodiversity-celebration-week</p> <p>We have also been co-planning (with people with LD) an Enter and View training session for people with LD to become Healthwatch Kingston ‘Authorised Representative’ volunteers.</p> <p>(Author KC)</p>
<p>3b. Continue to provide chair and</p>	<p>Provide independent facilitation for</p>	<p>Kingston All-Ages Learning Disability Partnership Board (AALDPB): The following topics and work streams were covered at the PB on Wednesday 21 February 2024:</p>

<p>administrative support for the 'Kingston All-Ages Learning Disability Partnership Board'</p>	<p>community scrutiny of progress against All-Ages Learning Disability strategy priorities</p>	<p>Disability Network update from Rachael White (Project Officer - Disability Participation and Engagement, RBK). RW reported to the PB that the Greater London Authority seed funding for the Disability Network will end in August 2024, but there is an opportunity to apply for more funds. In the meantime, HWK has integrated this work into the All-Ages Learning Disability Partnership Board (AALDPB). This will include a page on the work of the RBK Disability Network in the AALDPB Annual Report 2023-24.</p> <p>The AALDPB heard from RBK about user research at Kingston Council. Ella Grimmett, RBK User Researcher for Adult Social Care, explained how the council is engaging with residents through interviews, surveys, and usability tests to gain insights into their requirements, usage patterns, and expectations of services. Current RBK research projects include:</p> <ul style="list-style-type: none"> - Financial Assessment for Adult Social Care - Eligibility for Adult Social Care Research - Website Improvement Review. <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:</p> <p>During the meeting, held on 30 January 2024, we had an update from RBK about the progress of the Carers' Strategy Implementation.</p> <p>We also had a short update from RBK that Kingston had committed to becoming more Age Friendly. Kingston has joined over 60 other towns and cities in the UK as part Centre for Better Ageing's UK network of Age Friendly Communities. The focus will be to improve healthy ageing and increase a healthy life expectancy in Kingston. This means starting early to ensure healthy lifestyle and outcomes for people of all ages in Kingston, and how this links to mental health</p>

		<p>and the priority areas for the Better Mental Health JSNA. More info here: https://www.kingston.gov.uk/neighbourhood-community-safety/age-friendly-kingston</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): SWLStG is currently delivering a transformation of community mental health services in Kingston. As part of this process, SWLSTG commissioned local Healthwatch to gather feedback and experiences from service users to improve their services and prioritise user-centred care. Phase three of data collection has now completed. The final report that will compare all three phases of data is being drafted and is currently scheduled for publication at the end of April 2024.</p> <p>(Author KC)</p>
<p>5. Young People</p>		
<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>Quarter 4 activity included ongoing volunteer recruitment which included contact and initial planning meetings with the Head/Deputy Head Teacher at the Chessington School (part of Every Child, Every Day Academy Trust, that also includes Grey Court School and The Hollyfield School). The Deputy Head has agreed that a few pupils from these three schools will form a project group to support YOL!'s work.</p>

		<p>We have also sent a YOL! survey to local SEND schools and colleges about access to NHS and social care services for young people living with disabilities to help inform our work. Responses are due back by the beginning of June 2024.</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>We have met with the YOL! Filmmaker/Educator to engage him in the planning of the planned YOL! Bereavement film (funded through the RBK Resilience Fund). We have explored a series of dates for us to work with pupils (as part of the film/podcast project group) from the Every Child, Every Day Academy Trust during spring and summer terms to co-design the bereavement film and the podcast about access to NHS and social care services for young people with disabilities.</p> <p>Our ‘YOL! meets’ the London Ambulance Service Kingston Cycling Paramedic session was published on www.yolweb.info on Friday 26 January 2024.</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>We met with YOL! on Tuesday 5th March to discuss being safe while using social media. The meeting provided good insights which included how young people can inadvertently bring pressure to bear on other young people via online messaging by expecting a quick response - this can at times escalate from worry to panic - e.g. “Why hasn’t Oliver responded to my message about what’s on TV tonight, it’s been over 15 minutes, I hope he’s OK?”. Parents are often unaware that posts on social media about their children when younger can cause upset. Also concerns were raised about being mindful to not share personal images without consent.</p> <p>(Author SBa)</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>SB now represents HWK at the Kingston Safeguarding Adults Board (KSAB) and updates 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).</p> <p>SB, HJW, and SBa met again with Daniel Morris, the KSAB Manager to discuss our emergent plans for the Kingston Safeguarding Voices (KSV) group. It was agreed at the KSAB Annual Development Day that KSV would become a subgroup of the KSAB - in a move to ensure the voices of people with lived experience is heard at the heart of governance. We continue to liaise with Daniel/RBK about the next steps. SBa has set dates for a series of lunchtime KSV introduction sessions for the end of April 2024.</p> <p>Here is a link to a news item on our website where HJW and SB presented HWK Safeguarding work to attendees: Healthwatch Kingston presented at Kingston Safeguarding Adults Board Annual Development Day Healthwatch Kingston</p> <p>(Author SB)</p> <p>KSAB Communications and Training Sub-group: HJW attended the KSAB Communications and Training Sub-group quarterly meeting for the first time, on Tuesday 26th March. We discussed raising awareness of safeguarding to Kingston residents and businesses. This is an ongoing priority for the KSAB. HJW stated (and as previously mentioned at the KSAB Development Day), the LSV and LSAB are keen to pull together a conference for National Safeguarding Awareness Week 2024, for residents rather than professionals, using language they would be able to understand, across London boroughs. HJW advised the LSV are</p>
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		<p>working with London ADASS to pull together something very basic and would happily work with Kingston on this too.</p> <p>HJW learned of KSAB Seven Minute Briefings - these are very useful for anyone working within safeguarding and are designed to refresh or update staff on various areas within safeguarding, e.g. Safeguarding Referrals Process, Cuckooing, Domestic Violence and Scams. However, not all of these are currently available on the KSAB website. Some could also be very relevant for non-professionals. HJW will work with Daniel Morris and Sophie Potter (new RBK Corporate Communication and Engagement Manager), to make these more accessible to all.</p> <p>(Author HJW)</p>
<p>6b. Continue to deliver the Kingston Making Safeguarding Personal project</p>	<p>As above.</p>	<p>Responses to our Making Safeguarding Personal (MSP) work are the same as last year (44 people engaged with the refreshed survey to share their experiences of the local safeguarding process). Our End of Year MSP Report is due to be published at the end of May 2024.</p> <p>(Author SBa)</p>
<p>6c. Continue support for the London Safeguarding Adults Board, London Safeguarding Voices and Conference</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>London Safeguarding Adults Board Conference: Recordings and presentation slides from all Conference sessions during the LSAB Conference Week 2023 are now available through the HW Kingston website.</p>

<p>Planning Groups to ensure people with lived experience of safeguarding are integral to safeguarding systems and processes across London.</p>		<p>Discussions with the LSV members about a half day conference during National Safeguarding Adults Week 2024 continues. This online event will tailor 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.</p> <p>Peer Reviews: The LSV have been involved in three peer reviews from Jan - March 2024 for Lewisham, Kingston, and Havering. One LSV member attended each face-to-face peer review. A new request for the LSV members was to perform a ‘secret shopper’ exercise on both the Lewisham and Havering local authority websites. The LSV members were asked to look at how accessible and clear the website is to navigate and how ‘fit for purpose’ it is if a non-professional is concerned about an adult at risk. Not every local resident will know what ‘safeguarding’ actually is. This work also feeds nicely into our LSV ‘front door access to safeguarding’ survey, which the LSV will re-visit from April 2024.</p> <p>Met Police Service (MPS) Scrutiny Panel Involvement: The MPS are reviewing many of their safeguarding procedures, including refreshing the MPS Adult Safeguarding Policy and MPS guidance to recognise vulnerability. The MPS also want to create an Adult Threshold document to assist with decision making as to what should be referred over to Adult Social Care and at what level. Matt Hogg (Detective Chief Inspector, Public Protection Delivery Group - Op Aegis & Dedicated Inspection Team) is leading this review. He has asked the LSV to assist in being part of a sub-group scrutiny panel, made up of interested partners, third sector organisations and those with lived experienced of adult safeguarding/ care and support needs.</p>
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		<p>The aim is to be open and transparent around how the MPS deals with, and works with others, to safeguard the vulnerable. To improve trust and confidence in the MPS approach to Adult Safeguarding and to capture organisational learning and feed it back to improve the safeguarding services the MPS deliver.</p> <p>Healthwatch England (HWE) Safeguarding Workshop - 28th February 2024: SB and HJW were asked by Andre Benham (Volunteering and London Regional Network Manager, HWE) to run a Safeguarding workshop, for other local Healthwatch (LHW). We talked through our HW Kingston safeguarding work (MSP, LSV and KSV) and then went into smaller groups to discuss the role of LHW in safeguarding, what safeguarding links they have locally, what additional support they would like, and the role of HWE in this. Andre has now set up a specific HWE safeguarding group in Workplace.</p> <p>(Author HJW)</p>
OTHER DELIVERY AREAS / ITEMS in Q4 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 Q3 HWK contract management meeting on 24.01.24. Q4 HWK contract management meeting is scheduled for 08.05.24 (it was 23.04.24 but has been rearranged due to pre-election period).</p> <p>(Author SB)</p>	

HWK Open Meetings Q3 2023-24

Healthwatch Kingston's Open Meeting on Health Inequalities took place online on Tuesday 23 January 2024. It covered the following presentations and Q&A sessions:

- Kingston Health Inequalities Data and Q&A - Laura Maclehorse, Consultant in Public Health, RBK
- Including Communities and Q&A - Candy Dunne, Deputy Chief Officer, HWK
- Community Voices Kingston (CVK) - SWL ICB (Community Voices Kingston working with HWK and KVA is one of the ways the Kingston health and care partnership connects with local groups and communities. During the CVK session we heard about some of the work going on in Kingston across health and care as part of the SWL Integrated Care Board. It was also an opportunity to share experiences of local services to feedback to the Kingston Place Committee and inform plans for local health and care services.
- Addressing Health Inequalities and Long-Term Conditions in Kingston - Liz Ayres, Lead Transformation Programme Manager, SWL ICB (Kingston & Richmond)
- Update on KVA's Core-20 project - Emma Hill, Deputy Chief Executive, Kingston Voluntary Action

[Catch up on our Health Inequalities themed Open Meeting from 23 January 2024](#)

Healthwatch Kingston's final Open Meeting for 2023-24 was due to focus on Hospital and Community Services and take place online on Tuesday 27 March 2024. The event was due to cover presentations and Q&A sessions from:

- Kingston Hospital, Hounslow and Richmond Community Health and Your Health Care
- HWK update on our Enter and View of Nutrition on Kingston Hospital Inpatient Wards and Outpatient Areas.

Due to the commencement of the pre-election period, a collective decision was taken to postpone our proposed Hospital and Community Services discussion until after the local elections.

Instead, Healthwatch Kingston delivered a shorter Open Meeting that engaged local people about our community engagement plans for 2024-25. Every year, Healthwatch Kingston invites local people and professional stakeholders to help us prioritise our community engagement plans for the coming year. The two topics we discussed were 0-5 years health and care needs and the social isolation needs of people with a disability.

	<p><u>Find out more about our other Open Meetings held in 2023-24:</u></p> <p><u>Healthwatch Kingston's Open Meeting - 18 April 2023 (on Zoom) Healthwatch Kingston</u></p> <p><u>Catch up on our Open Meeting from 5 July 2023 Healthwatch Kingston</u></p> <p><u>Catch up on our Primary Care themed Open Meeting from 12 September 2023 Healthwatch Kingston</u></p> <p><u>Catch up on our Social Care themed Open Meeting from 7 November 2023 Healthwatch Kingston</u></p> <p>(Author SB)</p>
<p>Independent Evaluation of the Bridge 24 service</p>	<p>In September 2023, the South London Partnership Community Care (SLPCC) Programme contracted Healthwatch Kingston to independently evaluate Bridge 24 (a SWL Integrated Community Rehabilitation Service, being piloted in Kingston) to help understand what was working well and what could be improved.</p> <p>HWK has completed our evaluation and provided our report to SLP leads on Thursday 14 March 2024. Next steps:</p> <ul style="list-style-type: none"> • HWK will present slides about our findings (if required) at the SWL subgroup in May 2024. • HWK will create a summary report that can be shared with service clients before the SWL subgroup in May 2024. SLPCC will need to approve the summary report. • HWK will aim to publish our summary report and recommendations after the SWL subgroup in May 2024. • HWK will then note our work (with a quote from SLPCC) in our Annual Report 2023-24 at end June 2024. • <p>(Author SB)</p>

<p>Schedule of HWK Awareness Raising Outreach and Engagement Events During Q2</p>	<p>As noted in the Q3 2023-24 Activity Report, community engagement continued through existing projects (including Enter and View visits of Rosclare Residential care home and Kingston Hospital Adult Inpatient Wards, Urgent Care, and Outpatient areas (focusing on food and hydration for patients, staff, and the public).</p> <p>Community Engagement Projects 2024-25 - Prioritisation 2 projects and where we engaged etc...</p> <p>(Author SBa and SB)</p>
<p>2023/24 Reports Production Update:</p>	<p>See table below.</p> <p>(Author SB)</p>

Reports in Progress			
Report	Status	Board Review	Publication
Independent Evaluation of the ICRS / Bridge 24 Rehabilitation Service pilot Summary Report	Draft completed (awaiting approval of SLPCC in May 2024 before publication)	LM will review Summary Report on behalf of the Board	June 2024 (prior to publication of the HWK Annual Report 2023-24 due by 30 June 2024)
Independent Evaluation of the Kingston Community Mental Health Transformation Programme	Being drafted by TBC	TBC	End April 2024
Including Digitally Excluded	Being drafted by SB	TBC	End April 2024
Including Communities Report	Being edited by SB	TBC	End April 2024
All Ages Learning Disability Partnership Board - End of Year Report 2023-24	Being drafted by KC	SB will review on behalf of the Board	End April 2024
Mental Health - End of Year Activity Update 2022-23	Being drafted by KC	SB will review on behalf of the Board	End April 2024
London Safeguarding Voices - End of Year Activity Update 2022-23	Being drafted by HJW	SB will review on behalf of the Board	End April 2024
Youth Out Loud! - End of Year Report 2022-23	Being drafted by SBa	SB will review on behalf of the Board	End May 2024
Making Safeguarding Personal Report 2022-23	Being drafted by SBa	GS on behalf of the Board	End May 2024
Enter and View Kingston Hospital Adult Inpatient Wards, Urgent Care, and Outpatient areas (focusing on food and hydration for patients, staff and the public)	Being drafted by SBa	TBC	End April 2024
Enter and View Rosclare Residential Home	Being drafted by CD	TBC	End April 2024

Published Reports during 2023-24			
Report	Status	Board Review	Publication
NEW Independent Evaluation of the ICRS / Bridge 24 Rehabilitation Service pilot	Completed (has been provided to SLPCC leads - presentation going to SWL sub group in May 2024)	N/A as the report has been reviewed by the SLPCC.	N/A as a Summary Report will be produced for publication in June 2024.
NEW Pulse Check Report - chronic fatigue syndrome (ME) and fibromyalgia services	Completed	Completed	Published - view report here
Making Safeguarding Personal Report 2022-23	Completed	Completed	Published - view report here
Care Workforce 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
London Safeguarding Voices - End of Year Activity Update 2022-23	Completed	Completed	Published - view report here
Youth Out Loud! - End of Year Report 2022-23	Completed	Completed	Published - view report here
Healthwatch Kingston Annual Report 2022-23	Completed	Completed	Published - view report here