

December 2015

Edition #2




WCA

NEWSLETTER



2015

. A year in Review .



UselessQuotes: #006

He who laughs last clearly didn't
get the joke.



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As the days grow colder, and the year comes to a close, revisit 2015 with us — our highs, the changes and what our aims are for the coming new year.

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The Director's Spotlight



Welcome to the latest edition of our newsletter where we hope you will get a brief insight into our recent activities and what is coming up in 2016.

I'd like to give thanks to the staff at WCA, and a special thanks to all the volunteers for all their efforts over the past year.

If you'd like to know more about what we do then please get in touch or find us online. All our contact information and web addresses can be found on the **Contact Us** page.

Wishing you all the warmest greetings of the season.

Jason Edgington,

WCA Director



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“tell us”

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We represent the patient and public voice and provide help and information



like us on facebook

Tell us about your experiences with local health and social care services.

We will make sure your voice is heard and acted upon. You can influence the delivery and design of local services.

facebook.com/hwwands
facebook.com/hwwandsyouth



follow us on Instagram

Tell us what and who keeps you well. Upload a pic / video. #WhatKeepsMeWell

Share your story to encourage your friends and family to think about what keeps them well and makes their life better.

instagram.com/hwwands



follow us on twitter

Tell us how your local health and social care services could be improved.

We pass recommendations onto local decision makers and senior health and social care managers.

twitter.com/hwwands
twitter.com/hwywands



Wow. What a year it has been!

We can't believe it's that time already. A time to don our woolly sweaters and cosy in to yet another series of X-Factor, cocoa in hand (or, if you prefer, a bit of whisky. We won't tell if you don't 😊). But it's also a time when we take a good look back over the year, and look forward to the year to come.

Our year at WCA has had its challenges, but has been filled with many positives.

Healthwatch Wandsworth said goodbye to its interim manager, Lauren Ashley-Boyall, and welcomed the return of its manager Ambra Caruso, who had been on maternity leave.

WCA was awarded funding for an LGBT mental health pilot project. The pilot will run for 12 months. For more information, contact **John Morrill**. His contact details are on our contacts page, found at the back of this newsletter.

2015 also marked the successful handover of our Social Sundayz project. This is a peer led social support project for drug and alcohol service users. We had an awesome time working with the service users on this project and wish the project all the best and every success for the future.

Our Learning Disabilities Project was granted funding to continue its Health Matters series of health-related training for adults with learning disabilities. So far, this year, Health Matters has had 6 successful sessions, and intends to do a further 4.

So, as warm stodgy goodness finds its way back on to our menus, take a flick through our newsletter and get up-to-date with the goings on at your local WCA.



Mental Health Project

It's been another busy year for the Project. We have service user representatives on all the major community and inpatient meetings that take place at the Trust and are represented on the Mental Health Clinical Reference Group within the Clinical Commissioning Group. We are also currently involved on the procurement panel for the Increased Access to Psychological Therapy (IAPT) service.

Voicing Views

The monthly service user group continues to go well and we've had managers from the Trust come along to talk to the group. These include the Welfare Benefits Team, Employment Team and Recreational Services from the Council. The wishes of the service users who attend are always listened to with good feed-in and feedback mechanisms in place. The best thing about the group is that they say they feel safe to talk about the issues they face.

We have also facilitated a series of meetings between Wandsworth Adult Social Services, the Trust and Voluntary Sector Service Providers, focused on the provision of Personal Budgets with some success. We use the word "some" as nothing is ever perfect!

Looking ahead we are looking at increasing membership and holding three events in 2016 on specific themes.

Lesbian Gay Bisexual Transgender (LGBT) Project

Very recently we have launched the LGBT Project, having received funding from the Wandsworth Clinical Commissioning Group to run a 12 month Pilot. The prevalence of mental health issues within the LGBT Community is significantly higher than national averages and has not previously been addressed in Wandsworth.



We will be working with the Wandsworth LGBT Forum and the Wandsworth LGBT Youth Club, as well as individuals, to iron out health inequalities that exist. As well as holding meetings with specific senior managers and clinicians at the Mental Health Trust, we will also be talking to the lead GPs in the Borough.

We have a Facebook page!

www.facebook.com/Wandsworth.LGBT.Mental.Health

If you use Facebook yourself "like" us and we'll like you!!



Learning Disabilities Project

This year, the Learning Disabilities Project has had the opportunity to work with great professionals from various health and social care services as part of its **Health Matters** program. Health Matters is a series of health focused group sessions aiming to train and inform adults with learning disabilities; empowering them to take charge of their own health.

The 6 sessions ranged from a focus on healthy living to breast care and screening.

The sessions were lively, interactive and very informative.

The project is planning a further 4 sessions in the new year, so watch this space...

WLDN

This year saw the WLDN service user reps give useful feedback to the Learning Disabilities Clinical Reference Group (CRG), which they sit on. The Learning Disabilities CRG brings together local agencies, service users, carers, members of the NHS and Wandsworth Adult Social Services, with the purpose to address health inequalities experienced by people with learning disabilities.

With this, the WLDN implemented a new system of appointing its 5 reps, meaning that more members of the WLDN could get the opportunity to be a rep for the WLDN.

These reps represent the views of the group and other adults with learning disabilities at each CRG meeting.

If you want to join the WLDN, or would like more information, please contact **Funmilayo Oyenibi** (contact details at the back of this newsletter).

Word Up! News

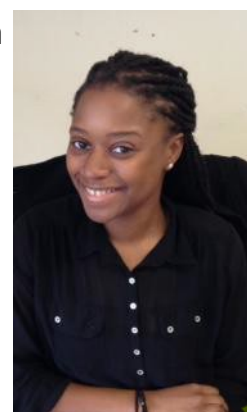
Word Up! News has been making slow but steady progress.

Word Up! News is online news made by and for people with learning disabilities—their lives, their views, their creations.

We are slowly increasing our online presence and hope to be more interactive in future.

If you would like to get involved as a volunteer or want to share your stories, news or works of art, contact us! (Details at the back).

The Learning Disabilities Project wishes you a very Merry Christmas, and all the best for the coming New Year!





CHRISTMAS TREATS



BUCHE DE NOËL
CANDY CANE
CHOCOLATE
CLOVES
COOKIES
CRANBERRIES
EGGNOG
FLAT BREAD

FRUITCAKE
FUDGE
GINGERBREAD
GOOSE
GRAVY
HAM
MINCEMEAT
NUTS

ORANGES
PUMPKIN PIE
SCRUMPTIOUS
STUFFING
SUGARPLUMS
SWEET POTATOES
TURKEY



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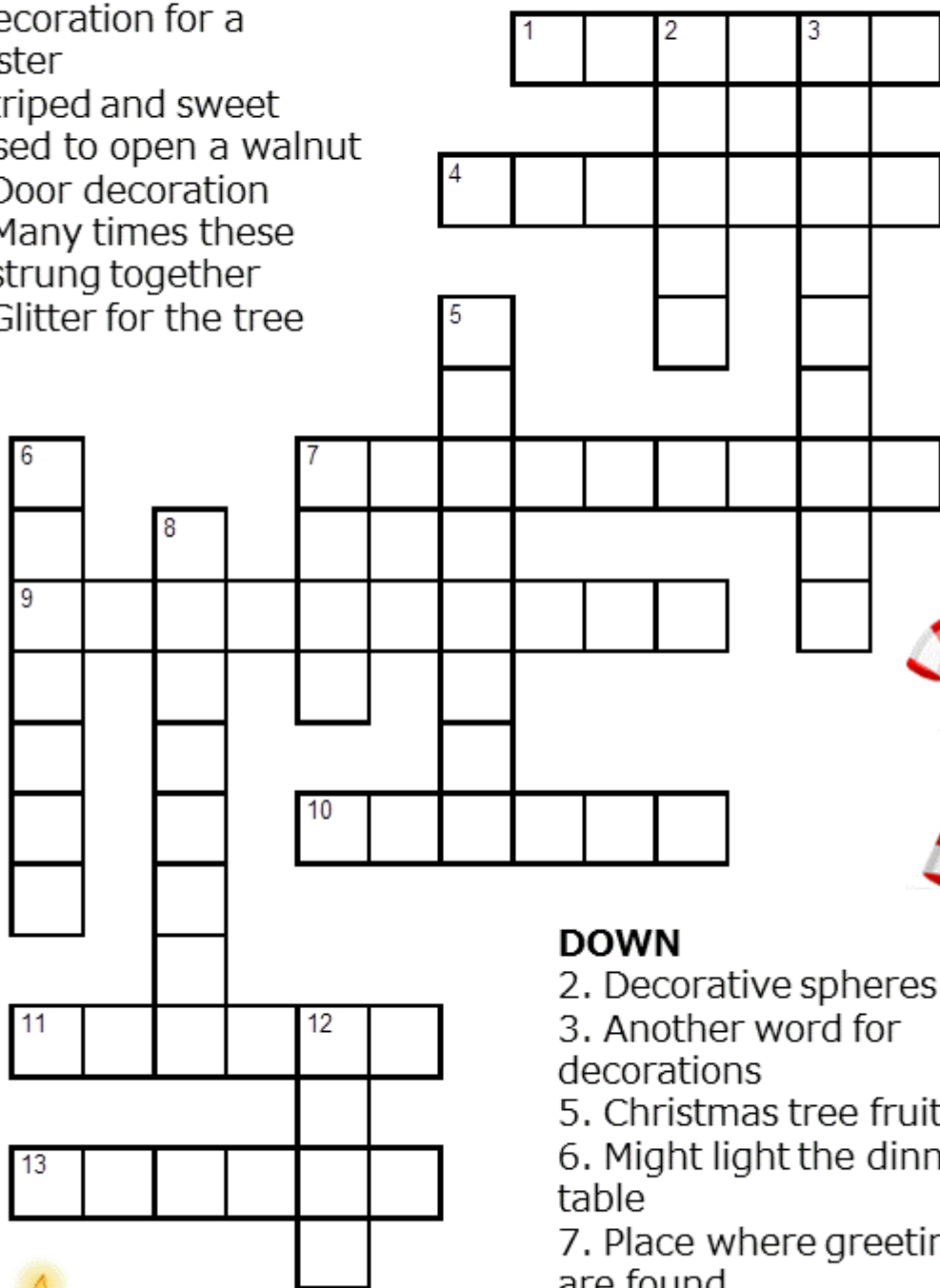
SEE PAGE 13 FOR ANSWERS...



Christmas Decorating

ACROSS

1. Used to wrap a present
4. Decoration for a banister
7. Striped and sweet
9. Used to open a walnut
10. Door decoration
11. Many times these are strung together
13. Glitter for the tree



DOWN

2. Decorative spheres
3. Another word for decorations
5. Christmas tree fruit
6. Might light the dinner table
7. Place where greetings are found
8. Hung by the chimney
12. Might be cedar, fir or pine



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SEE PAGE 13 FOR ANSWERS...





Healthwatch Wandsworth

It has been an exciting year for Healthwatch Wandsworth as in our second year we have become more established and influential in our role as local consumer champion for health and social care.

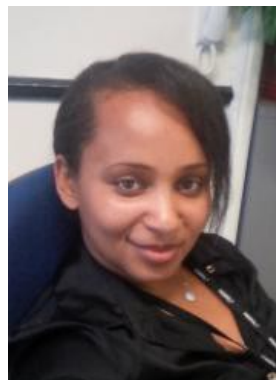
A vital part of the process of influencing decision makers is making sure that the stories and views we gather are heard by those in charge of health and social care services, and that they are used to continually improve services. To achieve this we have continued to speak up and ask questions on the 35 boards, groups and committees we sit on.


Our team of dedicated volunteers and staff continuously work hard to obtain the views of local people across Wandsworth, and make them known to key bodies such as the Health and Wellbeing Board, and both local and national commissioning and scrutiny boards.

In the first half of the year, we have:

- Gained 73 new individual members and 16 new organisation members.
- Captured 98 service user stories regarding local health and social care services.
- Involved 694 people in local, national and our own consultations.

We have also had an extensive programme of outreach and public engagement activities, capturing the views and stories of the public.





Below we'll give you a taster of some of these, but if you would like to find out more, make sure you've signed up to be a Healthwatch member, to receive our regular newsletter full of Healthwatch news, activities and how you can get involved.

Community Engagement

Throughout the year so far, we've been very active in the community, holding stalls at events like the Pied Piper Storytelling Festival, Get Active Wandsworth, Youth Momentum 2 organised by Wandsworth's Youth Council, the Feel Good Festival in Roehampton, the CCG organised Battersea, Wandle and West Wandsworth Locality Road Shows, South Thames College Freshers' Fair, and the annual Your Day, Your Say event amongst many others.

This year we've also been part of the National Citizenship Service programme, The Challenge and had the opportunity to work with some of the local young people in our community.

Our consultations

Consultations are a key element of our work and we actively contribute to a variety of patient and public involvement initiatives and provide constructive views, allowing us to ensure the patient voice and experience is at the heart of service design and implementation.

So far this year, we've promoted and supported the involvement of the public in national consultations such as **"No Voice Unheard, No Right Ignored"**, The London Ambulance Service and local consultations into the Health Visiting Service and Suicide Prevention, both of which are current consultations we are running. We have also initiated a number of our own consultations looking into Sheltered Schemes, awareness of Female Genital Mutilation and Mental Health Support for Young People amongst many others.

Looking ahead, we have plans to look into the prison healthcare services. More information regarding the focus of this consultation and others will be posted on our website along with updates on the results and what we do with our findings.

Continued overleaf...





Enter & View Team

The work of our Enter & View team continues to be a great source of stories and experiences from the public. Following consultation with Wandsworth locals and with the Healthwatch Wandsworth Executive, the team has been looking into extra care supported housing (for older people and those with special needs), and will look into the quality of services provided by local GPs and end of life care.

The team is always looking to expand and train up new members, so if you want to get involved get in touch with the team. Our contact details can be found at the back of this newsletter.

Public Meetings

During our Assembly meetings, we continue to give members of the public the opportunity to discuss topics important to them and their care, such as changes in primary care commissioning and CQC inspections of our local NHS trusts. Our Christmas Assembly consulted the public on the potential impact the Nine Elms Development will have on its local health services.

You Said, We Did

Sometimes it can be hard to pinpoint the results of the work of organisations like ours. In view of this, we've decided to bring our members and the public an update on the positive changes to service provision that have come about as a direct result of the feedback we capture in the communities we engage with. Our next quarterly **You Said, We Did** e-bulletin will be due out in February 2016. Obviously, we can't respond to your feedback if we don't hear from you! So be sure to email your queries and concerns to enquiries@healthwatchwandsworth.co.uk.

Merry Christmas and Happy New Year

Here at Healthwatch Wandsworth we're passionate about empowering people to speak out and use their voice to positively change services. A lot of the work that we do would not be possible without the time, effort and passion of our volunteers. So a BIG THANK YOU must go out to them!

Do you want to find out more about Healthwatch and how you can get involved?

Visit our website at : www.healthwatchwandsworth.co.uk

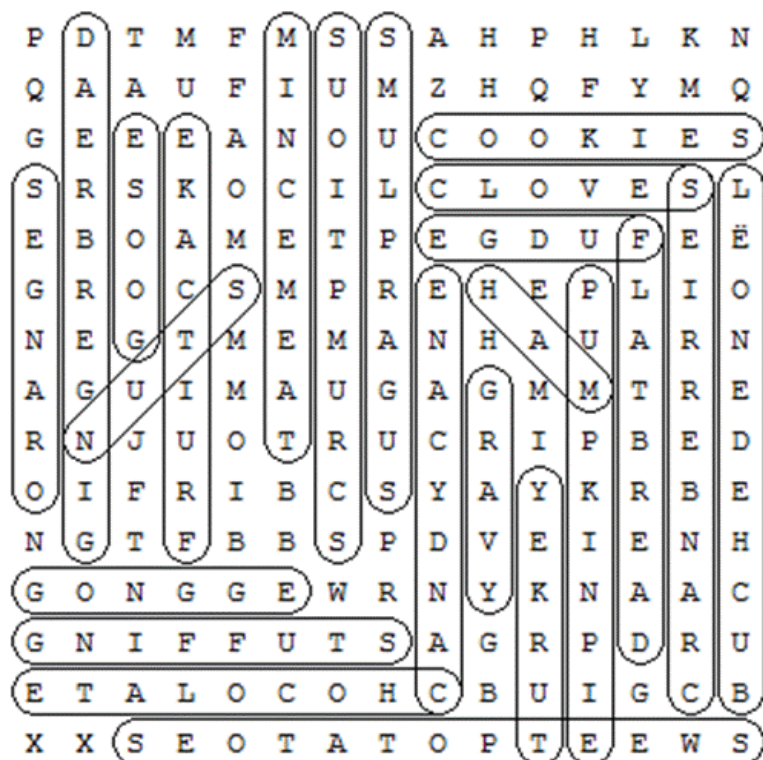
Alternatively you can call our team on 0208 516 7767.



A Few Final Things...

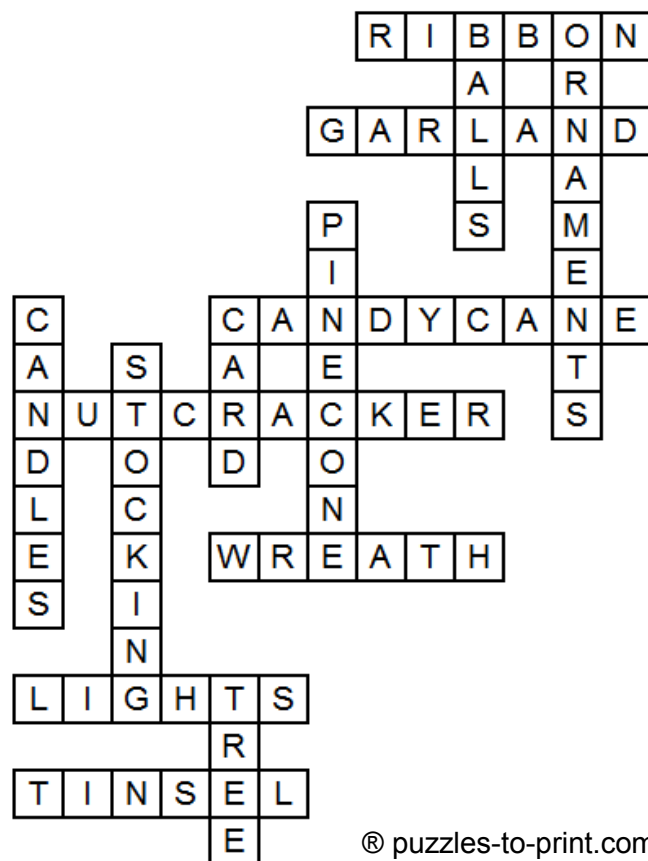
Solutions to the puzzles on page 8 & 9.

CHRISTMAS TREATS



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Christmas Decorating



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JACKIE'S FINAL WORD

"Don't have regrets, have memories"

Wishing you a wonderful Christmas and a healthy New Year!





HEALTHWATCH WANDSWORTH

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Healthwatch Wandsworth Manager : Ambra Caruso



LEARNING DISABILITIES PROJECT



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www.wca.btck.co.uk/OurProjects/WLDN • www.wordupnews.co.uk

WLDN Project Coordinator : Funmilayo Oyenibi - funmilayo@wandcareall.org.uk



MENTAL HEALTH PROJECT

020 8 516 7772

voicingviews@wandcareall.org.uk • LGBTmentalhealth@wandcareall.org.uk

www.wca.btck.co.uk/OurProjects/VoicingViews

Voicing Views Project Manager : John Morrill - john@wandcareall.org.uk

Information and Signposting by Healthwatch Wandsworth

Do you need **free and independent guidance** on local health and social services, or on how to complain and feedback about your experience of using health and care services?

T: 020 8516 7767

E: information@healthwatchwandsworth.co.uk

Have your say at: www.healthwatchwandsworth.co.uk



We are a dynamic, independent local charity that aims to give people the opportunity to be involved in the development of health and social care services in the London Borough of Wandsworth.

Wandsworth Care Alliance was established in 1991 and became a registered Charity in 2005.

We believe everyone has a right to have their voice heard and, most importantly, listened to by those who commission and run services. The work we do enables this to happen.

We work with a range of communities—particularly those who face disadvantage. Beneficiaries include Mental Health Service users, Learning Disability groups, people with addictions, physical disability communities and communities where deprivation levels are high.

What are we doing?

- ⇒ Building Skills and empowering service users.
- ⇒ Increasing socialisation and wellbeing.
- ⇒ Reducing discrimination and supporting partnerships.
- ⇒ Informing and empowering service users to make decisions about their own lives.
- ⇒ Releasing community capacity and supporting community groups' development needs.
- ⇒ Supporting marginalised groups to have an effective voice in the community and achieve practical and sustainable change.



DO YOU WANT TO GET INVOLVED?

Here at WCA, volunteering is vital to helping us do what we do.

We offer a range of volunteering activities that allow people with all abilities to experience the different elements of the work we do, whilst being supported and allowed to develop new and existing skills.

The volunteering roles WCA offers are about supporting the work of our various projects and actively getting involved in supporting our service users and the wider community.

Contact our Volunteer Coordinator, Delia, today

Telephone: 020 8516 7766

Email: delia@wandcareall.org.uk

Get involved.....

We are on the Web!

Visit us at:

www.wca.btck.co.uk

Involving, Connecting, Transforming



Wandsworth Care Alliance is a company limited by guarantee, registered in England, number 5101120 and a registered charity, number 1110178. Registered office; Trident Business Centre, 89 Bickersteth Road, SW17 9SH.