

## Wandsworth Care Alliance NEWSLETTER



WANDSWORTH CARE ALLIANCE  
Trident Business Centre 3rd Floor  
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## New and departed staff



July saw the departure of our previous manager, Ambra Caruso, who has been with Healthwatch since its inception back in April 2012. Ambra left Healthwatch to take up a project management position with the NHS and we wish her all the best in her new role.



Sarah Cook is our new Healthwatch Manager, Sarah replaced Ambra as Healthwatch Wandsworth Manager at the end of September 2016 Sarah comes from Macmillan Cancer Support where she worked organising a specialist information outreach service. She has a background working in health related charities and enjoyed focusing on healthcare during her recent postgraduate studies.



Hiliwona Soloman left Healthwatch to take up a new position with Bluebird Care Wandsworth, we wish her all the best in her new role.



Funmilayo left the Learning Difficulties Project, to take up the position of Information & Outreach Lead, for the Healthwatch Information and Signposting Service.



Lauren Ashley-Boyall started with us in June as the 'Wandsworth Voluntary Sector Co-ordinator' which is a new project within WCA.



Candice Worf started with us in August as our new 'Learning Difficulties Project Manager' we welcome Candice as our newest member of staff.

# The Learning Difficulties Project



*Project Manager, Candice Worf*

***The Learning Difficulties Project works to empower people with learning difficulties to speak up and contribute to the development and improvement of Wandsworth services that matter to them.***

## **Project Manager, - Candy Worf**

*"I hope to raise the profile of the WLDN and to create a more exciting and accessible model for people who haven't been involved before to engage in."*

## **Big Plans for the New Year!**

WordUp!-News magazine is coming back with four new issues throughout the year with the first being launched in February 2017. We have a brand new team of writers, designers and editors ready to share their stories and the stories of others with learning difficulties in Wandsworth. The theme for February will be transport.

On Friday the 17<sup>th</sup> of February 2017, we will be holding a WLDN launch party to celebrate the start of a new chapter for representation and participation for all people interested in speaking up for learning difficulties in Wandsworth. On the night we will launch the new WordUp!-News online Magazine and commend its writers and producers who have worked so hard to develop it, we'll also have food entertainment and dancing through the night.

We have entered into a partnership with Baked Bean Company to develop a play around being young and starting out in Wandsworth with a learning difficulty. Watch this space for that.

We are currently seeking funding for a new project to run monthly Get Together Coffee Mornings, open to anyone interested in learning difficulties and looking to talk about the issues that matter to them.

More than anything else, we are looking forward to a new year of supporting as many people as we can to make their voice heard in Wandsworth. To be involved, please get in touch!

Happy holidays!

Candy



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Facebook.com/TheWLDN and Twitter.com/TheWLDN



# Wandsworth Voluntary Sector Co-ordination Project



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[www.wca.btck.co.uk/OurProjects/VoluntarySectorCoordinationProject](http://www.wca.btck.co.uk/OurProjects/VoluntarySectorCoordinationProject)

Wandsworth Care Alliance Trident Business Centre 89 Bickersteth Road Tooting SW17 9SH



*Project Co-ordinator, Lauren Ashley-Boyll*

The Wandsworth Voluntary Sector Co-ordination Project has been funded since June 2016 by the NHS in Wandsworth, specifically the part of the NHS that plans and pays for NHS services, known as [Wandsworth Clinical Commissioning Group](#) or CCG, initially as a two year pilot to:

- Help the voluntary sector to be stronger and better connected, and act as a link to the CCG
- Help the voluntary sector evidence what it can do to keep people healthy, physically and mentally
- Help the CCG identify where they might invest in the voluntary sector - in projects that are helping people to get in good health, both physically and mentally
- Identify and share good practice across the sector and with the CCG, looking for opportunities to replicate or build up projects that are improving peoples wellbeing
- Help groups or organisations form partnerships, both with each other and the CCG

Prior to the project being launched, representatives of several voluntary sector organisations came together, agreeing that the sector in Wandsworth is not as well organised as it could, and should be. The voluntary sector makes significant contributions to reducing health inequalities, improving health outcomes, keeping people out of hospital and more. Voluntary sector activities are largely inexpensive, good value and well attended as it is often easier for people to get to a local group setting than to a clinical venue and people are more likely to engage in activities in an environment that they are familiar and comfortable. Much of this work of the voluntary sector is invisible to the CCG, while the work of the CCG remains mysterious to the rest of the sector. Therefore the co-ordination project was established to act as a link, enabling both to take steps towards developing a shared understanding and realising how to work together towards shared outcomes.

This project is working to understand some of the existing mechanisms, networks and organisations which already support, develop and connect the voluntary sector and routes for the sector and the CCG to share information. The intention of this project is to support, link up, and work collaboratively, adding value rather than duplicating or attempting to replace.

# Wandsworth Voluntary Sector Co-ordination Project

The project employs 1 full time member of staff, the project manager, Lauren Ashley-Boyall. The project works towards ensuring that all voluntary organisations and community groups have the opportunity to be involved in the project as equal partners, and aims to be open, inclusive and transparent. An expert advisory group, made up of representatives of voluntary sector organisations has begun to inform, appraise and support the Voluntary Sector Co-ordination Project's programme of work, and ensure it represents the voluntary sector as best as possible. The project serves the voluntary sector and the CCG equally and therefore must remain neutral.

The project has identified its priorities and activities through direct engagement and consultation with the wider sector and will continue to build knowledge and understanding, using a dynamic and adaptable approach and a variety of methods, including going to groups where they are at. So far the project has spoken to 77 organisations, although this is only the tip of the iceberg!

The full reports on the engagement events can be viewed on the projects webpage

<http://wca.btck.co.uk/OurProjects/VoluntarySectorCoordinationProject>, as well as the projects 1st report to the CCG summarising the main themes of feedback from the voluntary sector which informed a number of recommendations for both the project and the CCG. The project will continue to submit regular reports to the CCG, based on feedback from the wider sector.

The projects other activities will include:

1. Helping to develop skills and capacity in the sector – particularly in collaboration and impact evaluation by increasing access to existing opportunities; co-ordinating free/in-kind training; applying for funding to roll out this training.
2. Providing a platform for organisations to share their work, learning and best practice as well as network and discuss shared issues through a voluntary sector forum, supported by a quarterly newsletter. The forum will also be attended by Council and CCG commissioners.
3. Draw together, evaluate and contribute to existing mapping initiatives and online directory Care4me. This will enable the project to inform the CCG what organisations or groups are already providing services, identify what support they might need to improve their outcomes, and avoid duplication.
4. Increase awareness among GP's of voluntary services through existing portals, therefore increasing awareness and uptake of local people into voluntary sector services.

The project has also been administering the Seldom Heard Grants on behalf of the CCG and the Grassroots Fund on behalf of the South West London Collaborative Commissioning programme. These small grants have generated interest in the project, particularly from a number of hard to reach organisations allowing insight into their capabilities in articulating their ideas, defining and evidencing their outcomes, and identifying what they can do to keep people well.

*The next voluntary sector forum will take place on:*

**Wednesday 30th November 2016 and 8<sup>th</sup> February 2017**

**from 11am till 1pm, followed by a networking lunch**

**Tooting United Reform Church, Rookstone Road, SW17 9NQ**

For further information contact the project manager, Lauren Ashley-Boyall, 0208 516 7768 / 07512566782  
[lauren@wandcareall.org.uk](mailto:lauren@wandcareall.org.uk)

# Wandsworth LGBT Mental Health Project

The Wandsworth LGBT Mental Health Project is new and our aim is to tackle issues surrounding health inequalities faced by the LGBT Community in the Borough.



*Project Manager, John Morrill*

The Wandsworth LGBT Mental Health Project lies within Wandsworth Care Alliance, an established local Charity. Our aim is to address health inequalities that the LGBT Community experience. We are well connected with NHS Providers, Commissioners where we can take issues regarding service provision.

We hold meetings where people can raise issues, exchange information, get advice and support or be signposted to other organisations.

The prevalence of Mental Health issues within the LGBT Community are significantly higher than that of the general population. Our aim is to work towards health and social care services that are the best for the LGBT Community.

## WHO WE WORK WITH

- Anyone who has a vision or cause which they believe could improve the wellbeing of them and their community
- The LGBT Community in Wandsworth
- Local voluntary sector and community groups
- Young People, Adults and Older People
- Commissioners
- Service providers



Our aim is to address health inequalities that the LGBT Community in Wandsworth experience. We are well positioned to take issues to Health Providers, Commissioners and those in authority.



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[LGBTmentalhealth@wandcareall.org.uk](mailto:LGBTmentalhealth@wandcareall.org.uk)

facebook

<https://www.facebook.com/Wandsworth.LGBT.Mental.Health/>

# Voicing Views

## What is it and who is involved?

Voicing Views is a mental health service user project that works with the Mental Health Trust, the Clinical Commissioning Group and Adult Social Services on matters relating to the delivery and development of mental health services in the borough.

Service user members of Voicing Views sit on most of the major groups/forums that take place and attend meetings that relate to the delivery and development of services. Members get involved in one-off consultations/focus groups with the Mental Health Trust, Clinical Commissioning Group and Adult Social Services.

## What does it do?

- We currently run monthly service user groups in Balham and Roehampton.
- On a bi-monthly basis we host the Mental Health Interest Group which is open to service users, carers and staff.
- We organise conferences within the borough, currently on a twice yearly basis.
- We also run training courses for service users.
- Our quarterly newsletter, which has a service user editorial committee, has a distribution of around 1000 copies across the borough and is also available electronically on various web sites.

## What has changed as a result of the project?

- Service users feel valued and a sense of ownership
- An increase in service users self-esteem and confidence
- improved service design and delivery
- a better understanding of service user involvement amongst staff

## Why?

Here at WCA experience has taught us that if real and positive change is to happen, the voice of service users must be heard, respected and acted upon.

Its the people that use services that are the real experts on how those services should be developed and delivered. They are the ones that know exactly what they need and what improvements need to be made.

Simple really - **SERVICE USER INVOLVEMENT = BETTER SERVICES**

Project Manager: John Morrill



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[voicingviews@wandcareall.org.uk](mailto:voicingviews@wandcareall.org.uk)

# Healthwatch Wandsworth

## *Healthwatch and WCA*

Healthwatch Wandsworth is operated by Wandsworth Care Alliance (WCA), who were commissioned by Wandsworth Borough Council to run and provide the local Healthwatch service.

Established in 1991, WCA has a long history of working with the local community and marginalised groups to empower and support them to help improve local health and wellbeing services. The experience and knowledge that WCA has is an asset we have drawn on to create a strong and capable statutory Healthwatch watchdog that serves the community well.

We are fortunate to be able to draw on the expertise of our many volunteers, who are from various personal and professional backgrounds, enabling us to undertake quality monitoring and engagement work.

## *Healthwatch Update*

Healthwatch Wandsworth is now in its fourth year, continuing to build on its work with the public as the consumer champion for all who use health and social care services in Wandsworth.

- Our well-established and expert Enter and View team has continued work on visiting and reporting on a range of adult social care service provision. Its reports and recommendations on 'extra care' housing proved particularly influential, as two of these schemes were in the process of being redesigned.
- Our panel of volunteer patient and service user representatives attend over 40 committees and groups to ensure that those designing and delivering health and social care services in Wandsworth are informed by the consumer voice.
- We have undertaken a number of other projects on topics of concern to local people, including research, outreach, surveys, and consultations.

In 2015-16 we saw a wide range of developments, both positive and negative, across health and social care nationally and staff, representatives, volunteers and members have helped Healthwatch Wandsworth meet these challenges. Below are some key figures to give you a flavour of what we did.

# Healthwatch Wandsworth

*Healthwatch at a glance from 2015 to 2016*

We reached **2500** Twitter followers and launched a campaign on Instagram.



#whatkeepsmewell

We were represented by **21** volunteers on over **40** local health



and social care boards, groups and committees.

We benefited from **850** hours of office - based voluntary work.



We spoke to over **1250** local patients, service users and carers during **106** community outreach sessions.



We published **7** consultation reports and **5** Enter and View reports about local services we visited.



We provided **57** information and signposting sessions to local patients, service users, carers and community groups.



We ran **4** public meetings attended by over **200** people.



Healthwatch Wandsworth's website had **3625** new visitors and **2146** returning visitors across the year.



Why not visit our website (<http://www.healthwatchwandsworth.co.uk/>), come along to our events, take part in our consultations, and sign up as a Healthwatch Wandsworth member to receive news and updates.



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