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**Welcome to the quarterly newsletter of Healthwatch Wandsworth - the consumer champion for health and social care services in Wandsworth, helping you to use your voice to shape local services.**

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**Hello!**

Welcome to our quarterly newsletter. Autumn has finally set in and already we're nostalgic for those warm summer months. But anyway, what a quarter it's been! The summer months have given us excellent opportunities to take part in a wide range of outreach and community engagement activities, listening to your stories and experiences of using local health and social care services. We've also delivered our first training session on Mental Health Awareness, conducted a wide range of polls and surveys and supported statutory consultations. Read on to learn more about some of these exciting events, ways to get involved and other news about our activities.

**Healthwatch Wandsworth Update**

**Outreach and Engagement Activities**

We've been out and about this quarter visiting a variety of community

based groups, organisations and events. You may have seen us at:

- HAIL - We met the Travel Mate group and asked them for positive stories about their local GP.
- Community Fair and Healthy Roadshow on Streatham common hosted by Balham Seventh-day Adventist Community Church.
- Get Active Wandsworth Festival
- STORM Peace Concert
- Wandsworth Summer Scheme
- Hindu Society Centre
- Wandsworth Diabetes Group
- And even some Barber shops!

These were opportunities we used to engage with peoples, from a diverse range of communities on issues such as GP's, availability of health and wellbeing service for young adults, safety issues and concerns of young people and the mental health in-patient services modernisation plans, amongst many others.

We love getting around and visiting the diverse range of groups and organisations in Wandsworth. If you

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belong to a group - whether it's a Residents Association, a GP Patient Group or peer-support group - we'd love to come and tell you how your voice can make a real difference to the quality of local health and social care services. Get in touch today.

**Mental Health Awareness Training**  
On Thursday 18th and 25th September Healthwatch Wandsworth ran its first two day Mental Health Awareness Training in Partnership with Bluebird Care, who kindly offered their training room for free - thank you Bluebird Care! The Training was led by Ashraf Hussain, our Outreach and Engagement Officer and with support from Healthwatch Wandsworth Volunteer Representatives. The training was attended by 12 Delegates who were a mixture of professionals, carers and service users. Thank you to all that took part in the training! We received some excellent feedback from this training with attendees commenting:

*“As a service users and a carer I found the course really useful. It has allowed me to look at my own mental health and ask myself some difficult questions, mainly about assessing what I'm doing to look after my mental health”.*

*“A.L.G.E.E technique is a great way to help someone in crisis, all professionals and the community should be trained to use it”.*

As the training has been a great success plans are underway to run it again. Make sure you're signed up as a Healthwatch Wandsworth member

to receive updates about future training and other opportunities to get involved. You can sign up on [www.healthwatchwandsworth.co.uk](http://www.healthwatchwandsworth.co.uk) or contact the office.

### **Healthwatch General Assembly Meeting**

At our last Assembly meeting held on the 3rd September at Queen Mary's Hospital, we were pleased to have the South West London and St George's Mental Health NHS Trust come and tell us about the impending consultation on the modernisation of inpatient services. The meeting was a pre-consultation and gave local people the opportunity to ask questions and raise their concerns and issues directly to those involved in the modernisation plans. Healthwatch Wandsworth has now submitted its response to the pre-consultation, bringing together the questions and issues identified by those at the meeting.

Our Assembly meetings are also opportunities for our Volunteer Representatives to report back on what they have been doing. At this meeting of the Assembly we had brief presentations from our Mental Health Representative, our Maternity Representative and our Outreach and Engagement Worker on their recent activity. If you would like a hard copy of the questions and answer session and the updates from the Representatives then please contact the office today using the contact details at the bottom.



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### **Enter & View Team Care Home Visits.**

Our Enter & View team has now completed visits to three care homes for older people to assess the standards of care and the levels of contentment felt by residents at the homes. The care homes visited were Lyle House, Redclyffe Care Home and Wood House. Although the team made its recommendations for improvement as usual, the overall result of the visits to each home was positive and encouraging; residents appear to be happy and content. A summary report of the team's findings is being drafted and will be made available to the public soon. The team is now making preparations to visit care homes for people with learning disabilities and is in the process of deciding which homes to visit and setting up initial meetings with care home managers.

We would also like to say welcome to the three new members who have recently joined the Enter & View team. They will be dedicating their time to looking into mental health service provision and other mental health issues in the borough. Welcome to the team!

### **South West London Collaborative Commissioning (SWLCC)**

Healthwatch Wandsworth, one of the patient representative organisations that sits on the Patient and Public Engagement (PPE) Steering Group, will be attending the next meeting of this group on 30<sup>th</sup> September. As part of the Steering group, Healthwatch Wandsworth is committed to broadening understanding about the

role of the Collaborative Commissioning group and the London Quality Standards. Healthwatch Wandsworth is there to make sure that the views of the public and people who use services are taken into account. If you belong to a group that would like to find out more about the Collaborative Commissioning group and what it is doing, please contact the office today and we can arrange to come visit you.

### **Sheltered Housing Scheme**

Earlier in the year, Healthwatch Wandsworth visited with local Sheltered Housing Schemes (SHS), working alongside the Older People's Forum 'Reminiscence Sessions'. These sessions helped us to gather a wealth of stories and experiences, both positive and negative, about health and social services in Wandsworth. Two of the main issues identified at these sessions were:

- Concerns about social isolation experienced by residents in SHS
- The lack of understanding on the part of discharge coordinators and social workers about the role of Sheltered Housing Officers (SHO)

All our findings were compiled into a report and presented to Wandsworth Adult Social Care Services and Wandsworth Clinical Commissioning Group (WCCG) at our regular liaison meetings. So what's happened as a result? Two things have happened as a result so far of our discussions:

- Both Adult Social services and the WCCG will now provide 'Learning Bites' sessions to social workers, GP's and discharge coordinators. These will be delivered by



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sheltered housing scheme Officers and will explain what the role of the SHO's is in order to improve care planning.

- Adult social services now intend to apply for funding from the Better Care Fund to support an Activity Worker that will aim to tackle social isolation in sheltered schemes.

This is just the start but Healthwatch Wandsworth will keep you updated as things develop.

### **Information and Signposting Service**

The Healthwatch Wandsworth Information & Signposting is a service that aims to provide independent information and signposting to help people access local health and social care services. The programme has been running for just over a year now and following a review of the type of requests for information that we get, our information and signposting is now offering information sessions on how to complain and feedback about healthcare services. If you have a group or organisation that may benefit from this session please contact the Information and Signposting Officer Hiliwona Solomon at [information@healthwatchwandsworth.co.uk](mailto:information@healthwatchwandsworth.co.uk) or telephone 020 8516 7767

If you require help to access information about health or care services, or signposting to local services, you can:

**Call:** 020 8516 7767 Monday to Thursday between 9am-5pm, and Friday between 10am-2pm

### **Email:**

[information@healthwatchwandsworth.co.uk](mailto:information@healthwatchwandsworth.co.uk)

**Visit:** [www.care4me.org.uk](http://www.care4me.org.uk) - an online based community directory of voluntary and community organisations that provide services, information and activities in Wandsworth.

## **Consultations**

### **Modernisation to In-Patient services at the Mental Health Trust**

The South West London and St George's Mental Health NHS Trust consultation on Modernisation Plans for In-Patient services was launched on Monday 29th September. Do you belong to a group that would like to take part in the consultation? Healthwatch Wandsworth can help your group or organisation to feedback to the consultation. Contact us to arrange for us to visit your group.

At our upcoming December Assembly and AGM, Healthwatch Wandsworth will be consulting the public of Wandsworth on the Public Health Pharmacy Needs Assessment that asks for people's feedback on what services local pharmacies should be providing and where they should be located. This is another chance to get involved in the local health care services that you use so make sure you come along on Wednesday 10th December at Earlsfield Library, 2.30 - 4.30pm.



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## Mental Health and Personal Budgets Consultation

Previous work by Healthwatch Wandsworth had highlighted concern about the low number of mental health service users with a personal health budget. Of about 3,000 mental health service users only about 200 receive personal budgets, provided to them through social services, and which they can use in agreed ways, to support their recovery. Healthwatch Wandsworth will be conducting a consultation into what difficulties people with Mental Health needs face in accessing social care, including Personal Budgets. If you would like to be involved, or are part of a community group or organisation that would like to feedback their views and experiences about this issue please contact the office today; we are happy to visit groups where they are.

## Complaints and Advocacy Services

Have you had experience using a complaints or advocacy service recently? Your experience can help to improve the quality and delivery of complaints and advocacy for health care services in England. Healthwatch England (HWE) are looking at how complaints advocacy services are delivered. They are writing standards to help services deliver world class advocacy support. HWE are also currently preparing some draft standards and are keen to talk to patients and service users, and patient groups to inform this. We anticipate that further consultation will take place at a later stage.

We are looking for people who have made complaints (with or without advocacy support) to tell us what they think a good complaints advocacy service would look like. If you have views on this, please get in touch with Kate Mercer by Friday 3rd October 2014 at [Kate.Mercer@katemercer-training.com](mailto:Kate.Mercer@katemercer-training.com) or 07876 158 276 to arrange a short telephone conversation.

## Connect

Healthwatch Wandsworth is now working with Connect, one of the groups funded by the Seldom Heard Groups Project Fund. Connect is a national charity for people living with aphasia, a communication disability which most commonly occurs after a stroke. Connect has a growing network of activities around the country and champions a 'peer-led' approach to empower people with aphasia to reconnect with life. The Wandsworth branch has a number of activities that those with Aphasia and their families or carers can get involved with. Conversation Groups, Befrienders, Conversation Partner Scheme, Communication Skills Training and Steering Group are all activities offered by Wandsworth Connect. If you would like more information on their services and to get involved in their work please contact Wandsworth Service Coordinator Cameron Smillie on Tel: 0207 367 0874 or email: [cameronmillie@ukconnect.org](mailto:cameronmillie@ukconnect.org) You can also visit their website: [www.ukconnect.org](http://www.ukconnect.org)



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## Get Involved

### Walk the Patch

Have you or your partner had a recent experience of Maternity Services at St George's Hospital? Healthwatch Wandsworth is looking for two patient representatives to join the Maternity Forum. The Maternity Forum is an independent advisory group made up of maternity service users along with providers and commissioners, who share feedback and give input into the development of policy and programmes around maternity services. As part of our work to promote the group and recruit new patient representatives, Healthwatch Wandsworth will be visiting mother and baby groups with the Chair. So if you are a member of a mothers and baby group and want to take part, then please get in touch now. Healthwatch Wandsworth will be paying for the necessary DBS checks for the two patient representatives recruited.

### Scope

Scope is a national charity that works with and in support of people with disabilities. As part of its work with the Department of Health, Scope is currently conducting research to find out about social care users' experiences with support and their ideas for how social care can be improved. Scope wants to make sure that when disabled people get care packages, support is planned in a way that means it does what disabled people want it to, promotes independence and helps people to achieve the things that are important

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to them.

They will be conducting focus groups on Friday 10th October, 10:30am until 3pm and would like to recruit volunteers that are:

- Currently using publicly-funded social care
- aged 18 to 64
- Supported to live in the community, i.e. not living in nursing or residential care
- Living in and around London
- Have experiences with social care
- Happy to talk about social care, but are not "experts"

Travel expenses, refreshments and lunch will be provided at the sessions and reimbursement given in vouchers. If you would like to take part and learn more about their research please contact Rose Grayston, on 0207 619 7729 or email her at [roseanna.grayston@scope.org.uk](mailto:roseanna.grayston@scope.org.uk)

### Volunteers Wanted for the Enter and View Team

The Enter and View Team is a great way to get involved in monitoring and influencing how local health and care services are provided and commissioned. Are you a good listener, enjoy talking to people, can be objective and respect confidentiality? If you have some time to spare and think you would like to be trained up to be an Authorised Enter and View Representative, then please contact the office.

### Wandsworth Diabetes Patient Group

If you live in Wandsworth and have diabetes and are looking for help, advice and support to cope with your



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condition then come along to the meeting of the Wandsworth Diabetes Patient Group. They will be a meeting on Tuesday 14th Oct at St John's Therapy Centre at 2.30pm. Contact Trevor Cruz at [trevordacruz@talktalk.net](mailto:trevordacruz@talktalk.net) for more details.

## Events Coming Near You

### Wandsworth Health and Wellbeing Board

Wandsworth Health and Wellbeing Board meetings will be held on Wednesday 1st October, 7:00pm - 8:30pm at Wandsworth Town Hall, Committee Room 123.

### SW London & St George's Mental Health NHS Trust Board meetings

The regular South West London and St George's Mental Health NHS Trust Board meetings will take place on **Thursday October 2, 9:00am - 10:30am** in Building 28, Training Room 1, Springfield University Hospital, 61 Glenburnie Road, London, SW17 7DJ.

### Wandsworth CCG Board Meeting

The Wandsworth Clinical Commissioning Group will hold its Board Meeting on **Wednesday October 8, 10:00am - 12:30pm** in Wandsworth Town Hall, Committee Room 123, SW18 2PU.

### Voluntary Sector Meeting

SAVE THE DATE!

Healthwatch Wandsworth's regular meeting for voluntary sector organisations and the public will be held on **Monday November 24<sup>th</sup>, 12:30pm - 2:30pm** at Earlsfield Library.

### Healthwatch Assembly and AGM Meeting

SAVE THE DATE!

**Wednesday December 10th, 2:30pm - 4:30pm** at Earlsfield Library.

**Call us, email us, and write us:**

#### Healthwatch Wandsworth

Trident Business Centre, Floor 3, 80 Bickersteth Road, London, SW17 9SH

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