

Westminster Advisory Board Meeting Agenda

Friday 20 October 2023 , 2.00-4.00pm (by Zoom)

Join Zoom Meeting:

<https://us02web.zoom.us/j/84544063346?pwd=SGJ5SDNxd2ErY2NOOXRVdE56TkQ3UT09>

Meeting ID: 845 4406 3346

Passcode: 770638

	Item	Presenter	Time	Paper/ Verbal
1	Welcome, introductions and apologies	JB	2.00	Verbal
2	Minutes of last meeting	JB	2.10	Paper
3	Update on The Advocacy Project / Leadership	DC/CC	2.15	Verbal
4	Project updates 4.1 Gordon Hospital project (action required) 4.2 Young people’s mental health project 4.3 GP access and care home Enter and View (action required) 4.4 Update on previous and upcoming projects (action required)	BO	2.40	Paper Paper Paper Paper Paper Paper
5	Volunteers update (action required)	RD/GP	3:10	Paper
6	Information and signposting update and discussion	GP	3:30	Verbal
7	AOB	JB	3.40	Verbal
	Close	JB	3.55	Verbal

Healthwatch Westminster

Project Update Paper October 2023

4.1 Gordon Hospital project paper

We are midway through our Gordon Hospital project, gathering feedback about the impact the closure of inpatient mental health services at the Gordon Hospital has had on inpatient mental health service users, carers, residents, community organisations, healthcare professionals and the wider mental health community.

Our team at Healthwatch Westminster have attended a range of community events dedicated to the closure of inpatient mental health services at the Gordon Hospital, CNWL consultations, and visits to St. Charles mental health unit to gather insight. We have also spoken to residents and our strategic stakeholder mental health network to gather stories, conversations, and case studies to supplement the ongoing consultations and discussions by the CNWL team. In all cases, personal identifiable information has been anonymised and the data we collect is confidential.

Intended outcomes:

- To understand the immediate effects of the closure of the Gordon Hospital on residents and the community
- Assess quality of current mental health care services and community alternatives since the Gordon Hospital closure
- Identify gaps in current mental health care provision
- Identify residents’ mental health care needs

Overview of findings

Councillors’ Gordon Hospital community event on 06/07	42
St Charles mental health unit visit on 24/08	5
In-depth interview	9
Residents and community members’ feedback to Healthwatch about acute mental health services (mostly about St Charles)	8
Feedback from professionals at the Care Quality Meeting on 18/08	2

Feedback from professionals at the St. Charles Care Quality Meeting on 15/09	18
Feedback from professionals at the Healthwatch London Network Meeting	6
Residents and professionals, we spoke with at in-person and online CNWL community events on 28/6, 10/7 and 12/7	14
Total	104

Summary of concerns received:

Being sent out of borough – Residents of Westminster have been sent to mental health wards far from home, family and friends. This has caused a lot of isolation and at times exacerbated mental health challenges.

Impact on vulnerable groups – A greater proportion of black and global majority communities have been admitted to the Gordon before the in-patient mental health services were available, and their needs have not been adequately addressed. Homeless and rough sleeping organisations expressed concern about losing contact after admission. A lack of mental health support services for women with acute mental health needs.

Effect on mental health and wider services in the bi-borough – Lack of beds in the bi-borough caused sectioned clients to wait more than 24 hours to be assessed, a violation of the Mental Health Act.

Gordon Hospital Infrastructure – A number of people we spoke with said that Gordon Hospital's infrastructure wasn't ideal for providing satisfactory inpatient care. A former Gordon in-patient said the building was satisfactory.

Recommendations – Many felt that while community alternatives may be therapeutic for providing mental health support to service users, they are insufficient for serving the larger mental health community needs.

Managing expectations:

All project participants have been made aware that Healthwatch Westminster is independent and that we are merely gathering their experiences and concerns.

The reopening or continued closure of the mental health inpatient services at Gordon Hospital is not guaranteed by us.

Next Steps:

By October 16th 2023, the report will be compiled and distributed to our network, residents, service users, and other relevant actors.

Action required:

- **What were other engagement methods that you feel we did not corporate?**
- **One of the things we struggled to capture is as many in-patient service user voices as possible due to the vulnerable conditions. In terms of future in-patient mental health projects, what would be a great way in hearing from as many in-patient service users ?**

Healthwatch Westminster

Project Update Paper October 2023

4.2 Young people's mental health project

We are midway through our young people's mental health project, gathering feedback on the mental health needs, and quality of mental health services in Westminster for young people aged 18-25. We especially would like to hear from vulnerable sub-groups that are not in Education, Employment, or Training(s) (NEETs).

Our team at Healthwatch Westminster created an [online survey](#) for young people to report their mental health experiences, and have the option to subscribe to our upcoming paid focus groups (£10 love2shop vouchers). We have also distributed our survey and flyers to a range of community events supporting young people into employment, self-employment and cv employability. We have also attended events with young people struggling with misuse of substance into employment. We have spoken to a number of organisations supporting young people experiencing homelessness and rough sleeping, suicide, domestic abuse, mental health services, Westminster Employment Service, Care leaver groups team, libraries, higher education, youth clubs, and many more. This is to gather further insight into the mental health needs and gaps in mental health services of diverse communities often neglected. **We have received 67 responses across Westminster, Kensington and Chelsea.**

Intended outcomes:

- Identify determinants of poor mental health and barriers to seeking and accessing mental health care and support
- Evaluate differences in mental health outcomes and mental health service experiences between young people who are NEET and non-NEET
- Raise awareness of young people's mental health needs, particularly of vulnerable groups such as those who are NEET
- Promote study of the quality of mental health care and support for young people
- Develop recommendations to improve mental health services to better support young people
- Expand Healthwatch young community grassroots network

Summary of concerns received:

Reported mental health problems (respondents can select multiple):

Frequent or prolonged sadness/depression	11
Worrying often or being unable to stop worrying	24
Feeling very lonely or isolated	33
Having panic attacks or feelings of panic	25
Mood swings	20
Aggressive behaviour or anger	11
High levels of stress	21
Upsetting or worrying thoughts	13
Hearing voices or hallucinating	6
Eating problems or disordered eating	12
OCD (obsessive compulsive disorder)	6
Bereavement and grief	8
Unable to control alcohol or substance use	7
Non-substance addiction	2
Thoughts about suicide	8
Attempted suicide	3
Prefer not to say	2
Other	0

Managing expectations:

All project participants have been made aware that Healthwatch Westminster is independent and that we are merely gathering their experiences and concerns.

Next Steps:

Wednesday 25th October 2023 (2:00–3:30pm) – Healthwatch Westminster, Kensington and Chelsea will be conducting one in-person focus group discussions at the Stowe (10 participants).

Friday 27th October 2023 (3:00 – 4:30pm) – Healthwatch Westminster, Kensington and Chelsea will be conducting an online focus group (10 participants).

Thursday 16th November 2023 – report will be completed and sent to strategic network, residents, service users and other relevant actors.

Wednesday 29th November 2023 – Healthwatch Westminster, Kensington and Chelsea will be hosting a hybrid co-production event on young people’s mental health report findings, with service users and service providers at the Stowe (25 participants online and 25 participants in person). Tickets will be made available on Eventbrite.

Healthwatch Westminster

Project Update Paper October 2023

4.3 GP access and care home Enter and View Visit project paper

Healthwatch Westminster have regular meetings with the Old People’s Voice Group to map out the health and care facilities that require focus, as well as received residential concerns regarding care homes and GP clinics. We also have quarterly meetings with the CQC team to discuss current inspections and ratings of health care facilities.

As part of our statutory obligation to conduct Enter and View Visits, Healthwatch Westminster will commence Enter and View to the following GP and Care homes below:

GP Practice:	Rating:	Location:	Contact:	Date:
The Elgin clinic	Requires Improvement	40 Elgin avenue, London, W9 3QT	02072860747	To be confirmed

Care Homes:	Rating:	Location:	Contact:	Date:
Alison House Care Home	Good	16A Croxley Road, London, W9 3HL	0208206 5921	To be confirmed
Bluebird Care Westminster & City of London	Outstanding	77 Ashmill Street, London, NW1 6RA	0208206 5921	To be confirmed
St. Georges Nursing Home	Requires Improvement	61 St. Georges Square, London, SWIV 3QR	020 7821 9001	To be confirmed
Loveday Notting Hill	Not yet inspected	74 - 76 Prince's Square, London W2 4NY	020 7282 4980	To be confirmed

Intended outcomes:

- To highlight the areas of best practice and poor practice and the effect on vulnerable groups (elderly).
- To identify whether these practices meet the satisfactory level of ensuring access and quality of care.
- To establish a network of primary and secondary care services

Next steps:

Healthwatch Westminster are in the process of conducting Enter and View visits. Once the training have been completed, we will inform you all of the Enter and View visit dates and time.

Action required:

Do you have a particular health and social care facility to prioritise with regards to Enter and View Visits ?

What would we be justified grounds in conducting Enter and View Visits?

Are there any other health and social care facilities other than clinics/GPs and care homes to conduct Enter and View Visits?

Once we have confirmed our Enter and View visit dates and training (ideally end of October), please let Ruth know your availability for participation.

Healthwatch Westminster

Project Update Paper October 2023

4.4 Update on previous and upcoming projects paper

Alongside our current active projects, there are a number of additional priority areas that are either in the monitoring or planning stages.

Healthwatch Westminster Food aid organisation report

Our food aid organisation report was published in July 2023 :

<https://www.healthwatchwestminster.org.uk/report/2023-07-04/we-are-what-we-eat-transforming-food-aid-westminster>

Since then, we have had regular contact with the team to understand what improvements have been made and the continuous challenges.

We have presented our findings with the public health team at Westminster and RBKC council, the food and energy network, and the Healthy weight management forum.

Healthwatch Westminster translation service report

Our translation service report was published in July 2023:

<https://www.healthwatchwestminster.org.uk/report/2023-07-26/lost-words-translation-services-westminster>

Since then, we have displayed our findings to the Bi- Borough primary care executive group meetings, Quality Care meetings, Integrated Care meetings, and the North West London monthly meeting (includes all local Healthwatch organisations in North West London).

Healthwatch Westminster podiatry report

Our podiatry service report was published in August 2023:

<https://www.healthwatchwestminster.org.uk/report/2023-08-10/best-foot-forward-community-perspectives-podiatry-services-westminster>

Since then, we have regular contact with our commissioners (The Central London Community Healthcare) to understand what changes are being made.

Improvements have included:

- Adjusting appointments times to cater to the elderly communities citizen pass times.
- Better online and physical signposting on how to re-schedule appointment times.
- Information to cater to service users whose native language is not English.

Mental health needs of the homelessness and rough sleeping communities

Our partnership with organisations that provide service to homelessness and rough sleeping communities such as; the Joint Homelessness outreach team, The Passage, and Connect at St. Martins is ongoing, and we are currently in the process of gathering information regarding mental health needs of the homeless and rough sleeping communities This is a key priority considering the rate of homelessness and rough sleeping is increasing ([2,050](#)).

Enter and View visits to GP access clinics and care home

We have also planned to work more the CQC team, the Bi-Borough Primary Care Executive Group, residents to conduct Enter and View visits to GP clinics delivered to people who are currently having difficulty accessing care in October/November. In addition, we plan to conduct a series of Enter and View visits to care homes which are rated outstanding, good, requires improvement, and not yet inspected.

ICS Funding application

Healthwatch Westminster, RBKC, and Brent have received funding to conduct a series of visits to local food banks and community kitchens, to have conversations with people accessing the services about the winter healthcare they're entitled to and ways to stay well. This work will be carried out from September 2023- January 2024, expecting to reach more than 700 people over the course of the project.

The Royal Marsden Cancer screening uptake application

Healthwatch Westminster recently applied for funding to identify the barriers to cancer screening uptake and ways in which targeted communication can be helpful in improving cancer screening uptake among migrants, homeless, and rough sleepers.

Healthwatch England tackling health inequalities application

Healthwatch Westminster, RBKC, and Brent have received funding from Healthwatch England to identify how and why standards of care vary, and make recommendations to ensure that care is equitable across NWL. In particular, we would like to work with women who don't speak English as a primary language to understand their experiences, and whether they are receiving enough information to understand their care and make appropriate choices

Emerging priorities

There are a number of areas that have been brought to our attention both through

- Experiences of the refugee and asylum communities access to primary care services
- Level of service offered by local pharmacies, focusing on the extended services proposed by NHSE and the availability of private spaces to speak to a pharmacist

Action Required

Are there any key health and social care concerns in Westminster that needs to be prioritised ?

Healthwatch Westminster Advisory Group

4.5 Volunteers Update Paper

Young Volunteers Project Updates – October 2023

Background

Healthwatch Westminster and Healthwatch Kensington & Chelsea are launching our Young Volunteers programme: the programme is aimed at young people aged 18-25 who live, work, or utilise health and social care services in the bi-borough.

The programme covers both boroughs and is managed as a joint enterprise between Healthwatch Westminster and RBKC; as such, it is overseen by the Engagement & Communications Coordinator and kept distinct from the regular Volunteers' group.

During the scoping phase, we relied on the feedback received from our colleagues at Healthwatch Brent to design the project aims and timeline. They provided us with guidance on how to design the Young Volunteers Policy Document, and offered us insights on how to engage with young people and foster continued engagement.

Recruitment

We will be spending the months of October and November focusing on volunteer recruitment: our aim is to recruit 3-5 volunteers and have the programme be operational by the end of the quarter.

Before beginning the recruitment process, we carried out a scoping review of the current health and social care priorities for young people in the bi-borough; we also researched the demographic composition of our target age group, and identified the main avenues through which we could build the recruitment strategy.

Through our regular volunteer recruitment campaign, we received two responses from RBKC residents in their early 20s who would be interested in taking part in the project. We have reached out to them, providing them with details of the volunteer opportunities that are currently available. One of these potential volunteers has already sent us the documents needed for the induction process and will be DBS checked in the upcoming weeks; we have drafted a tailored induction training for them, based on the interests that they expressed and on the feedback given to us by our colleagues at Healthwatch Brent.

Having already received interest in the programme from RBKC residents, Healthwatch Westminster and RBKC have decided to focus our recruitment efforts

on the Westminster side of the bi-borough. Advertising for the project has been targeted through specific channels.

Through our Young People's Mental Health (YPMH) project community outreach, Healthwatch Westminster reached out to and presented the project to City of Westminster Youth Employment Services representatives. To give them an overview of the project, we provided them with the engagement flyer and the Young Volunteers Policy document. Their feedback was positive, and they agreed to utilise their networks to share the project with young residents who are looking for volunteer work. As part of this collaboration, Healthwatch Westminster has been invited to the HELP Youth Employment session, to be held on October 19; on the date, we will deliver a presentation on the Young Volunteer programme and distribute promotional flyers to those attending.

We have also forwarded the project details to Student Union representatives at the University of Westminster.

The programme will be advertised during the two focus groups that will be held as part of the YPMH project: during the in-person event on October 25, physical flyers will be distributed to the participants and a short presentation will be delivered. The same presentation will be shown during the online focus group session on October 27.

healthwatch
Kensington and Chelsea

healthwatch
Westminster

Are you a resident of Westminster or RBKC aged 18-25?

Volunteer with us!
Healthwatch Westminster and RBKC are looking for Young Volunteers who want to engage with local communities and learn about health and social care.

- Make a difference to your community
- Boost your skills and knowledge, add valuable experience to your CV and build a professional network
- Gain insight into local health & social care services
- Get training and support
- Do as much or as little as you like, whatever you can give!

For more information, you can email us at info@healthwatchwestminster.org.uk

Promotional materials