



Annual report 2019-20

Guided by you

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Message from our chair



Our Chair Sarah has been a Lambeth resident for 30 years and a longstanding member of the Lambeth Public Health team.

I believe there is only true partnership between people and services when the relationship is on an equal footing; where Lambeth people not only influence but control the services they receive.

Welcome to our 2019-2020 Annual Report. As of writing there continues to be uncertainty about how we shall adapt as we emerge from the Covid 19 lockdown even as the pandemic continues. The situation makes our role in Lambeth even more vital. Our vision is that Lambeth people have their health and care needs heard, understood and met. We remain wholly committed to making this happen especially for people who are least well heard and most in need of high quality appropriate health and care services. This is a challenge at any time but much more so when so many are still digitally excluded and we cannot meet people face to face.

During the pandemic we have therefore redoubled our efforts to make sure people know about and get the help they need. It is good to know that our strong partnerships and knowledge of Lambeth communities has contributed to the extraordinary collective effort to support people and which has made a difference to thousands of Lambeth households. We will build on this cooperation in 2020-2021.

In addition to our activities during the pandemic Healthwatch Lambeth has had a very successful 2019-2020. I have picked four out of many highlights to illustrate how we work with others to enable people's voices to be heard and to influence decisions about people's health and care.

We have a leading role in the Lambeth Advanced Care collaboration. Alongside other charities and primary care colleagues our aim is to encourage Lambeth people to plan ahead about serious illness and the end of life, so that their wishes are respected when the time comes, and they get the care and support that's right for them (more on page 23).

Following our Investment in Volunteers (IiV) accreditation last year, we appointed a coordinator who is boosting opportunities for volunteers to get involved (more on page 21).

Message from our chair (ctd.)



We have begun to test out the new public participation methods with our partners and hope that Covid19 will not be too much of a block to taking forward what promises to be an empowering and inclusive approach for people wishing to get involved and to influence local services.

Two of our staff completed internationally recognised training in public participation. We are using their new found skills to develop more empowering and inclusive ways for people to influence local services, and to support local partners to use similar approaches.

Black Thrive, the Lambeth race equality in mental health partnership that HWL hosts has also really developed this last year. One example is an exciting new project to promote employment for black people with long term conditions (LTCs) as a means to promote and protect their mental and physical health (more on page 14).

There is much more to say so please read on. More than anything I wish to thank all the staff and volunteers across Black Thrive and Healthwatch Lambeth for their incredible commitment and hard work. It's really down to you! I also want to thank our dedicated trustees. At the AGM we welcomed five new people on to the Board including our treasurer and since then we have co-opted two more people. Those who have stood down, some after several years of service, have left us in a good place and we now have an extremely healthy leadership group with diverse skills and backgrounds. I'm not surprised, but it's still always very gratifying to work alongside people wishing to serve Lambeth people.

The coming year could be very different but the lived experience of Lambeth people, their ideas and contributions must always be at the heart of decisions about health and care. Healthwatch Lambeth is here to make sure that happens.

Sarah Corlett, Healthwatch Lambeth Chair

Our priorities

Last year 1,229 people told us about the improvements they would like to see health and social care services make in 2019-20. Based on this feedback, these were the priority areas that we looked in to during the last year.



Our **Mental Health** work has focused on talking to people about the Lambeth Hospital redevelopment, and looking at mental health needs of people hospitalised for physical illnesses.



In our **Children and Young people** work we strengthened our Young People's Reference Group, and started a research into improving access to initial health assessments for children in care.



Our **Older people work** included enter and view visits to three care homes, home care and district nursing interview, and working with the Dementia Action Alliance and Advance Care planning consortium.



The **Lambeth Learning Disability Assembly (LLDA)** carried on with bi-monthly meetings to talk about useful services, local updates and talk about things that matter to the members.



To inform local implementation of the **NHS Long Term Plan** we carried out engagement across the borough so that people could have their say.



Black Thrive has started a project to support people with long term health conditions to get meaningful employment opportunities and prevent or slow down progression of ill health.

About us

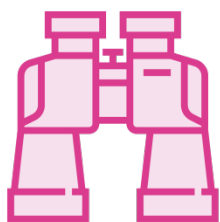
Here to make care better

We are the independent champion for people who use health and social care services in Lambeth. Our vision is that the health and social care needs of Lambeth people are heard understood and met. We're here to make sure that those running services put people at the heart of care. This means we work to ensure people's experiences, concerns and ideas are listened to, taken seriously and used to improve health and social care services.

We work collaboratively with other local charities and NHS and Council colleagues to achieve this and to get services right for everyone in Lambeth. We also offer information and signposting support to any and all who contact us with questions about local services.

We could not do this without the dedicated work and efforts from our staff and volunteers and, of course, we couldn't do it without you, the people of Lambeth who are always ready to come forward and say what you think. Whether it's working with Healthwatch Lambeth to raise awareness of local issues, or sharing your views and experiences, we thank you. We want services to continue to listen, understand and respond so please do keep talking to us. Let's work together to make the NHS and social care services the best they can be.





Our vision is simple

Health and care that works for you.
We're here to make sure that those running services put people at the heart of care.



Our purpose

Our purpose is to ensure the needs, experiences and concerns of local people are heard and understood so that health and care services work to meet people's needs.



Our approach

We are here to listen to what you like about services and what you think could be improved.
No matter how big or small the issue, we want to hear about it.
Where possible, we will let you know when changes are planned to local services and help you have a say. We will also encourage those in charge of local care to involve you when changes are being planned to services.



How we find out what matters to you

People are at the heart of everything we do. Our staff and volunteers identify what matters most to people by:

- Visiting services to see how they work
- Running surveys and focus groups
- Going out in the community and working with other organisations
- Listening to and acting on what you report to us



Find out more about us and the work we do

Website: www.healthwatchlambeth.org.uk

Twitter: @HWLambeth

Facebook: @HWLambeth

Highlights from our year

Find out about our resources and the way we have engaged and supported more people in 2019-20.



Health and care that works for you

32 volunteers

helping to carry out our work.

We employed

13 staff

Of which 5 work solely for Healthwatch Lambeth, 3 are employed for Black Thrive, 2 for the Lambeth Learning Disability Assembly, and 3 shared staff to coordinate business and finance across our projects.

We received

£785,726.86 in funding

from our local authority in 2020/19-2020. 52% of this for Black Thrive and 5% for the Lambeth Learning Disability Assembly



Engagement



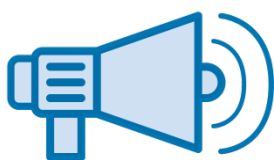
467 people

shared their health and social care story with us during engagement activities and surveys we carried out.

511 people

Engaged with us for information and signposting through phone calls, email and at information events hosted in partnership with the Advance Care Planning Consortium.

Reaching out



691 people

engaged with us at outreach events, 2,500 people engaged with us through social media, and 4,876 engaged with us through our website.

Making a difference



We published reports from

4 Enter and View visits

- Three care homes
- Evelina Children Hospital
- Consultation on NHS Long Term Plan
- One evaluation report on the Early Help Streatham Pilot

We have put forward **27 recommendations** which we are monitoring.

How we have made a difference



Speaking up about your experiences of health and social care services is the first step to change.

Take a look at how your views have helped make a difference to the care and support people receive in Lambeth.

Empowering people to record their future treatment and care wishes

After a sell-out community event on advance care planning, we helped to set up the Lambeth Advance Care Planning Consortium in 2018 and now host it.

The consortium is an open network of organisations committed to promoting advance care planning in our borough. It includes voluntary and community groups including Carers Hub Lambeth and the PPG Network, as well as statutory bodies such as the Clinical Commissioning Group, Lambeth's safeguarding adults team and hospital trusts.

In July 2019, the consortium secured a grant from the National Lottery Community Fund for a three year project to:

- raise community awareness, and
- develop a new one-to-one support service for local people.

We are co-leading the project with Compassion in Dying, a national specialist charity for advance care planning. We have brought other community partners to the project and helped the new service to build on existing structures such as Age UK Lambeth's referral gateway.



Planning ahead about serious illness and the end of life is enormously important but something almost everyone finds hard to do.

During April 2019 to March 2020, we:

- ran several local events including the 'Before I Die' tent at Lambeth Country Show and stalls at local fun days
- talked with local GPs and other practitioners to ensure the service could fit well with their systems
- tested the new support service with some of our partners' existing service users, ready for roll out across the borough later in 2020.

Find out more:

healthwatchlambeth.org.uk/lambethadvancecareplanningproject

I have a long-term illness. This has helped me find out how to put across my wishes if the worst happened.



We asked people what they think about moving the inpatient mental health services in Lambeth Hospital to a new, modern site.

Supporting improvements to inpatient psychiatric services

South London and Maudsley Mental Health Trust (SLaM) and Lambeth Clinical Commissioning Group want to improve inpatient mental health services. The main proposal is to build new accommodation on the Maudsley site on Denmark Hill. We have been finding out what people think about this, how it might affect them and what is important for services to consider as part of any changes.

At the beginning of this year, we carried out a pre-consultation research to inform the design and delivery of the formal consultation that is happening in Summer 2020.

Patients, staff and carers told us what was important to them about the design and location of new services. By talking to them we identified improvement needed to ensure a better experience and outcomes for patients.

We identified what issues needed to be taken into account to mitigate any adverse impacts on people if the service was moved. When talking about the proposed new build, patients came up with some excellent ideas for how the environment and practice could change to create a more personalised experience. Patients wanted more control over their environments and better links to the outside communities, in order to improve in patient experience, discharge and outcomes for them.

 **They should be designed to make you feel better....they make you feel unwell.**



The Early Help Program pilot in Streatham aimed to find out whether coordinated early intervention support for families would improve outcomes.

How our recommendations have helped shape services in Lambeth

Helping to improve Children's Social Care services

We carried out 11 focus groups with social workers and health practitioners supporting looked-after children and young people. The findings were used by Children's Social Care services to revise its induction and training for staff. The focus groups also highlighted where communication between health and social care staff needed to improve to reduce delays in children's assessments

Early Help Streatham Pilot Evaluation

We assisted the evaluation of the Early Help Programme in Streatham which aims to enable partners to more effectively coordinate their early intervention support to families. The recommendations from the evaluation were used in the other Early Help programmes being set up in other parts of Lambeth.



Share your views with us

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

Website: healthwatchlambeth.org.uk

Telephone: 020 7274 8522

Email: info@healthwatchlambeth.org.uk

Black Thrive partnership supports employment for people with one or more long-term health conditions

In January 2020 Black Thrive, a partnership hosted by Healthwatch Lambeth to address the inequalities that negatively impact the mental health and wellbeing of Black people in Lambeth, received a £738,600 grant from Guys and St Thomas' charity. The money is for a project to support people with long term health conditions to get meaningful employment opportunities and prevent or slow down progression of ill health. It will run from March 2020 to about March 2022. The unique aspect of this project is that through participatory budgeting, the community will be given the power to decide what to do with a large proportion of the funding. The aim is to ensure that money is spent in the most meaningful and impactful way, with a focus on what is important to local Black communities.

You can learn more about the project on Black Thrive's website [Blackthrive.org.uk](https://blackthrive.org.uk)

The issues the project will address include:

- Black people disproportionately bear the burden of long-term conditions in Lambeth
- Black people have a less positive experience of the labour market
- The health/work interplay has a disproportionately negative impact on Black people

Coronavirus impact on the project

Black Thrive has found that individuals are anxious about health, jobs and money as a result of the coronavirus pandemic and lockdown measures. We are particularly concerned that people with long term conditions are at greater risk from isolation and consequences like not having their regular medication. In this context, Black Thrive engaging with residents and partners about what is most needed in the current context.



People from Black, Asian and minority ethnic backgrounds are often more likely to have one or more long term conditions (LTCs) including diabetes, high blood pressure and sickle cell disease.

When they do they may experience discrimination in the workplace being more likely than white people with LTCs to not get a job or lose their job on grounds of ill health. This project will test new ways to address these issues.

Highlights from the NHS Long Term Plan



111 people shared their views with Healthwatch Lambeth in a survey.



43 people took part in our focus group discussions.



We spoke to people with mental health conditions, learning disabilities, and their parent/carers.

The NHS Long Term Plan

The NHS published the 'Long Term Plan' in January 2019, setting out its ambitions over the next 10 years. Healthwatch launched a countrywide campaign to give people a say in how the plan should be implemented in their communities.

To highlight Lambeth people's views, we carried out a borough-wide consultation using a survey and focus groups. One hundred eleven (111) Lambeth people responded to the survey whilst 43 people across Lambeth and Southwark took part in four focus group discussions. They included people with mental health conditions, learning disabilities, and their parent and carers.

As we have frequently found in previous engagement exercises, people reported that they wanted to be treated as a whole person

not just as an illness. They also wanted to see much more preventive and early intervention and have better and more easily available information on services and how to look after their own health and wellbeing and that of their families.

People with certain long-term conditions showed that their experience of support and care has been generally negative. We found that people with certain conditions have less satisfactory experience of health services and their experience of care varies. The findings contributed to Healthwatch England and Our Healthier South East London (OHSEL) reports. We wait to hear how OHSEL will respond to our findings.

 'I don't get enough time with the health professional to sort out my multiple health needs.'

A word from the new Director of South East London Healthwatch

From the 1st April, the six Clinical Commissioning Groups (CCGs) in South East London, who are responsible for planning and buying our healthcare services and making sure that we have good provision of care, all merged to form a new regional CCG. This new CCG, covering Bexley, Bromley, Greenwich, Lambeth, Lewisham and Southwark, is called South East London CCG (<http://www.selondonccg.nhs.uk>).

Healthwatch Lambeth along with the other five Healthwatch in south east London (Bexley, Bromley, Greenwich, Lewisham and Southwark) from day one wanted to make sure that what people are telling us is part of the new planning, monitoring and commissioning of services.

To support this aim we appointed Folake Segun as Director, South East London Healthwatch. Folake began on 1st April and is working with HW Lambeth to create collective impact and to push the inclusion of local people's views and needs in decision making.

We are going through a period of very rapid change. Services will continue to evolve and the lockdown has accelerated the pace of change. We shall have to adapt but your contributions, your experiences and your ideas are even more important to ensure services work for everyone. Please do get in touch with us and encourage your friends and family to share their experience too – so that we can all work to make care better for everyone in south east London.



I really believe in patient and public involvement, and that people who use public services have a right to contribute to what those services should look like.



Folake Segun, Director of South East London Healthwatch

Helping you find the answers

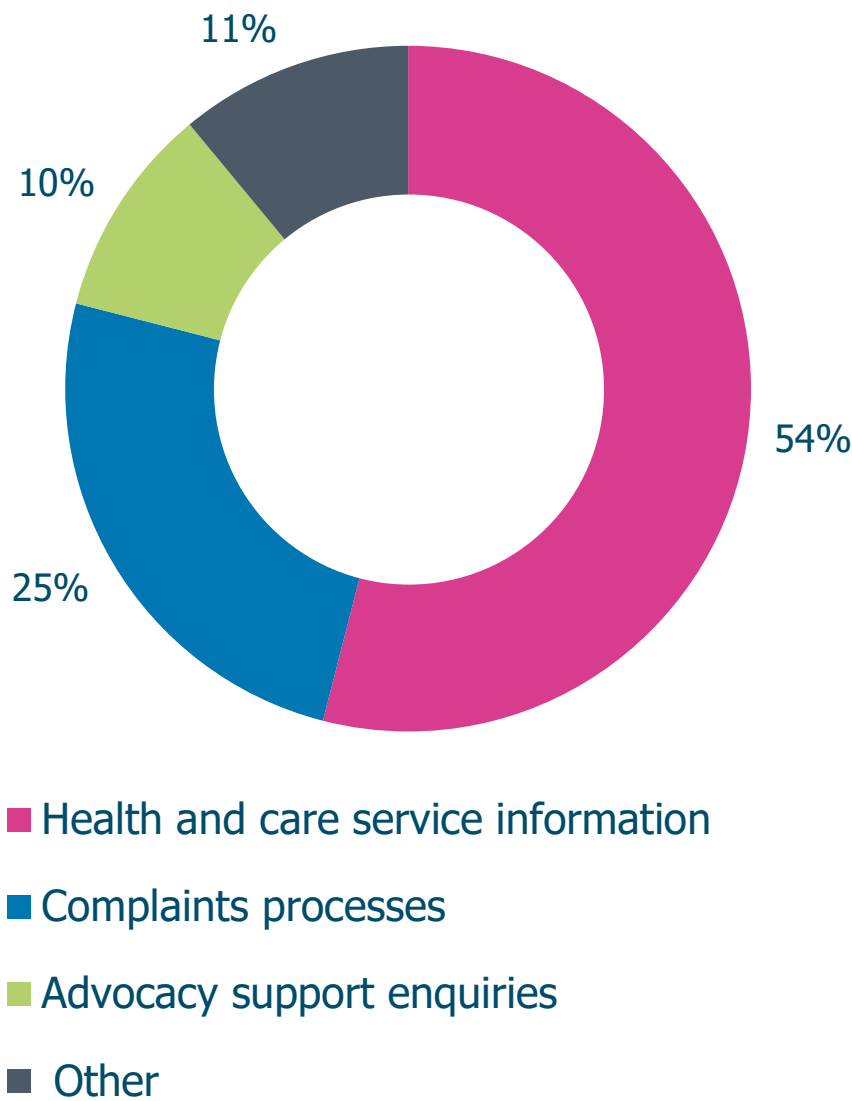


Finding the right service can be worrying and stressful. Healthwatch helps people to get the information they need to take control of their health and care and find the right services.

This year we:

- Helped **511** people get the advice and information they need by answering people’s queries about services over the phone, by email and through events we ran with partners.
- Published **36** advice and information articles on our website
- Attended **35** Outreach events to different communities and venues in Lambeth to listen to people's experience of local services

Here are some of the areas that people asked about.





Safeguarding training for Lambeth residents

In 2019 the Community Reference Group of Lambeth's Safeguarding Adults Board held two public workshops to increase awareness of the signs of self neglect and modern day slavery in the borough. These workshops were designed to improve public understanding of these important safeguarding areas because our community survey in 2018 identified them as two of the least understood by local people. The workshops are designed by a group of local organisations including Age UK Lambeth, Disability Advice Service Lambeth, Faith's Together in Lambeth, South London Carers, the Carers' Hub [will check membership] Alongside Lambeth's Adult Safeguarding teams.

Answering people's COVID-19 questions

As the Coronavirus lockdown started, we got queries from people on many topics. This included parents asking what the school closures mean for children with special needs, people asking what people's care and treatment options are if they do get the virus, and how to stay well during the lockdown. We pulled together a series of information and signposting web stories, and have been running regular webinars to ensure people have access to the relevant information, local support offers and government guidance.



Contact us to get the information you need

If you have a query about a health or social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

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Email: info@healthwatchlambeth.org.uk

Volunteers



At Healthwatch Lambeth we are supported by over 30 active volunteers to help us listen to people and improve health and social care services.

A word from our chair:

Volunteering in HWL is really on the up. Following our Investment in Volunteers (IiV) accreditation last year, we appointed a volunteer coordinator to help us boost volunteer opportunities. We welcome your interest whether it maybe in office support, qualitative research with academic partners, face to face work with local people (especially our Enter and View activities), or as a trustee. Examples of where volunteer input has been essential include how our investigation of local people's experience of the Early Help pilot in Streatham has informed its extension to other parts of Lambeth and how our 'Enter and View' visits to three local care homes has informed re-commissioning of services.

This year our volunteers:

- Raised awareness of the work we do by joining our team at outreach in the community, and by supporting our Annual event in December.
- Visited care home services to make sure they are providing people with the right support.
- Helped support day-to-day running of the organisation including newsletter mailouts and other administrative tasks.
- Took part in the Young People's Reference groups, which help us identify what's important for Children and Young people in health and care services.

Volunteers helped us interview local residents about home care

During 2019-2020 we gathered people's experiences of home or domiciliary care and asked for their thoughts on Lambeth Council's ideas for making care more joined up. Four volunteers have been involved in this project, helping us interview people to understand their perspective on the service they receive and the scope for changes.

We were very pleased to have some experienced volunteers who mentored and supported the new volunteers as they developed their interview skills. We conducted 20 interviews and one focus group with people who were having care in their own homes which gave new insight into people's experiences and perspectives

The volunteers were incredibly flexible, travelling all over the borough to talk to people in their homes. Even when the coronavirus pandemic interrupted the end of the project, we were able to conduct the final analysis session over video call.



Each volunteer analysed one specific theme that came out of the interviews such as housing conditions and family support, which brought a range of rich insights to our findings. We're very grateful for their dedication to the project and quality input.

The final report for the home care project will be published shortly, and will be used by Lambeth Council to inform their decisions about home care in the borough. We want to thank our volunteers for their efforts, we couldn't have done it without you!

Our volunteers

We could not do what we do without the support of our amazing volunteers. Meet some of the team and hear what they get up to.

Michael, 21

My interest in mental health and gaining office experience are the main reasons I joined Healthwatch Lambeth as a volunteer. Mental health is major topic, particularly amongst young people, so I wanted a deeper insight and understanding into the significant role charities have in engaging with the community on the subject.

It was also a great opportunity to learn and work with people in the public health and charity sectors.

Jaziah, 18

I first heard of Healthwatch when Natalia a staff member presented the organization in a school assembly in 2018, I thought to myself that helping others was something I could expand upon. Whilst I am young, I still always believe it is important that young people are discussing health and social care because everyone's health is important no matter who you are. More people are using the NHS which means more matters arise so more can be done for the people and I will always be happy to prepare myself.

Louise, 23

In November 2019, Healthwatch Lambeth held an Annual general meeting. My role as a volunteer was to welcome guest and contribute when workshops were taken place, which was a great opportunity to meet a range of people working in the health and charity sector. I was also asked to be the scribe during the work shop and later asked to present the information discussed. I agreed as this opportunity allowed me to think under pressure and build my confidence in public speaking.



Volunteer with us

Are you feeling inspired? We are always on the lookout for new volunteers. If you are interested in volunteering, please get in touch at Healthwatch Lambeth.

Website: healthwatchlambeth.org.uk

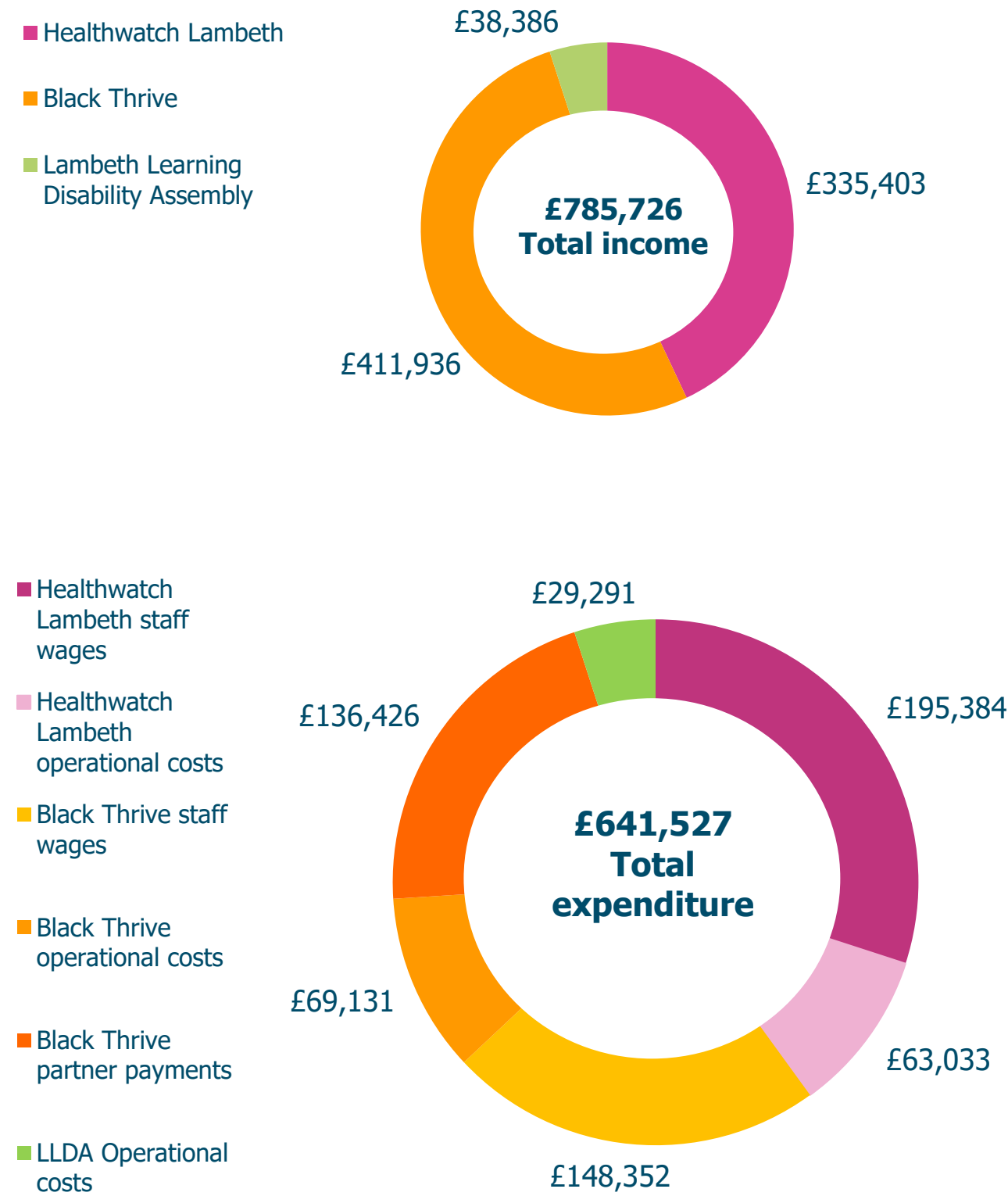
Telephone: 020 7274 8522

Email: info@healthwatchlambeth.org.uk

Finances



We are funded by Lambeth Council under the Health and Social Care Act (2012). In 2019-20 we had a total income of £785,726.86 and spent £641,526.81.



Total income and spending

Healthwatch Lambeth is funded by Lambeth Council under the Health and Social Care Act (2012). The Council also fund the Lambeth Learning Disability Assembly (LLDA). The Black Thrive partnership is funded mainly by the National Communities Lottery Fund (NCLF) and Guy's and St Thomas' Charity, with additional funding from different sources for specific projects. In 2019-20 our total income was £785,726.86. We spent £641,526.81.

Healthwatch Lambeth ended 2019/20 with an underspend of £76,000. There were three reasons for the underspend:

1. Delays in recruitment to two new posts; Volunteer Co-ordinator and Mental Health Engagement job share. These are fixed term contracts so this underspend will be carried forward to 2020/21 .
2. Approximately £31,000 of underspend is due to unbudgeted income linked to work with Healthwatch Southwark and early payment of income for the Healthwatch contribution to the Advance Care Planning Consortium, which is funded for three years by the NCLF.
3. Lambeth Learning Disability Assembly underspent their budget by £9,000. This was due to lower than expected operating costs. This money will be carried forward to 2020/21 and used to fund the LLDA newsletter which was previously funded by the London Community Foundation. The newsletter is an essential part of how the Assembly raises awareness of its activities amongst adults with learning disabilities and their friends, families and support workers.

Black Thrive also carry forward £57,990, which is made up of a combination of a small amount of unbudgeted income for consultancy work, and underspend on some delivery projects in order to strengthen community and system partnership contributions.



Our plans for next year



Looking ahead

In line with the health and wellbeing needs of Lambeth people Healthwatch Lambeth will continue to focus on: older people; people with multiple long-term conditions; people with mental health needs; people with learning disabilities, and children and young people during 2020-2021.

Within these broad areas we shall review what we are doing to make sure that people who are least well served, most marginalised and discriminated against, are heard and responded to by services and that people and their experiences are at the heart of decision making by health and social care in Lambeth.

As ever working in close collaboration with colleagues in the voluntary sector is a source of strength as we seek to influence commissioning and provision of services and this will be even more important as the South East London CCG takes shape. We truly value and learn from the partnerships we have for instance through the Advance Care Planning Consortium and through hosting Black Thrive and the Lambeth Learning Disability Assembly. Some of our plans for example, Enter and View visits, public participation events and the broader volunteer offer, are on pause or will need to be adapted as a result of Covid 19.

However in the first half of 2020-2021 Healthwatch Lambeth will act as the people's champion in health and social care by:

1. Investigating the impact of Covid 19 on people's experiences of care so that longer-term learning and planning of services is shaped by community input
2. Building on the Black Thrive Covid 19 Survey: How is the Corona Virus (Covid 19) pandemic impacting you? The findings from this survey were submitted as evidence to the



Government's review of the impact of the pandemic on Black, Asian and minority ethnic populations. Further work will be continued by a group of community researchers

3. Participating in building effective infrastructure for Lambeth's Volunteering response to Covid-19
4. Public information for specific communities on local sources of support and advice through our Healthwatch Lambeth and Black Thrive communication leads
5. Implementation of the Advance Care Planning Consortium's individual support for people who want to talk through and record their wishes for end of life care
6. Testing and developing ways to mobilise the Lambeth Learning Disability Assembly so that it is as effective as possible in communicating to and bringing together people with learning disability and their families and carers using online methods, social media and their newsletter

We look forward to working with Lambeth residents, all our partners and all who care about good health and social care for Lambeth people. We are committed to making sure that people's voices are heard on what matters and working with you so that services meet everyone's needs.

Catherine Pearson.

Catherine Pearson
Healthwatch Lambeth CEO

Thank you

Thank you to everyone that is helping us put people at the heart of social care, including:

- Lambeth residents and others who took time to share their views and experience with us.
- The voluntary organisations that have contributed to our work.
- Trustees, volunteers and staff, Black Thrive partners, the Lambeth Learning Disability Assembly representatives and leaders, and our children and young people's reference group members.

And thank you to our funders:

- Lambeth Council, Kings Fund, Healthwatch England, NHS Lambeth Clinical Commissioning Group, and National Communities Lottery Fund (NCLF)
- Black Thrive funders: National Communities Lottery Fund and Guy's and St Thomas' Charity
- Lambeth Learning Disability Assembly funders: Lambeth Council and London Community Foundation



Healthwatch Lambeth

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