

Wandsworth Care Alliance NEWSLETTER

WCA Project Highlights

Pages 1 & 2	Healthwatch Wandsworth
Page 3	Wandsworth LGBT Mental Health Project
Page 4	Voicing Views Project
Page 5	Voluntary Sector Project
Page 6	Learning Disability Project



Donald Roy



Clive Norris

WCA Trustee's Standing down in 2018

Donald Roy served as a WCA Trustee from January 2008 to March 2018 and Clive Norris served from March 2011 to December 2018. They have both been valuable members of the Board and contributed in the progress of Wandsworth Care Alliance, their input will be greatly missed. The continued growth and success of Wandsworth Care Alliance is dependent upon having hard-working and devoted Trustees like Donald and Clive. We sincerely appreciate the hard work, effort and commitment both have given us over the years, and we wish them both the best for their continued success.

Thank you for
your hard work
and **dedication!**

Healthwatch Wandsworth 2017-18

We launched the #itstartswithyou campaign locally, to make sure people know about us and what we can do to help improve health & social care services for local people.



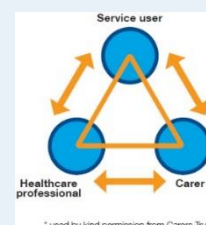
We held a mental health event about Issues for local people and local services, with a focus on LGBTQ+ issues & suicide prevention, this year Healthwatch England promoted our findings on LGBTQ+ mental health support needs.



We have been encouraging the involvement of service users in the newly designed sexual health services, particularly young people.



We have been to **73** community events and have spoken to over **1028** patients, service users and carers in 2017-18.



We asked people about eye health wellbeing issues to help inform London-wide research into what might need to be improved.



We reached over **900** people in 2017-18 on a variety of social media platforms and try to keep the public up-to-date using our website and newsletters.



We have been promoting the need for patient involvement at St. George's Hospital, and have taken part in patient-led inspections and have represented the patient perspective at high level quality monitoring meetings.



We visited **3** senior health wards at St George's Hospital in 2017 to hear about dementia care. The hospital has since told us about changes they made as a result of our work.



We help people find information about local health and social care services or signpost them to the relevant local services that can help them further, as well as helping them to understand how to pursue a complaint or concern they may have with a service.



Our **35** volunteers have contributed over **2400** hours of their time in 2017-18. The volunteers are vitally important to our work. They bring energy, expertise, experience and local knowledge to everything that we do.



Healthwatch Wandsworth 2017-18

Reaching people in the community

One of the ways we connect with the local community is by going out to meet people at community groups and events. We discuss their local health and social care experiences and needs with them and then use what people tell us to build a picture of how health and social care is working for local people. We relay this information to health and social care providers and decision makers to effect change where it might be needed.



Healthcare in Wandsworth prison

We also spoke to people about the mental health needs of ex-offenders. The information collected provided us with a unique perspective of the mental health challenges faced by prisoners, both while in prison and later when they are released. Our Enter and View team is now investigating health and care provided in Wandsworth prison.



Working in partnership and building relationships

This year, we developed relationships with the following organisations, to strengthen our work with other information-providing organisations:

- The Wandsworth Clinical Commissioning Group Wellbeing Hub
- POhWER, the Independent Health Complaints Advocacy Service
- Wandsworth Adult Social Services .

The aim was to improve knowledge of each others' organisational processes and the overall effectiveness of information and signposting between organisations, and to avoid people feeling like they are being passed from "pillar to post". We also shared information about the issues people were raising, to improve our understanding of local issues.





Wandsworth LGBT Mental Health Project 2017-18

The Wandsworth LGBT Mental Health Project is part of Wandsworth Care Alliance. Our aim is to improve the experiences of local LGBT people who may use mental health services either in Primary Care or Secondary Care. We are working with the NHS Mental Health Providers and other organisations including the Wandsworth LGBT Forum to reduce health inequalities.



In October, Project Manager John Morrill was invited by the LGBTQ+ Staff Network at TFL to give talks to staff at two of their main office buildings in London. These were well received and was a great opportunity to raise the profile of mental health issues within the LGBTQ+ community. Being “out” in the workplace is not easy which in itself has an effect on an individual’s mental health.



We now have social media Support, David Robson from the Wandsworth LGBTQ+ Forum manages the Wandsworth LGBT Mental Health’s facebook page, uploading information concerning the LGBTQ+ community.



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

This year the Mental Health Trust introduced rainbow coloured lanyards for staff, this is not to identify LGBT staff but is a very effective aid to signal that the member of staff is LGBT friendly.



LGBT people sometimes discover that providers do not have the knowledge or experience in caring for them. These barriers present a challenge for LGBT individuals. There have been discussions with GP Practices and Care providers on how they can be more LGBT inclusive, and these discussions are continuing.



Over the course of the year, the Project has been increasingly contacted by staff at the Mental Health Trust on how best to support a service user in their care who is part of the LGBTQ community. This is positive and shows that the profile of the Project within the Mental Health Trust is very visible and is seen as a valuable asset for advice, support and signposting.



More than 10 million adults identify with the LGBT community, this number is continually on the rise as more people feel comfortable "coming out."



LGBT people continue to face significant barriers to full participation in public life. Just remember your sexual orientation or your gender identity should not be a barrier to success.





Wandsworth Voluntary Sector Co-ordination Project

Voluntary Sector Project 2017-18



In the Spring Lauren Ashley-Boyall returned from maternity leave and Julie Bristow who had been operating the project for the past year agreed to continue with us at WCA, with the pair now job-sharing the role.



Since the inception of the project we have pushed for stronger voluntary sector presence and representation at all tiers throughout our statutory organisations. We were delighted that this Autumn the Health and Wellbeing Board agreed to a voluntary sector seat on the board.



This Summer we conducted our first ever Stakeholder Feedback Survey, where members of our voluntary & community sector network as well as colleagues from Wandsworth Clinical Commissioning Group and Wandsworth Council told us which of our activities had the most impact and why. We received lots of positive and encouraging feedback.



We have continued to host a quarterly Voluntary Sector Forum, to date we have had speakers from Wandsworth Public Health, the Community Partnerships Team from the council Wandsworth CCG, Primary Care Plus, information on the Local Fund and Wandsworth Grants programme as well as 28 presentations from voluntary sector organisations. In addition we have continued to publish a regular newsletter sharing both local and national voluntary sector news, events, training and funding opportunities.



We have welcomed Gerard Davis to our team as Volunteer Social Media Officer, launched our twitter & facebook accounts and begun to develop our online presence and network through these channels.



We have continued to grow and diversify our network as well as consolidated our mailing list which now comprises around 300 different voluntary and community organisations and groups.

JOIN OUR
mailing list
TODAY



lauren@wandcareall.org.uk
Julie@wandcareall.org.uk
WVSCP@wandcareall.org.uk

Learning Difficulties Project 2017-18

The project is continuing to create opportunities to engage with people with learning disabilities - as well as professionals and providers - about the issues that affect them. These have included monthly meetings, focus groups, easy read surveys and visits. We took part in over 70 meetings and events and volunteer representatives with learning disability were empowered to contribute their views about the services they use.



Learning Disability Clinical Reference Group and Health Actions group meetings are carrying on and we have recruited 4 new volunteer representatives to take part. In the last year there have been considerable changes in the structure and the staffing of the Local Authority and CCG in Wandsworth. Those changes have led to the recent appointment of dedicated commissioning managers for Learning Disability. We are looking forward to the review of the Learning Disability strategy and to new opportunities for co-production and service users' involvement.



We have been given a regular seat on the South West London Mortality Review Steering Group (LeDeR) meetings. LeDeR is the first national programme of its kind aimed at making improvements to the lives of people with learning disabilities. The programme is led by the University of Bristol on behalf of NHS England.



Reviews of deaths of people with Learning Disability are being carried out in Wandsworth with a view to improve the standard and quality of care. As part of the process, reviewers contact families, carers and people with a learning disability. The latest LeDeR report shows that the median age of death was 58. In the general population it is 82 for men and 85 for women. The 3 main causes of death among people with learning disability are: pneumonia, aspiration pneumonia and epilepsy. LeDeR report: <http://www.bristol.ac.uk/sps/leder/>



Thanks to Alex our volunteer consultant, a preliminary study was undertaken about the feasibility of a quality checking service in Wandsworth undertaken by people with learning disability. We have looked at different models and tools that have been used by organizations and neighbouring boroughs, as well as funding requirements.



Wandsworth Care Alliance

Was established in 1991 and became a registered charity in 2005



The aim of our work is to empower and support the people we work with particularly marginalised groups, to have an effective voice and role in the community.

We support their capacity for creativity, enterprise, contribution and personal enrichment.

Through our activities we aim to release community capacity, nurture partnerships and facilitate practical and sustainable change.

Our work centres on a belief that effective change comes when a community is able to recognise, value and build upon their own assets. We operate & manage a number of service user and community led organisations, including Wandsworth Healthwatch.

Our beneficiaries include Mental Health Service Users, Learning Disability groups, Voluntary Sector Organisations and Local Communities