

North Kensington Health & Wellbeing Network

22 July 2021, via Zoom

Actions and Key Points

- Camila Marin-Restrepo (CMR), Project Officer for North Kensington Self-Care Programme (KCSC)
- Kalwant Sahota (KS), Self Care and Social Prescribing Manager, NHS West London Clinical Commissioning Group (WLCCG)
- Kaye Burnett, Health Coaching Academy
- Michael Stones, Kooth

Agenda

10:00 Welcome, agenda, and ground rules

10:10 Health Coach Skills Training (Kaye Burnett, Health Coach Academy)

10:35 Kooth Services (Michael Stones, Kooth)

10:50 Poll results: NK H&W Forum going forward Breakout rooms (10 mins)

11:05 Family Model (Kalwant Sahota, NWLCCG)

11:20 Community updates: Resilience session 30th September

- These monthly meetings will be held from 10am to 11.30am from now.
- Future meetings can be found on the website [here](#).

Camila Marin-Restrepo (CMR) used the following presentation throughout the meeting.

[Presentation](#)

Health Coach Skills Training (Kaye Burnett, Health Coach Academy)

Delivering training to employees and volunteers of the North Kensington Voluntary and Community sector which is about strengthening conversational skills, learning to shift conversations to support people better, to develop greater self-confidence both in yourself and to instil in others. This course is specifically for those who support people with low levels of self-esteem and complex needs to help them work as an empowering partner, which in turn helps them to feel lighter. The training is for real life scenarios, case studies and demonstrations will be used and the course will provide tools and techniques that can be applied. It is about changing way they have conversations with people. Health Coaching Academy has loved working with people in North Kensington and received great feedback. There will be two further cohorts of training, one face-to-face and two virtual.

The course is accredited by both the Personalised Care Institute (PCI) and the European Mentoring and Coaching Council (EMCC). At the end of the course you will receive a certificate and hours towards your CPD. The training will be shown as 12 hours of training (6 per live day) as part of the Health Coaching and is worth over £300 per head. A free

toolkit worth £90 will also be given to help people continue to improve their skills after the training is over.

- First training is 17th August and 7th September (fully booked)
- Second training is 11th October and 19th November
- Third training is in January/February

Videos shown:

1. Rabiaa Dadou
Health and Social Care Assistant
<https://www.youtube.com/watch?v=FtMZqymeU7E>
2. Blessings Ncube
Senior Case Manager - Integrated Care Team Grenfell
<https://www.youtube.com/watch?v=tjqjHu-kNH8>
3. Glynis Nathan
Community Champion
<https://www.youtube.com/watch?v=xmf4ot0AWQs>

Kooth Services (Michael Stones, Kooth)

For slides see presentation linked above

Kooth is supporting Children and Young people (aged 11-25) in Northwest London. No referral needed, includes self-referral, no waiting lists. Online counselling and well-being support, text-based counselling. Messages responded within 24 hours, no limit to messages. Open 365 days a year. 12pm-10pm weekdays. 6-10pm on weekends.

Help is accessed through a device, such as a laptop and computer. Kooth works with authorities across UK, providing online services, such as gateway to employment agencies, youth providers, etc. The service is commissioned by NHS charities and businesses. It is an early intervention and preventative service.

There are various elements such as the Kooth Magazine, an online mental health community, where people can anonymously post stories or give advice. Articles are written by professionals as well as young people who can write short stories or articles. Kooth Forum allows you to anonymously start discussions about anything on their mind as well as give or receive support, browse through topics that are serious and fun. Kooth activities, promote mini-activities that help to manage emotions, give practical advice and help people with expressing yourself. Everything is pre-moderated, so will be viewed by online team first that censors anything of concern. Their whole platform is safeguarded. No real names are used and counsellors are trained in working with young people. There is also a Kooth podcast on Spotify. Can talk face to face if needed as well as online. After every counselling session, there is a chance for feedback which means Kooth is directly influenced by its users. There are also workshops on anxiety and stress.

A member from the audience asked about the distinction between targeted approach and nationwide approach, Michael responded that the service is commissioned across UK, however he covers North West London specifically. Internally they produce monthly reports with demographics on take up per area, and depending on that data they decide where they need to commission more work and engagement. Bi-borough RBKC has been highlighted as an area where there is less take up. There is a targeted approach with local services in the area with youth providers in order to reduce pressure on CAMHS.

Michael will be hosting two webinars, for more information contact: mstones@kooth.com - please do feel free to contact Michael regarding any training, support or resources. If you would like to sign up for the Kooth NWL Professionals Webinar please use the Google form - <https://forms.gle/18sBr7WLnKB8Wz81A>

Poll results: NK H&W Forum going forward Breakout rooms (10 mins)

The following are the results from a poll in June's network forum, so we wanted to gain more insight into what specific ideas the forum had for the coming months by asking the following questions:

- What kind of training/workshops would you like to receive?
- Most popular topics: Resilience and Green initiatives. What would you like to discuss?
- Are there any expert speakers you would like to have?
- Any other ideas?

Poll results

Training/Workshop	36.36%	Nutrition + exercise	18.18%
Discussions:	27.27%	Creative projects	18.18%
Expert speakers:	27.27%	Changes in the NHS	18.18%
GP Updates:	9.09%	Resilience, green initiatives	27.27%
		What is Social Prescribing?	18.18%

Breakout Rooms

Group 1:

- Training and workshops on resilience both for service users as well as staff and understanding of how resilience can be built into the system. How to make contacts count, tips and tricks that can be provided in a short space of time.
- Sessions on how to access GP services to discuss/understand why they aren't seeing people face to face. Could have someone from primary care to discuss about triaging in GPs to educate people on the process. People don't always trust their GPs, important to encourage people to trust again. Sessions addressing the wider practice such as gatekeepers (receptionists), often interactions with them can be frustrating for older people.
- Green initiatives that meet needs of people (e.g. Green Doctors) helping people navigate providers. Flooding will become more of an issue with worsening climate change so important to link this with other issues.
- Creative projects – Showcasing what is happening both out of the area as well as within. Benefits of garden/music/theatre. Letters project – actors from gate theatre writing letters to service users and putting plays. Sharing new exciting things in a wider context.
- Formalise community updates – where people bring something to each meeting

Group 2:

- The amount of personal resilience people need to deal with daily stresses

- What it means to people
 - How do you build resilience
 - Day to day coping strategies
 - Problem solving skills
 - Decision making skills
 - Practical training to cope
- Housing Issues
 - How to deal with housing issues
 - How to support someone with housing issues
 - Engagement with housing colleagues

The use of experts in the forum, rather than have external speakers where possible

- Green initiatives
 - Green Doctors
 - Raise their profile
 - Use of green spaces, links to the RBKC leisure teams events
 - Practice initiatives i.e. gardening

Family Offer (Kalwant Sahota, NWLCCG)

As a programme we are looking to enquire to see if a family model needs to be developed as there has been feedback from service users that they want to be treated as a family unit as well as on an individual basis. Dalgarno Trust and Venture Centre already welcome families in. Under self-care resilience fund, we could test a few ideas, bringing families together to do creative art projects and gardening or we can put money where there are good initiatives happening. Is it about connecting people and getting information out there or are there genuine gaps in the area? We need to know if this needed in NK and if so what types of support are needed.

Austra from Change4Life Service mentions that bringing people together is key. Great to hear from services locally, to hear barriers of what prevents people from being healthy as a family. How to get more people to engage when people are still frightened by COVID-19. Festival is coming up, also doing an event at Avondale park where they will share information of holiday clubs. Partnership is so important and there is no need to reinvent the wheel.

Fresh ways to cook, barriers that are preventing people from cooking. Dalgarno trust – lots of activities for young people. Gap for young mums. Partnering with Dalgarno for mums to get together. Not too much rigorous activity – some Zumba and socialising, bringing people together. Share key health messages in fun and engaging way

Ann from Dalgarno Trust mentions that they started an initiative together with Early Health – every Monday health visitor who looks after mums and babies coincides with maternity champions with stay and play. Jenny the health visitor is upstairs and they can refer directly whilst children play downstairs. Importance of consistency as they know Monday they can come with their baby and be seen to. Doesn't see why it couldn't be replicated in any other centre in NK. There are many effective programmes such as the summer camp, etc. More engagement with community on the ground.

Kalwant summarises that going forward it is important to actively encourage when the service provider has an issue relating to family services or sees a gap in service provision to

contact KCSC and we can run through ideas up with a solution. If we come up with reemerging gaps, then a service may be commissioned as a result.

Attendance:

<i>Organisation</i>
Age UK Kensington & Chelsea
Change4Life service
Community Champions
NWL CCG
Open Age
The ClementJames Centre
The Dalgarno Trust
North Kensington Recovery
RBKC
Volunteer centre
Central London Youth Development
Peabody

Next meeting: 30th September 2021, 10:00am – 11:30am