



HEALTH AND WELLBEING VOLUNTARY ORGANISATIONS FORUM

Tuesday 21st November 2017, 10.00am – 12.30pm
Committee Room 1 Kensington Town Hall, Hornton Street, W8 7NX

Chair: Jamie Renton, ADKC
Minutes taken by: Alice Lowry, KCSC

Item	Notes	Action
1	Welcome and introduction and apologies	
	Jamie welcomed everyone to the forum and invited members to introduce themselves. Apologies were received from Lydia Hodges (Carers Network).	
2	Minutes of meeting held on 11th July 2017 and matters arising from the minutes	
	Minutes of the last meeting were approved and there were no matters arising.	
3	Mental Health Referral Pathways Post-Grenfell Ross O'Brien, CNWL and Grenfell Trauma Service	
	<p>Download 'Mental Health Referral Pathways Post-Grenfell' presentation</p> <p>Ross informed the forum about the work that CNWL has been doing for mental health. Immediately after Grenfell the Grenfell Trauma Service had desk in Westway, but later moved into the Curve. Trauma is the primary service offered but bereavement is also dealt with. Immediately after Grenfell they would receive 60-80 referrals a week and this has now gone down to about 20 referrals a week. Ross went through the 3 stage model of treatment with the group which is used for patients. Ross also told the group about where is appropriate to refer users. He also showed the group the trauma screening questionnaire and explained that victims can self-refer themselves. Ross gave an overview of different training CNWL could offer for the voluntary sector such as trauma awareness and mental health first aid.</p> <p>Jamie explained he was working on peer support for disabled survivors at ADKC and noted how it would be great to connect with what Grenfell Trauma Service is doing. Helen Cylwik asked where staff working for voluntary organisations that have been affected can go for support. Ross explained that the difference between the Grenfell Service and Primary Care Service for mental health is that you don't need to work within the area. Members of frontline services and volunteers can access services. Zara asked about how involved Grenfell Trauma Service is with housing Grenfell survivors. Ross explained the service does not have a housing remit but it does have links with the housing department and people are getting easier to track. Ross said that it usually takes someone 6-8 weeks to settle after a trauma; however Grenfell victims are unable to due to their financial/housing situations.</p>	
4	Voice, Rights and Choice Andrew Treannor, Cady Stone, Derek Williams and Katje Huijbers - Advocacy Project	
	<p>Download Advocacy Project presentation</p> <p>Katje explained that The Advocacy Project provide advocacy by making sure that people understand their rights. They work alongside a variety of groups who are older or have mental health issues, learning disabilities and eating disorders. One of the key projects they are working on at the moment is User Focused Monitoring (UFM) which focuses on</p>	

	<p>the latest evaluation of peoples care plans and the care planning process. This has been led by a group of service users who meet once a month to discuss services from a user perspective and a steering group which reports back to Emma Playford (lead mental health commissioner). The importance of having a strong care plan which service users are involved in was highlighted to the group; with Katja explaining that service users being involved in and understanding their care plans gives them ownership.</p> <p>Zara Ghods asked whether people over the age of 65 were included in the reports survey. Katja assured her that they The Advocacy Project did speak to people over the age of 65. Fiona then stated that the report provided valuable information, but she wanted to know how this information is shared with providers and how improvements can be made to care plans. Katja explained that the steering group worked with commissioners who recommended changes which are incorporated into an action plan. To receive a copy of the full report the group was told to email Katja at Katja@advocacyproject.org.uk.</p>	
5	<p>Community Living Well Fiona Sutcliffe (FS), WLCCG and Vanessa Robinson (VR) , Community Living Well</p> <p><u>Download Community Living Well Presentation</u></p> <p>Fiona gave the group a background explanation on Community Living Well and how it is a service which currently focuses on people with stable long term mental health needs who currently are supported within primary care and their carers. Fiona explained that there were various services provided to improve the mental, physical and social wellbeing of those with long-term mental health needs whilst encouraging them to be active members of the community. The project is currently supported by local GPs. Vanessa then explained that to use the service you needed to be registered with a GP in Kensington & Chelsea, Queens Park and Paddington in Westminster and over 16 years of age. Community Living Well provides wellbeing services such as employment support, a navigator service and peer support service.</p> <p>An attendee asked for more details on the wrap-around offer (wrap-around diagram included in presentation – see above). Fiona explained that the service user, carer and GP are at the heart of the programme. GPs can refer service users to services (such as peer support) and some of the services can be self-referred. There will be more detailed descriptions of services provided by the Community Living Well Programme once their website has been launched.</p>	
6	<p>Mental Health Self-Care Project Fiona Sutcliffe, WLCCG and Lin Gillians, KCSC</p> <p><u>Download Mental Health Self-Care Project presentation</u></p> <p>Fiona explained to the group what self-care was and what it meant in a mental health context. She informed the group that WLCCG were offering one off funding of £150 000 to projects that could be used to empower and support people with mental health issues (participants of the programme would need to have stable long term mental health needs) to lead full active lives as participants in the community. These projects could be physical activities or hobbies such as arts and crafts. A workshop took place which invited service users and providers to come together and identify any current services and gaps in services. One of the key things people wanted was to be able to self-refer onto the programme. Lin then described how the application process worked and the timeline for this. She told the group that the panel wants to see services which are innovative and that it would be a good opportunity to test out any new ideas. An attendee asked whether the programme would include projects which could help users with self-neglect. Lin said that if it was identified as a gap then the panel would consider it.</p>	

7	Grenfell – KCSC update from Joe Batty (JB)	
	<p>Joe introduced himself as the Senior Community Development & Engagement Officer at KCSC. Joe explained to the group the work he has been doing on and around Grenfell to support the voluntary sector – the key points he made are listed below.</p> <ul style="list-style-type: none"> • He is doing a lot of work with the Council to change their culture and encourage co-production, local democracy and listening. • Supporting the voluntary and community sector to rise to the challenge of Grenfell. • Assisting in empowering the Lancaster West communities and surrounds to articulate and achieve their goals. • Identifying service gaps, over-provision and poor coordination and finding solutions to this. • Being involved with what happens to the infrastructure, (e.g. parks, housing, schools etc.) by listening to and supporting the aspirations of the community to help ensure the next steps have the blessing of the community. • Building on the initial Grenfell Network Group and using it as a vehicle for change. • Upgrading the online Directory by improving access to it and making it more user friendly and relevant. • Building community trust in KCSC. <p>A member of the group asked whether a more nuanced approach could be used towards the council. Joe explained that the council needs to be challenged to live up to the claims they've made, whilst recognising that they are the last provider of choice and have historically supported the sector well. He emphasised that this history would not stop appropriate challenges and there has to be a change in relations with the community. He suggested the Curve and a commitment to localised democracy would test these claims the council have promised to deliver.</p>	
8	Attendance and feedback from other forums	
	<ol style="list-style-type: none"> 1) Borough Voluntary Organisations Advisory Group This meeting has been rearranged to January. 2) Main Voluntary Organisations Forum The group was informed that the Main Voluntary Organisations Forum which was going to be on the 14th December had been cancelled. Members of the group were invited by KCSC to attend their Health & Wellbeing Event which was open to the voluntary sector on the 11th December. 3) Health & Wellbeing Board No update from group. 4) West London Clinical Commissioning Group Kalwant Sahota gave the group an update on WLCCG's 'Prescribing Wisely' proposal which is being launched across 8 boroughs; attempting to reduce the amount of medications/products which are prescribed by GP's which could be purchased over the counter. This aims to help free up funds for other valuable NHS services. She also explained that local pharmacies could provide flu jabs as well as GP practices and that you could pay for this at the pharmacy. She updated the group on health events which took place on Monday 27th November. 5) Healthwatch No update. 	

9	Date of next meeting: Tuesday 23 January 2018, 10.00am-12.30pm, Committee Room 2, Kensington Town Hall	
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ATTENDANCE LIST

	Name	Organisation
1	Alice Lowry	Kensington & Chelsea Social Council
2	Andrew Trennor	User Focus Monitoring
3	Anna Porta	Westway Community Transport
4	Cady Stone	The Advocacy Project
5	Candice Kelcey-Archbold	Xenzone
6	Carrie Hirst	Volunteer Centre Kensington & Chelsea
7	Derek Williams	User Focus Monitoring
8	Donna Arthur	Open Age
9	Fiona Sutcliffe	West London Clinical Commissioning Group
10	Gladys Jusu-Sheriff	WAND UK
11	Helen Cylwik	Kensington & Chelsea Social Council
13	Iuliana Dinu	Volunteer Centre Kensington & Chelsea
14	Jamie Renton	Action Disability Kensington & Chelsea
15	Jane Ayres	SASH
16	Jeltje	Kensington & Chelsea Mental Health Carers Association
17	Jessie Bluer	Home-Start Westminster
18	Kalwant Sahota	West London Clinical Commissioning Group
19	Katja Huijbers	The Advocacy Project
20	Laura Harris	Turning Point
21	Laura Radley	Kensington and Chelsea Forum for Older Residents
22	Lin Gillians	Kensington & Chelsea Social Council
23	Nafsika Thalassis	The BME Health Forum

24	Paquita De Zulueta	NHS Grenfell Outreach Team
25	Ross O'Brien	Central and North West London Mental Health NHS Trust
26	Stephanie Rae	Xenzone
27	Teresa Meekings	Life in Balance Ltd- Community Massage London Project
28	Tracey Burke-Taylor	Womans Trust
29	Vanessa Robinson	Community Living Well
30	Zara Ghods	Kensington & Chelsea Forum
31	Zohra Davis	Al-Hasaniya