

# Healthwatch Kingston Mental Health

## End of Year Activity Update

April 2022 - March 2023



Mental health continues to be of significant concern locally, with people seeking information and requesting help to access support.

Healthwatch Kingston's 'Mental Health Services' page was the second most viewed page on Healthwatch Kingston's website.

### Our commitment to supporting collaborative working

Healthwatch Kingston is committed to working in partnership with voluntary, community and social enterprise organisations (VCSE), Public Health and the NHS; whilst raising the voices of service users and people with lived experience of mental health issues.

### Mental Health and Wellbeing Group

Healthwatch Kingston facilitates the Mental Health and Wellbeing Group, which incorporates partners from Public Health, the NHS, the voluntary sector, and people with lived experience of mental health, in its work.

It is a key platform that brings together all the core elements of mental health services and support avenues available in Kingston upon Thames.

The group has supported the development of, and oversees the implementation of the following strategies and programmes:

1. Recommendations from the Better Mental Health Joint Strategic Needs Assessment 2022 (JSNA)
2. South West London Transformation Programme.
3. South West London NHS Mental Health Strategy
4. Mental Health aspects of Kingston's Health and Care Plan refresh 2022
5. Development of the local Suicide Prevention Strategy.

### Better Mental Health Joint Strategic Needs Assessment (JSNA)

Healthwatch Kingston and the Kingston Mental Health and Wellbeing Group supported work to help shape the writing and recommendations of the Kingston Better Mental Health Joint Strategic Needs Assessment (know as the JSNA).

The core aim of the JSNA is to assess the current and future health, care and wellbeing needs of the local community to inform local decision making. The JSNA covers all aspects of mental health, from mental health and wellbeing promotion, prevention, and the care and support available for, and required by, those with a mental health problems and/or in recovery.

A Task and Finish Group was set up to look at how best to progress the recommendations put forward. During each meeting of the Mental Health and Wellbeing Group, partners provide work stream updates which support the delivery of the JSNA priorities.

You can read the Kingston's Better Mental Health Joint Strategic Needs Assessment 2022 Summary Report here: [www.healthwatchkingston.org.uk/MentalhealthJSNA2022](http://www.healthwatchkingston.org.uk/MentalhealthJSNA2022)

## South West London Transformation Programme

South West London and St George's Mental Health Trust are in the second year of delivering its programme for Kingston and Richmond.

The community mental health transformation programme is an initiative across England that aims to address the long-term challenges faced by people requiring NHS mental health services.

Healthwatch Kingston, and the Mental Health and Wellbeing Group play a key part in looking at and supporting the delivery as the programme is implemented.

### What has been delivered across Kingston?

The Kingston and Richmond Assessment Team has now split into a Kingston and a Richmond Team, and a Kingston SPA (Single Point of Access) into services.

A Community Mental Health Team (CMHT) Peer Support Service has been developed as part of the South West London Transformation work, led by Mind in Kingston. Healthwatch Kingston will be working with partners to monitor this service.

## South West London NHS Mental Health Strategy

Healthwatch Kingston and the Mental Health and Wellbeing Group supported work by South West London NHS to review mental health services and create a South West London Strategy.

The strategy aims to ensure the best possible mental health and wellbeing services for the next three years.

How the Healthwatch Kingston and the Mental Health and Wellbeing Group supported the shaping of the strategy and ensured the needs of Kingston residents were represented:

- Promoted surveys and consultations
- Facilitated links with forums and groups to ensure engagement with services and service users.
- Shared learning from local reports and strategies



**South West London**



**South West  
London  
Integrated  
Care System**



## Our work, mental health, and carers

### Care Workforce Wellbeing Project

Healthwatch Kingston worked in collaboration with Kingston Council on research about issues faced by our paid care workforce during the last few years. The 'Healthwatch Kingston Care Workforce Wellbeing Report' will be informed by the rich lived experiences of our Kingston paid carers.

People shared with us that staffing issues had caused increased stress in the workplace. Also, many of our care workforce are/were working longer hours than previously expected. Healthwatch Kingston heard that some feel there is a stigma associated to mental health within their workplaces and would like more opportunities to talk openly about daily working issues. There was also requests for counselling support, especially regarding bereavement support for when a person they have cared for dies.

The following quotes are from the survey results.

We asked staff what was bad for mental health at work:



“Short staffing makes it more difficult to deliver care.”

“The lack of resources and distress when residents are in pain or pass away.”

We asked staff what was good for their mental health at work:

“Stress breaks are really helpful.”

“Empathising with my client is so important.”

“Talking to my work friends.”

“Having a supportive manager and co-workers.”

“I am lucky working in a supportive environment where my daily work is making a difference.”



### Our work, mental health, and young people



Youth Out Loud! (YOL!), is a group of young people aged 13-17 from Kingston and Richmond helping to improve NHS care and the wellbeing of young people.

#### Digital Youth Project - YOL! Self-harm: Being a good friend films

The three YOL! Self-harm: Being a good friend films (comprising of the original film, film with added Korean subtitles, and film with added Tamil subtitles) were updated to incorporate changing CCG logos to ICS logos. They are still relevant to young people and can be viewed [here](#)

#### Including Communities Report - young people

Findings from our “Including Communities Report” show it is widely acknowledged that the main challenges experienced by young people include anxiety, depression, alcohol and substance misuse, bullying, cyberbullying, gangs, poverty and teenage pregnancy. The surge in demand for young people’s mental health services has been unprecedented as a result of the Covid pandemic, which suggests that we are underestimating the importance of improvements required to meet demand.

Young people reported untimely access to the services they needed, and lengthy waits for CAMHS and mental health provision.

#### Other findings from our “Including Communities” report

##### People Experiencing Homelessness

With no address or appropriate identification, those who are experiencing homelessness have specific barriers when trying to access any service. As previously stated, securing food and shelter takes precedence, and health outcomes remain poor. The importance of support for services working specifically with that community is well documented, and poor health outcomes with tri-morbidity (poor physical and mental health with addiction challenges), continues to present a major challenge in Kingston.

##### Learning Disabilities

People with learning disabilities are three times more likely to die from something that could have been prevented by good quality care than those in the general population. They are more prone to a wide range of physical and mental health problems and the challenges are complex.

### Further findings about the mental health experiences for people with learning disabilities:

The Kingston All Age Learning Disability Partnership Board, which is facilitated and coordinated by Healthwatch Kingston, held an event December 2022 about the cost-of-living. Speakers from Royal Mencap and Kingston Council, publicised their cost-of-living support services, which was followed by a Q and A session.

The attendees filled out survey's by Royal Mencap, who were carrying our research about the cost-of-living for people with learning disabilities and their families.

This is snapshot of the responses shared by Kingston residents:

- 80% said they worry about food prices and energy prices.
- 60% were worried about travel costs.
- 50% were worried about going out with friends or doing their hobbies, this was mainly due to cost of other things taking priority.

The All Age Learning Disability Partnership Board and Healthwatch Kingston, will receive a full update from Mencap to inform our work going forward.



### What's next for Healthwatch Kingston and Mental Health?

- We will continue to work in collaboration with partners across the sector.
- We will continue to put the views and expressions of public, patients and service user views and the heart of our work
- Continue to support with reviewing the delivery of local strategies and programmes.
- Continue to provide signposting in a compassionate manner to assist people to get on the right path to support.

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Youth Out Loud (YOL!)

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