

#WhatsNextForNewham

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Newham

Covid-19: What's Next for Newham?

Public Event

Thursday 12th November 2020

BSL Users:

- 1) Find 'BSL Interpreter' on list of Zoom participants
(in bottom left corner)
- 2) Pin their video by clicking on the three dots on the top right of their image and selecting 'pin' or 'pin video'
- 3) Ensure you can still see slides by clicking 'Swap screen with video' - this will appear in the top right corner of your screen



Welcome

Councillor Ann Easter
and
Julie Pal - CEO, CommUNITY Barnet



Agenda

Time	Item
10am	Introduction to Zoom functions
10.05am	Welcome to Covid 19: What's next for Newham?
10.10am	Healthwatch Newham Update
10.15am	NHS Advocacy Service Update
10.20am	Access to Mental Health Services
11am	Coffee Break
11.05am	Digital Inclusion
11.45am	Closing remarks and thanks for joining
12pm	Close



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Health and Wellbeing During the COVID-19 Crisis

Leonardo Greco
Healthwatch Newham

Background

-  Online survey launched at the end of April in partnership with Healthwatch Tower Hamlets and Waltham Forest
-  Received 187 responses from Newham residents (to date)
-  Distributed online via Whatsapp, social media and partner organisations.
-  Engaged with local partners to enable those digitally excluded to share their views.



Newham Survey Findings

Health

- 29% are/may have experienced symptoms (33% of BAME, 26% of WB)
- 18% reported being in fairly/very poor health (18% of BAME, 17% of WB)
- 55% reported a disability or long-term condition (54% BAME, 55% WB)


Access to Information

- 41% found accessing information on keeping safe somewhat or not at all easy. (37% of BAME, 43% of WB)
- Of these, 62% had a long-term condition or disability, 45% were BAME and 25% were over 65
 - Lack of information in other languages
 - Lack of communication from specialist support
 - Conflicting messages




Newham Survey Findings

Access to Healthcare for other conditions

- 
- Over 55% said Covid-19 affected their access to healthcare for other conditions.
 - Looking for clarity on when their treatments would be resumed
 - Of those affected 52% were BAME and 45% WB.

Access to Social Care and care in the home

- 
- 18% said they received home care from care worker, friend or family, but their care and support stopped due to Covid-19.



Newham Survey Findings

Access to Digital Services



34% of respondents said they are somewhat, not or at all confident using internet and devices. Of these:

- 62% were BAME
- 40% were 65+
- 38% 50-64,
- 19% 25-49
- 3% 18-24 - with learning disability







- Of these only 54% were able to access information or appointments online or by video, through help.



Newham Survey Findings

Effect on Mental Health

-  81% experienced some form of concern/anxiety about work & health.
-  15% said they cannot access services, of these:
 - 35% unable to access services they used before Covid-19
 - 65% unable to access services for the first time.
 - Of those unable to access services 75% were BAME
-  Residents reported confusion as to where and how to seek help
-  Concerns: food supplies, food delivery hygiene and support. Particularly for those with disability or long-term condition who do not fall in the shielded category.



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NHS Advocacy and Complaints

Fiona Scaife
Mind in Tower Hamlets and Newham



A summary of our advocacy services

- **Newham NHS Complaints Advocacy Service**
- **Newham Independent Adolescent Advocacy Service**
- **Tower Hamlets Independent Mental Health Advocacy Service**
- **Havering Integrated Advocacy Service**

NHS Complaints Advocacy Service
Listening | Supporting | Enabling | Empowering



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Delivered in partnership with

 **mind**
for better mental health
in Tower Hamlets
and Newham

 **Advocacy QPM AWARD**

Contact details:
Phone: 020 3828 8245
Email: advocacy@healthwatchnewham.co.uk
www.healthwatchnewham.co.uk

What do we do?



IMHA



IMCA



RPPR /
DoLS



NHS
Complaints
Advocacy



Community
Advocacy Under The
Care Act





NHS Complaints Process

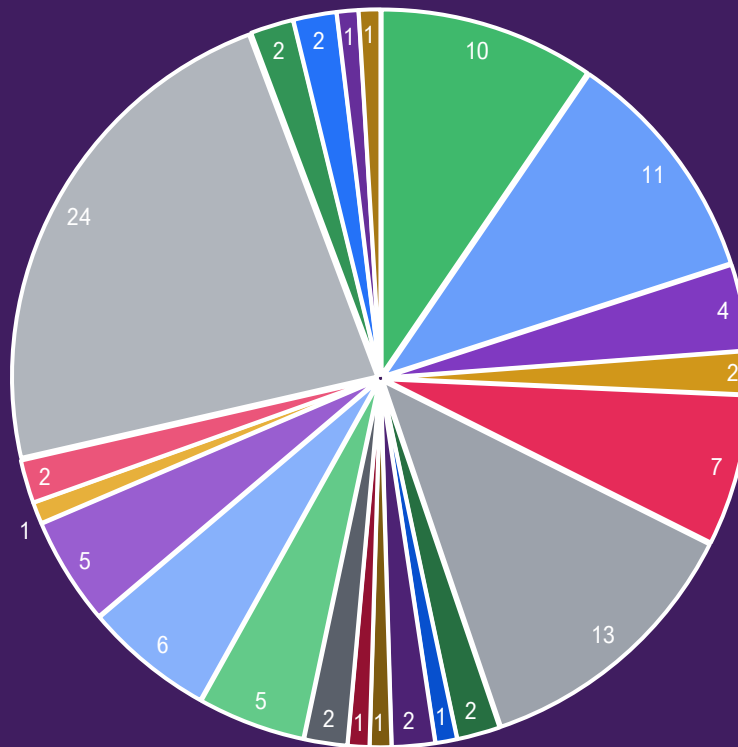
1. Making a complaint – discussing the problem with the Trust or service that the issue relates to
2. If you are unhappy with the response – Local Resolution – this is stage where the advocacy service commonly becomes involved
3. Independent Review through the Parliamentary Health Service Ombudsman























In the last year:

- 105 Newham residents were supported through the NHS Complaints process
- Types of issues that people coming to us are supported with are vast, but includes issues around communication, appointment delays and cancellations and when treatment goes wrong
- 845 session hours delivered supporting clients during this period
- 67% of clients accessing the service were female and
- 33% were male

Breakdown of Local Demographic accessing NHS Complaints Newham Advocacy Service



- | | | | |
|---------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|
|  Asian British Bangladeshi |  Asian British Indian |  Asian British Pakistani |  Asian British |
|  Black British African |  Black British Caribbean |  Black British |  Chinese |
|  Not known |  Other Asian background |  Other Black background |  Other Mixed background |
|  Other White Background |  Other ethnic group |  Prefer not to say |  White Lithuanian |
|  White & Black Caribbean |  White British |  White Irish |  White Polish |
|  White Other |  White Romanian | | |

Because of COVID-19:

“Due to the ongoing COVID-19 pandemic NHS England and NHS Improvement are supporting a system wide “pause” of the NHS complaints process which would allow all health care providers in all sectors to concentrate their efforts on the front-line duties and responsiveness to COVID-19.”

Source: NHS England

- *In addition, the Parliamentary Health Service Ombudsman stated that they would not be taking on new cases during this period.* This meant that existing clients faced a further wait in receiving responses to the complaints they had submitted, as well as new clients wishing to make a complaint, facing delays.
- In spite of the above, the advocacy service has been on hand to provide support for those facing said delays, as well as supporting individuals to prepare their complaint for when this could be submitted. *Although the above process has now recommenced, there is an inevitable back log*
- In response to COVID-19, the advocacy service has been working remotely, with phones and IT systems diverted in order to be able to continue to support existing and new clients, via email, phone and video meetings.



During this period, Mind in Tower Hamlets and Newham has:

- Set up a virtual on line mental health community including activities to help boost mental health. This includes photography and mindfulness sessions as well as a weekly quiz which has been attended by both staff and our clients which provides the opportunity to connect with others and to help reduce social isolation
- Initiated a COVID well-being service which includes one to one well-being check ins, and a care support group
- Activate on line café

Contact us:



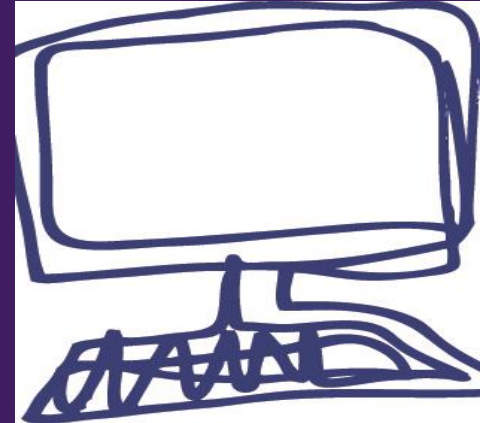
020 3828 8245



advocacy@healthwatchnewham.co.uk



www.healthwatchnewham.co.uk/advocacy



NHS Complaints Advocacy Service

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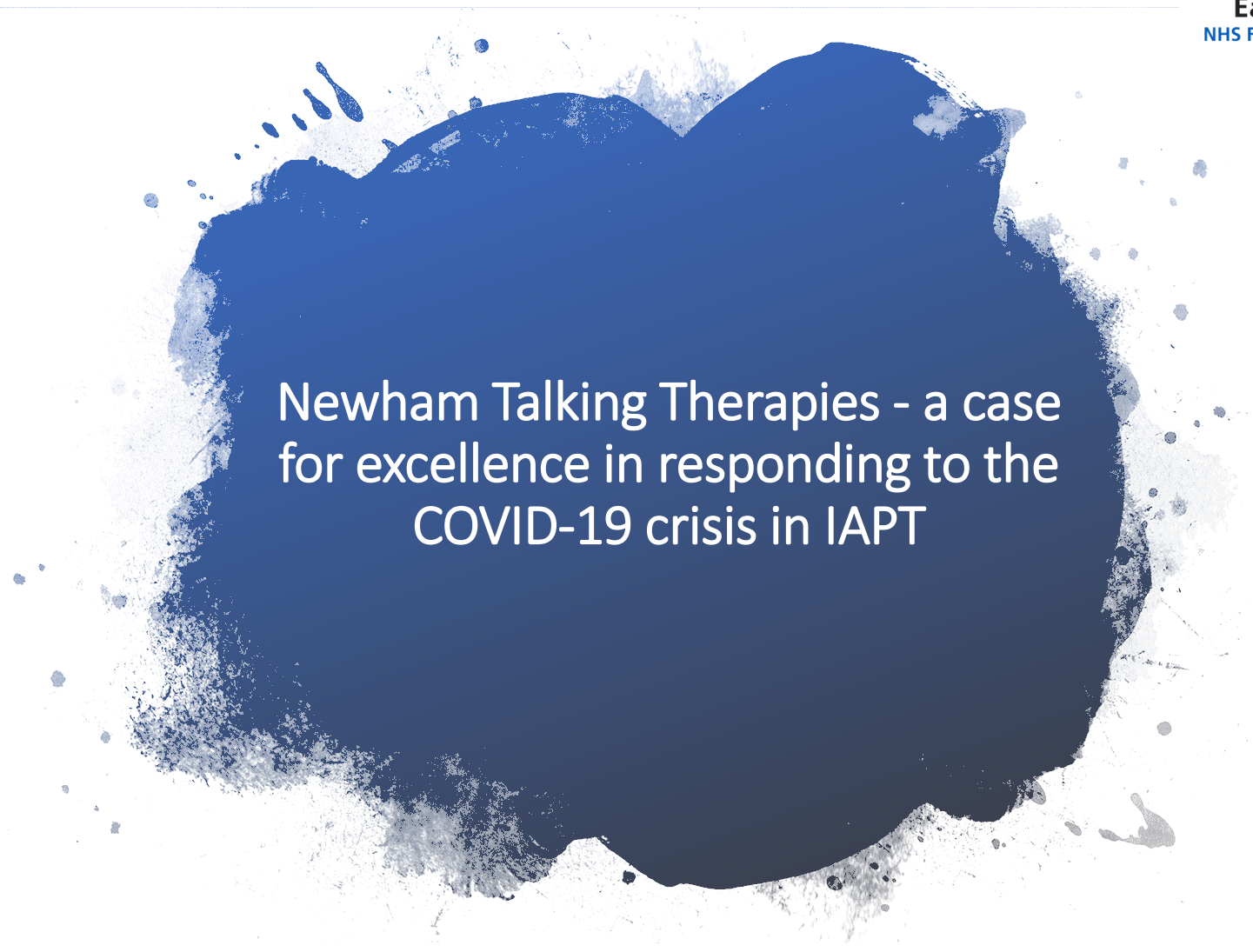
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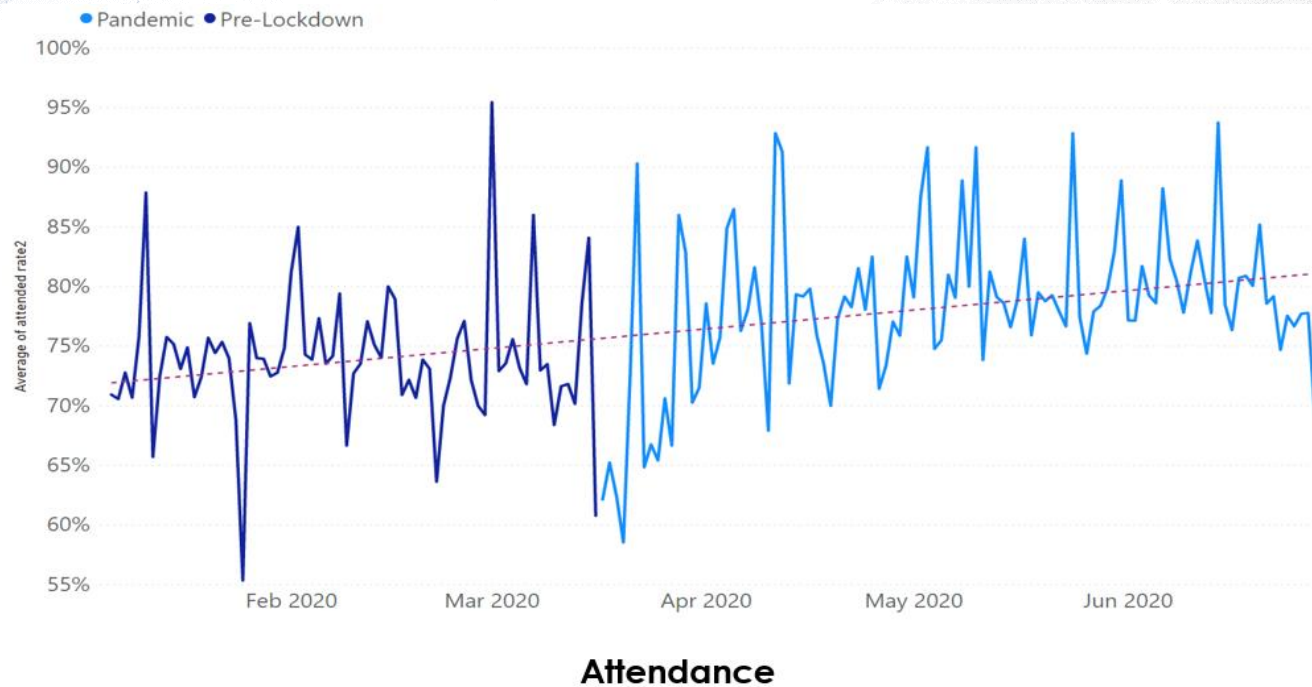
East London NHS Foundation Trust

Daniela Antoine
Mental Health Clinical Lead, Newham Talking Therapy

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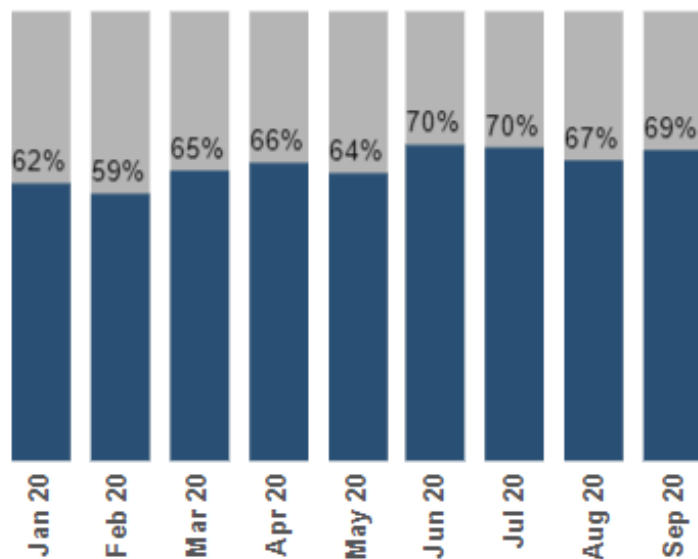
Newham Talking Therapies - a case for excellence in responding to the COVID-19 crisis in IAPT

Increase in “attended appointments”

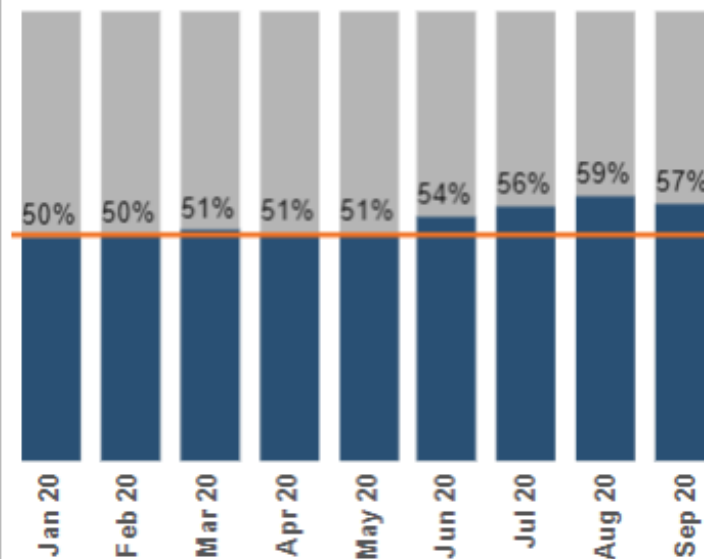


Increase in “recovery measures”

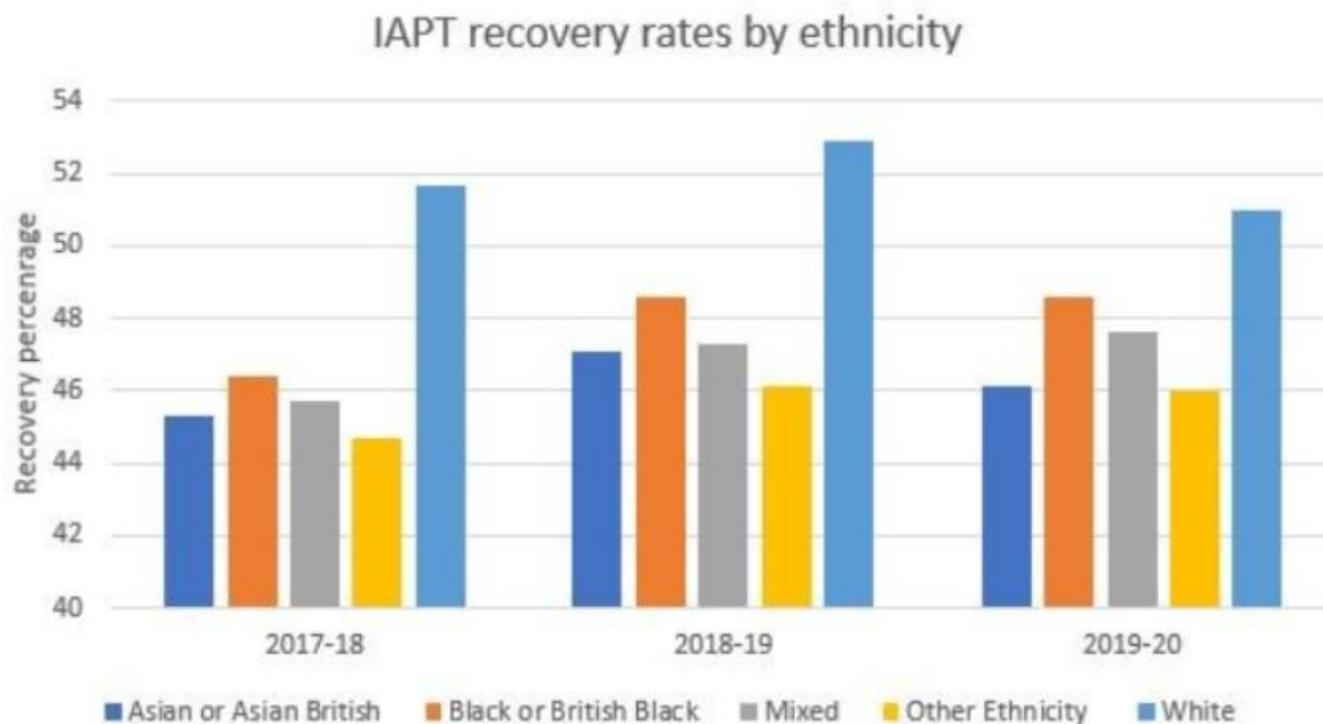
Showing reliable improvement



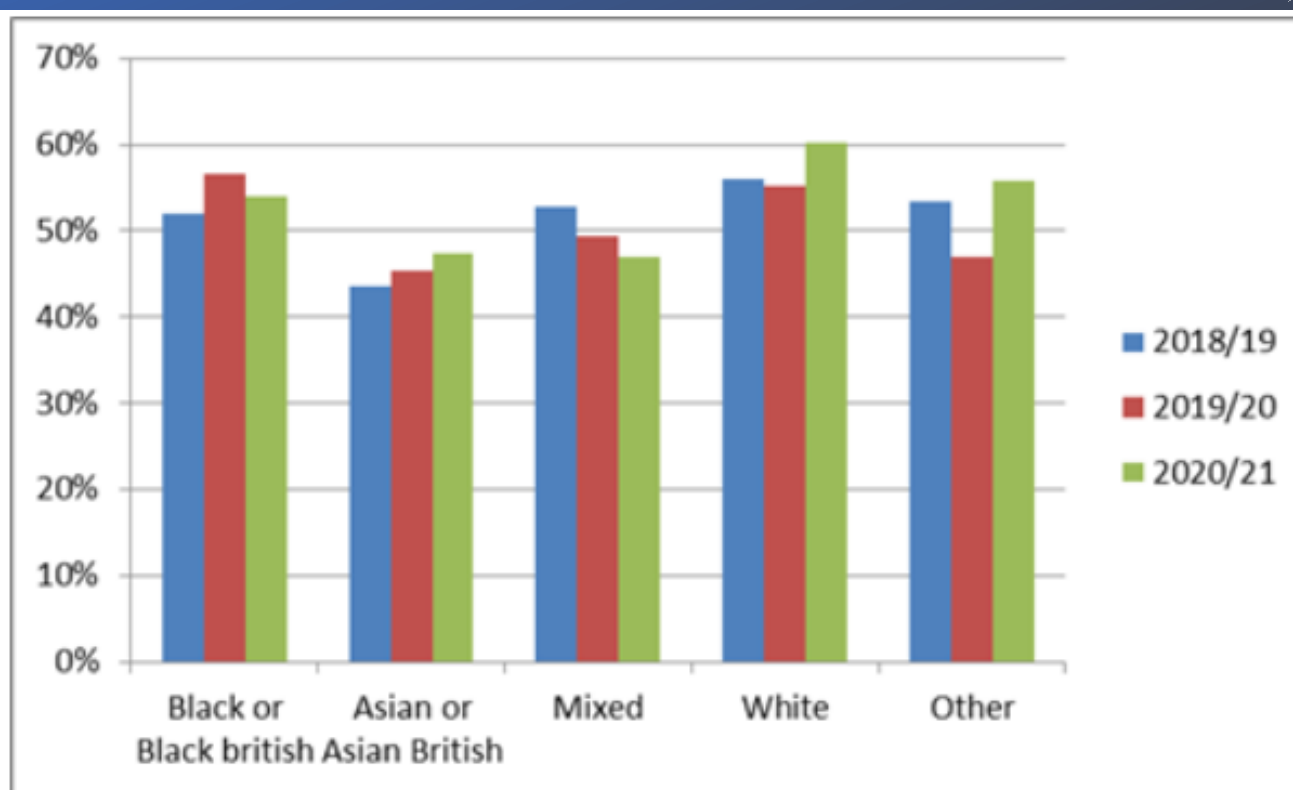
Moving to recovery



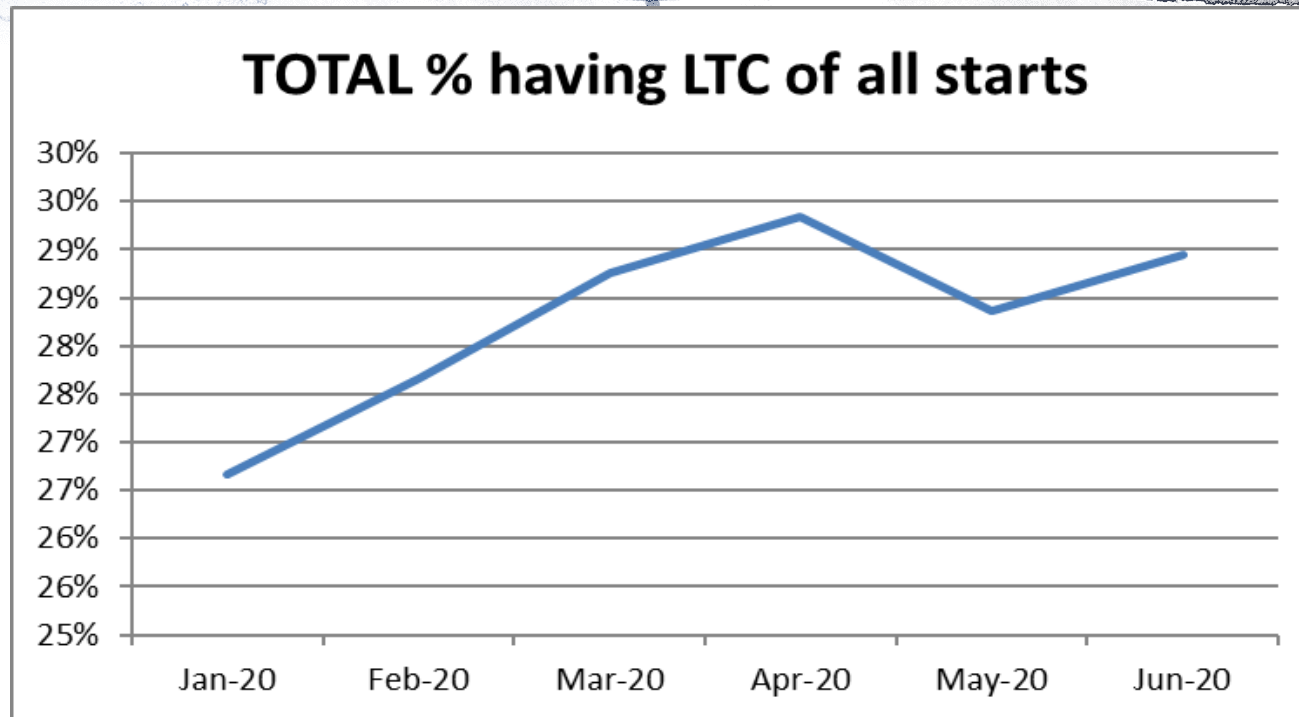
National IAPT recovery by ethnic profile



Newham IAPT recovery by ethnic profile

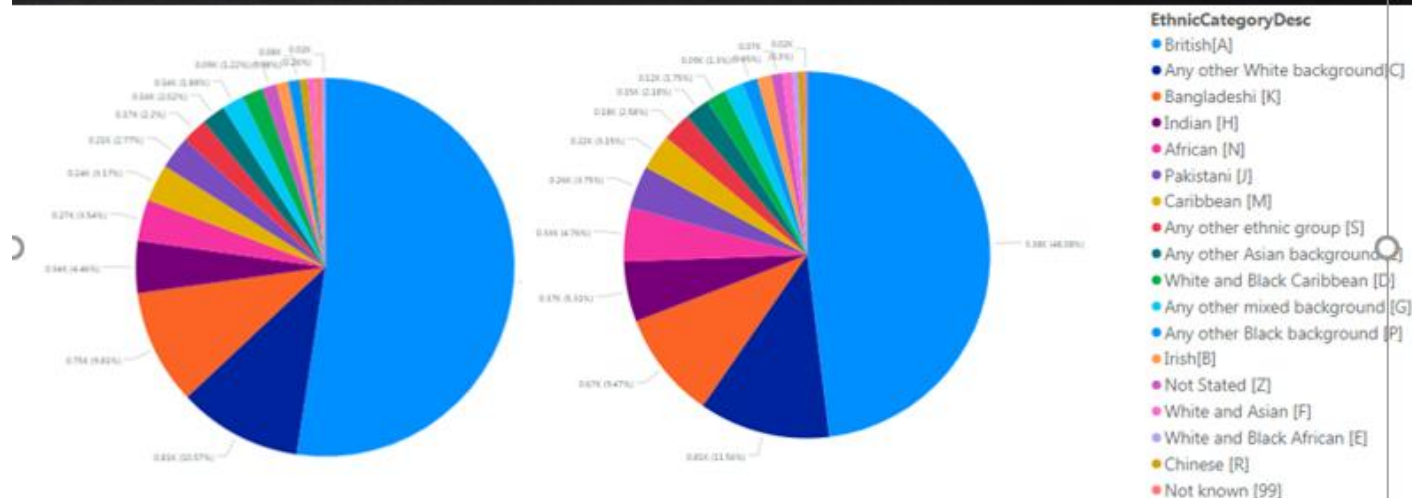


LTC profile – Access: increase of referrals for people with an associated long term condition post-lockdown




Ethnic profile of Referrals: Drop in proportion of referrals identifying as white British and biggest increase in proportion for “other white” background, Indian, African & Pakistani

Ethnicity

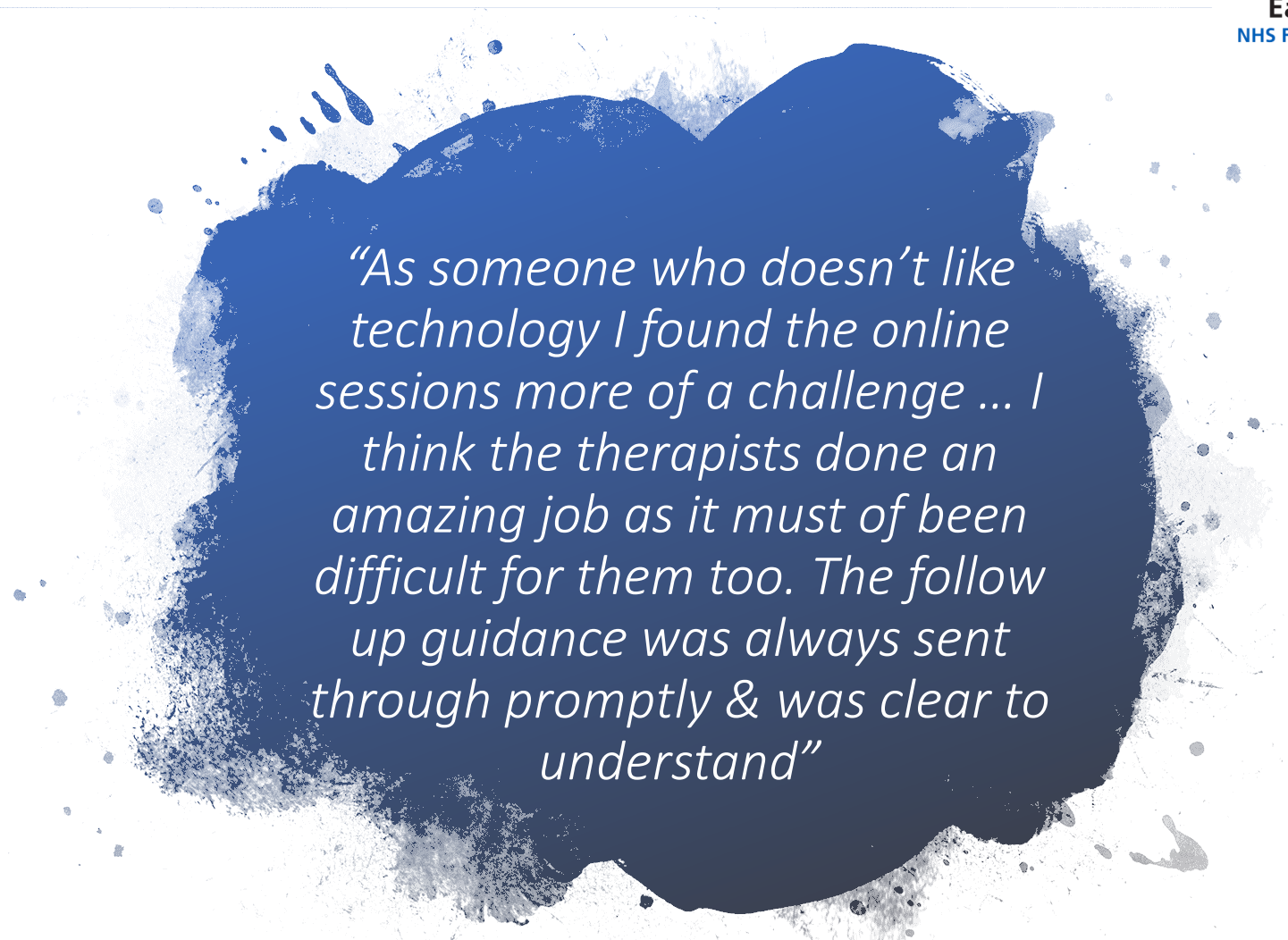


Pre-Lockdown


During Pandemic

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Service Users Testimonials on Experience of Remote Therapy

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“As someone who doesn’t like technology I found the online sessions more of a challenge ... I think the therapists done an amazing job as it must of been difficult for them too. The follow up guidance was always sent through promptly & was clear to understand”

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“...not having to travel to a place and travel back, and then explain to my family why I was late home each week was really helpful for me.”

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*“...it was easier sharing my
experiences...it was less
imposing and felt less like I had
all the attention on me, which I
found quite daunting when
doing in-person group
therapy.”*

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Newham's Assessment and Crisis Hub

Ed Lander

Newham Crisis Pathway and Specialist Teams Service Manager

Core Aims of the Service

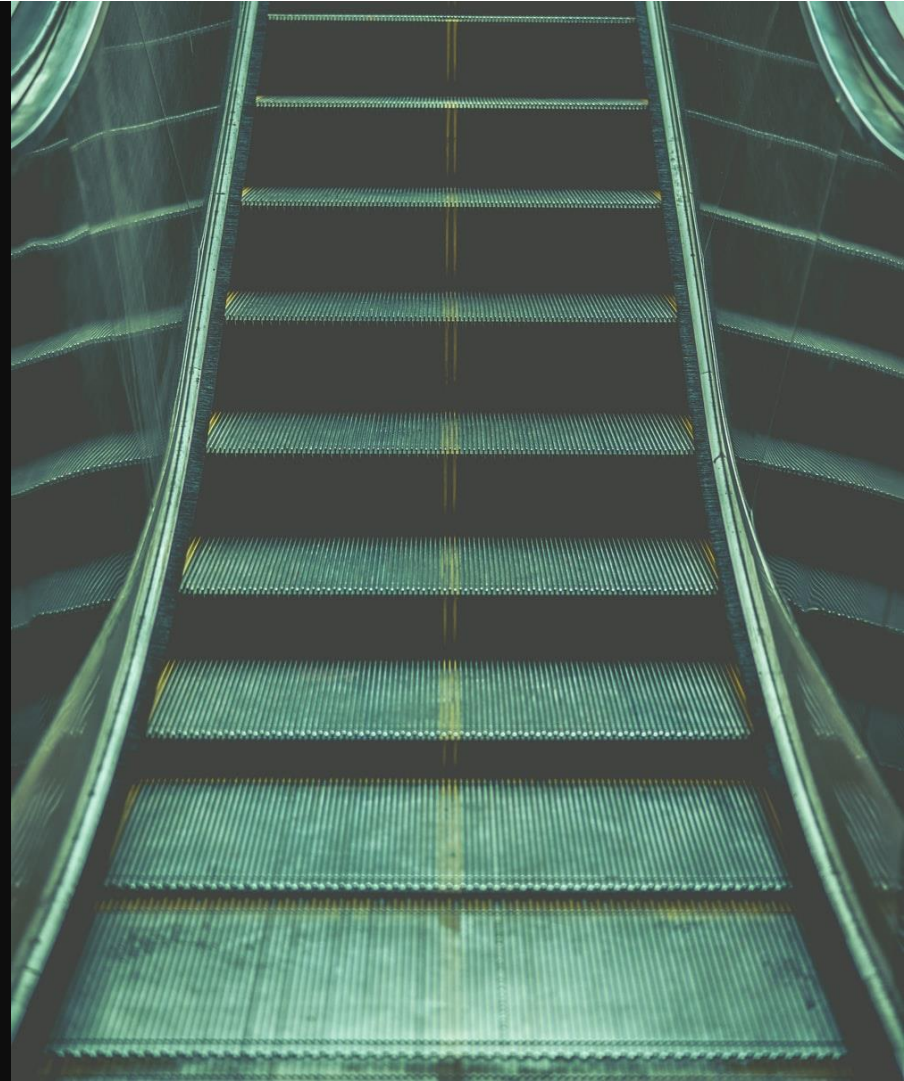
Easier

Better experience

Seamless Care

Current challenges

- Delivering safe and flexible services
 - Digital exclusion
 - Social isolation
 - Newham residents feeling safe to access support?
 - Newham residents not wanting to be a burden on the NHS and not seeking help?
-



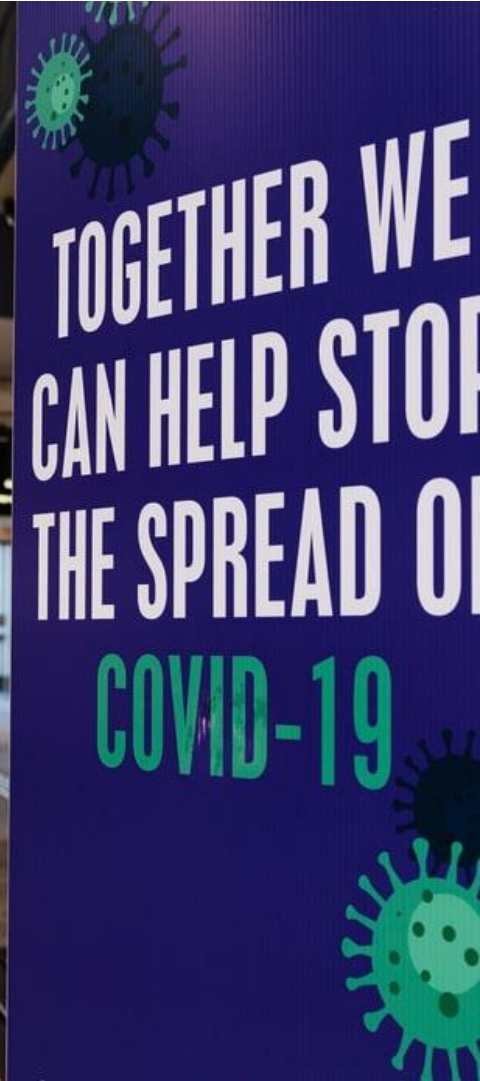
What the data tells us about access to mental health services during COVID period

- 1st Lock down community and inpatient referrals generally decreased
 - Crisis line calls increased
 - Psychological Therapy Services closed to new referrals, other services were open for business
 - Post 1st lockdown referrals rates increased, but not to pre COVID levels
-



Meeting the Needs of Newham People in the COVID Context

- 24/7 Crisis Services continued throughout COVID
 - Safe services
 - Flexible interventions
 - Use of digital technologies
 - Face to face intervention where needed.
 - Tackling digital inequality
-



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Newham Black Mental Health Access and Engagement Group

Leah Marie-Simon
Assistant Psychologist, East London NHS Foundation Trust



Aims:

To help improve the overall relationship between the BME population and mental health services in the borough.

So far, I have chosen to work specifically with residents who identify as Black as a response to:

- What has transpired over the year in 2020
- History past from the treatment of the 'Windrush' generation onwards
- The statistics pertaining to the black demographic and MH services in Newham.
- How these events within a pandemic can significantly influence mental health

To facilitate a series of engagement groups and online survey with young people, adults and older adult residents who identify as Black and over 18 to gather their thoughts and feedback on local statistics pertaining to the relationship, as well as what they have found to be beneficial and counterproductive when trying to access support from these services.



action > words

Actions & Future implications:

- Find out what happened to the Newham Day Hospital—are there any alternatives in the borough? Are there any plans to be?
 - Inquire about facilitating an on-going online group of this nature
 - Circulate paper received from local council rep and other attendees to group regarding support services for residents
 - Share feedback from groups and surveys to local clinical leads/commissioners (as well as within Transformation Project) to commence development and implementation for improved services
 - Gain resources to co-produce strategies with group members and key partners to improve mental health outcomes in the community
-

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Removing Barriers to Digital Exclusion

Helen Taylor - Newham Public Health Team
Mala Muthu - Skills Enterprise

Digital Newham

Working towards removing the barriers to digital inclusion

People at the Heart
of Everything We Do



FOUR KEY ELEMENTS IDENTIFIED THROUGH THE DIGITAL WORKSHOP

1. Access to digital connectivity

2. Access to digital devices

3. Digital skills

4. Language barriers

PROTOTYPING A DIGITAL HUB MODEL ACROSS THE BOROUGH TO

Start to create a digital champion network across the borough through the VCFS

Provide basic digital skills training to residents

Provide devices and data to our most vulnerable residents via our VCFS partners

Align with The wraparound model

TARGET AUDIENCES

Worked with key stakeholders across each of the target groups to understand the evidence and the issues so we really understand the need
All of this has been enhanced by Covid 19

Low income

- VCFS survey completed by 10 organisations
- Referral to Hubs through Wrap around model
- Holistic service - Initial engagement through need – communication with family & Friends, online shopping, employment and housing forms.
- Access to welfare benefits
- Language barriers and lack of confidence



Disability

- Engaged currently with 30 residents with no digital access through together 2012
- All are a shielding group and need digital access urgently. Devices and training to access a national online training programme
- Lack of confidence and accessibility barriers (more to be looked on suitability of devices)
- Specialist support for people who are blind/visually impaired or Deaf/hard of hearing
- Initial training needed for professionals working with this group



Older people

- Limited access to Internet
- Large percentage have no digital access (no data on exact number)
- Increased isolation due to Covid, focus on those shielding. Engagement through online coffee mornings, book clubs and exercise classes
- Reached through a variety of networks; Age UK, Older people's forum, home care providers, Compost and Shirley Biro's network



Young people

- Hard to determine accurate picture of volume affected
- Those that have devices internet access is an issue
- Stigma attached to exclusion for young people
- Model needs to be mobile for this group
- Educational side of digital exclusion
- Access to advice
- Digital skills relating to employability

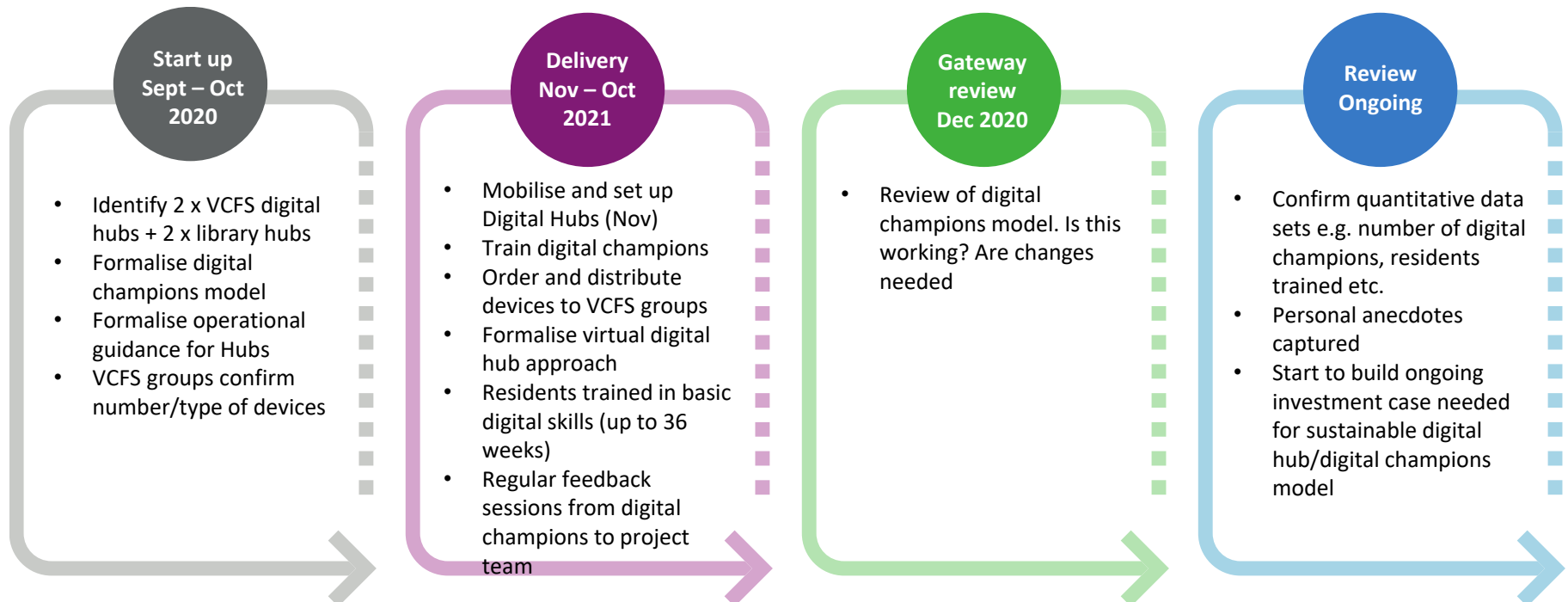


MODEL/SOLUTION

(Addressing Elements 2, 3 and 4), 5x Digital Inclusion Hubs, 36 weeks (approx. time it takes for a non-user to get confident)

1. Enhance the services currently provided by the Skills Enterprise VCFS organisation based in East Ham
2. Utilise the lead officer at Skills Enterprise to develop a similar hub in a VCFS organisation elsewhere in the borough
3. Utilise the lead officer at Skills Enterprise and the Librarian digital lead to develop a similar hubs in two of our libraries – ensuring we have good geographical spread

4. Outreach Hub
 - Remote service delivered through the 3 hubs
 - Digital Champions set up and train at residents home
 - Attend established youth groups
 - Hubs to provide devices (laptops & tablets)
- Digital champions at each hub to provide training and ongoing support



**People at the Heart
of Everything We Do**



Registered Charity No. 1120254

In every community,
there is work to be
done. In every
nation, there are
wounds to heal.

In every heart, there
is the power to do it.

Barriers to Digital Inclusion

Skills

I don't know how to
use a computer.

I can't speak in
English

Lack
of reading skills

Access

I'm worried about
internet safety.

I can't afford it.

I can't speak in
English

Motivation

I'm too old.

I don't see a need.

Lack of confidence



If you have further questions about the topics discussed today, please email us at

info@healthwatchnewham.co.uk



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