

#WhatsNextForNewham

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Newham



# Covid-19: What's Next for Newham?

Public Event

Thursday 12<sup>th</sup> 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](mailto:advocacy@healthwatchnewham.co.uk)  
[www.healthwatchnewham.co.uk](http://www.healthwatchnewham.co.uk)

# What do we do?



IMHA



IMCA



RPPR /  
DoLS



NHS  
Complaints  
Advocacy



Community  
Advocacy

Under The  
Care Act





# NHS Complaints Process

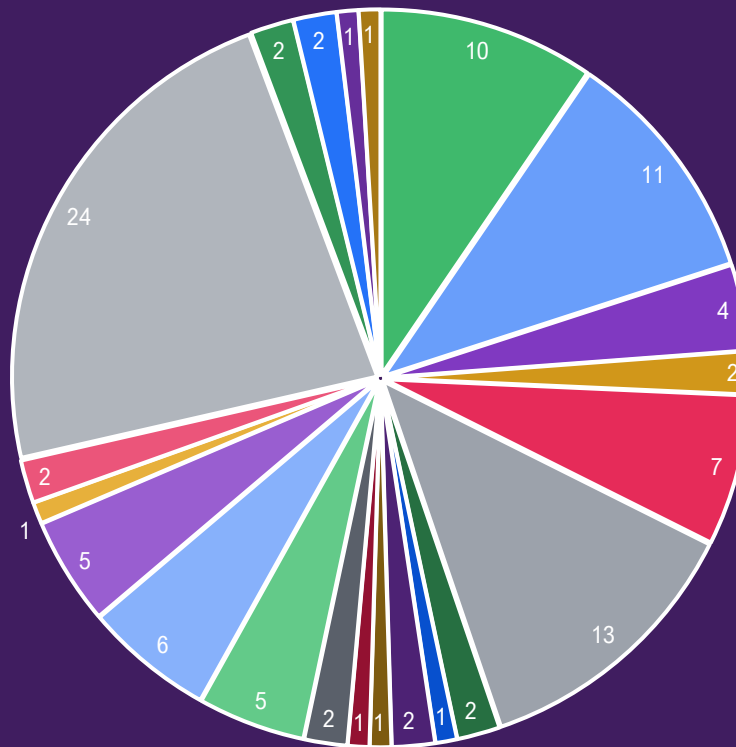
1. Making a complaint – discussing the problem with the Trust or service that the issue relates to
2. If you are unhappy with the response – Local Resolution – this is stage where the advocacy service commonly becomes involved
3. Independent Review through the Parliamentary Health Service Ombudsman



## 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  
■ Black British African  
■ Not known  
■ Other White Background  
■ White & Black Caribbean  
■ White Other

■ Asian British Indian  
■ Black British Caribbean  
■ Other Asian background  
■ Other ethnic group  
■ White British  
■ White Romanian

■ Asian British Pakistani  
■ Black British  
■ Other Black background  
■ Prefer not to say  
■ White Irish

■ Asian British  
■ Chinese  
■ Other Mixed background  
■ White Lithuanian  
■ White Polish



## 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:



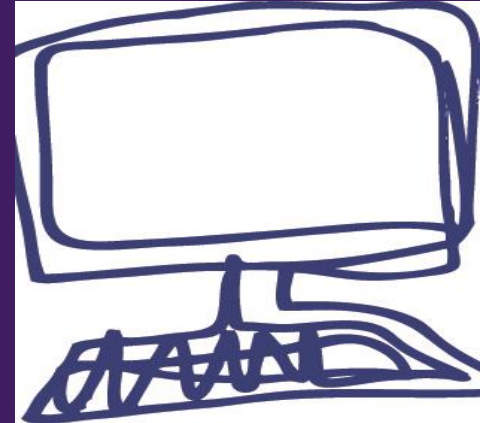
020 3828 8245



[advocacy@healthwatchnewham.co.uk](mailto:advocacy@healthwatchnewham.co.uk)



[www.healthwatchnewham.co.uk/advocacy](http://www.healthwatchnewham.co.uk/advocacy)



## NHS Complaints Advocacy Service

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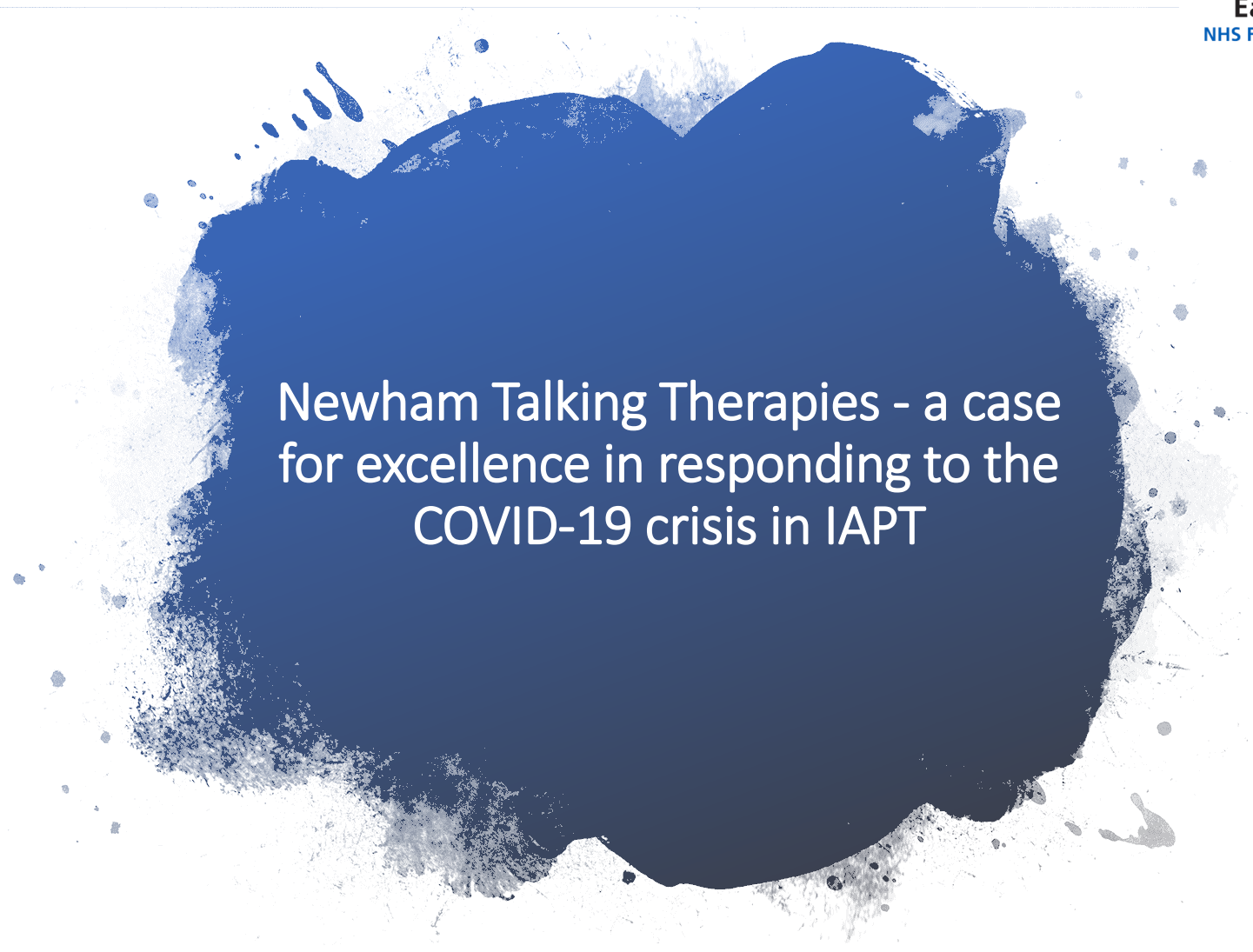
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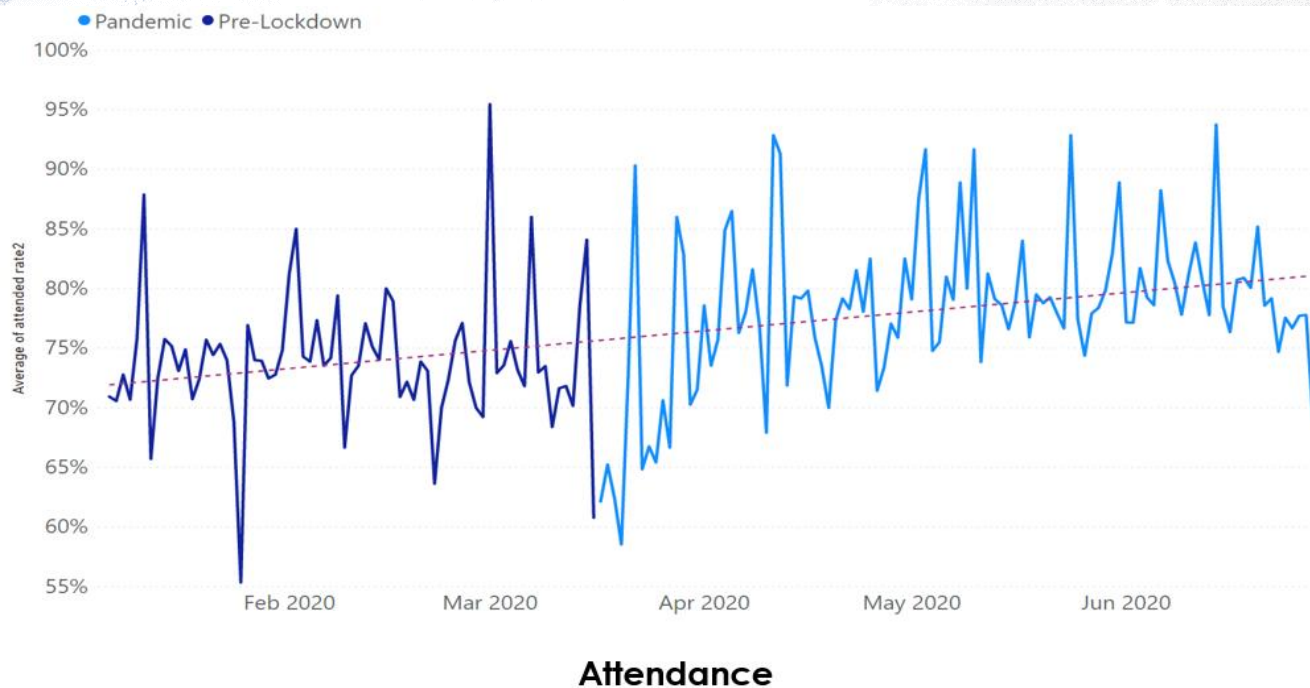
**East London NHS Foundation Trust**

**Daniela Antoine**  
**Mental Health Clinical Lead, Newham Talking Therapy**



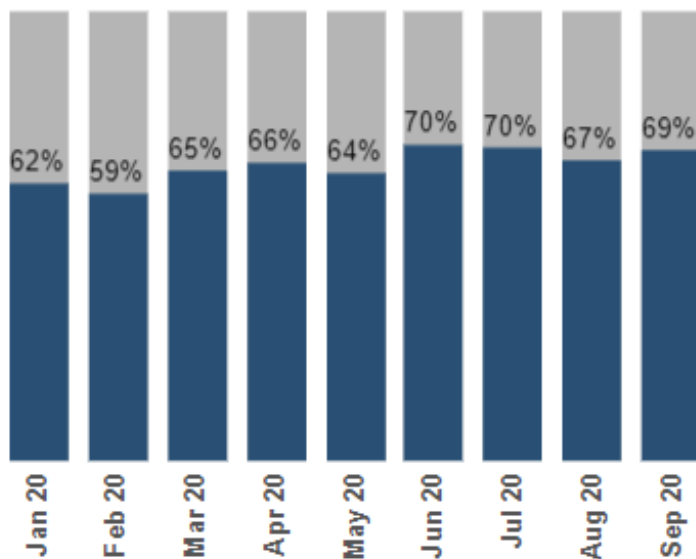
## Newham Talking Therapies - a case for excellence in responding to the COVID-19 crisis in IAPT

## Increase in “attended appointments”

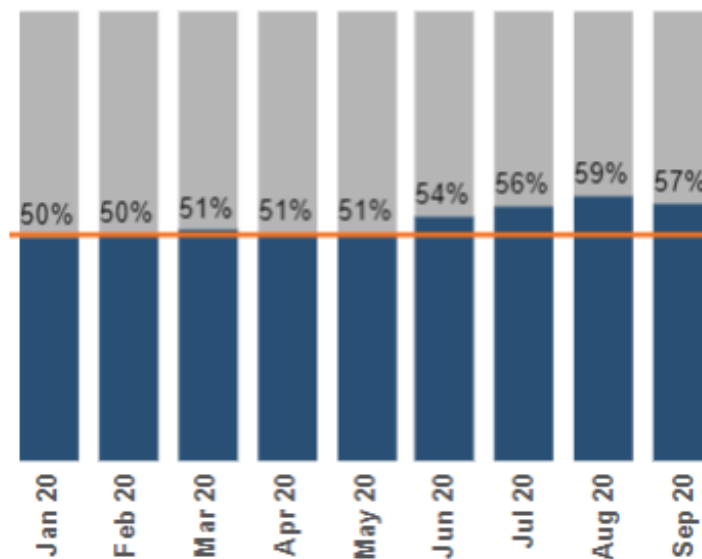


## Increase in “recovery measures”

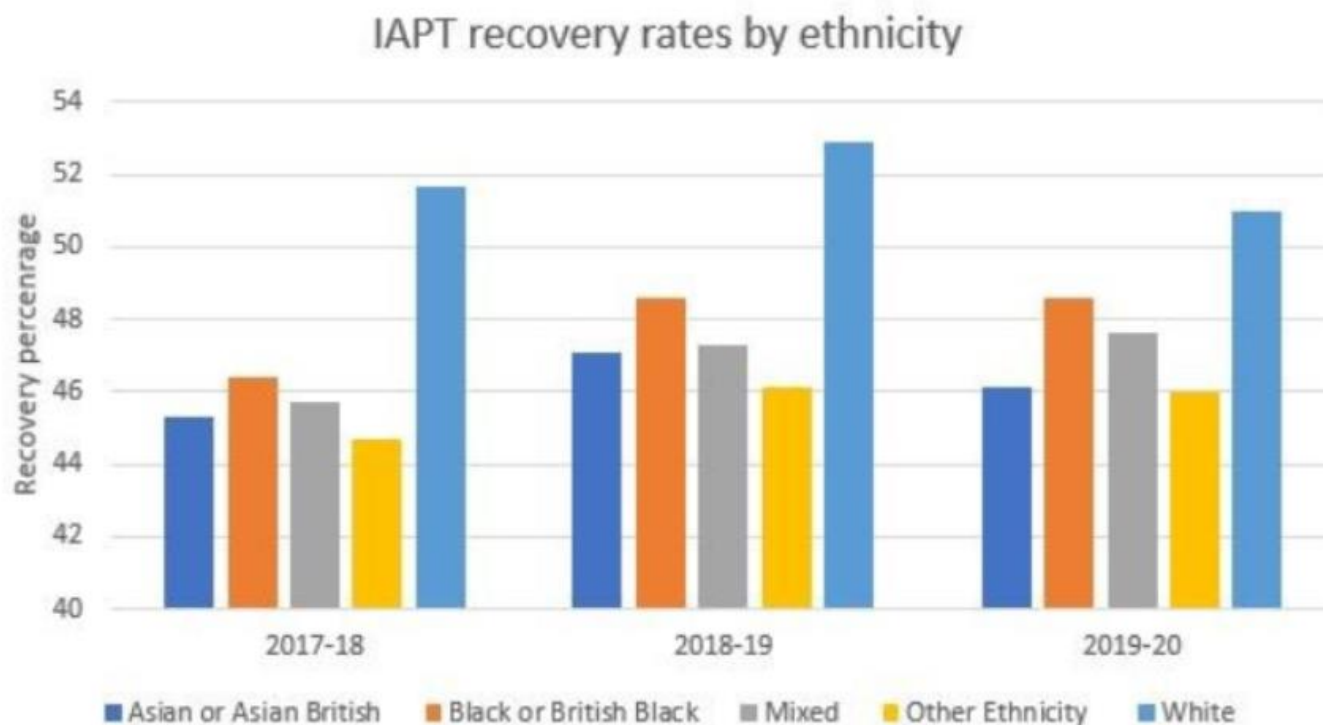
Showing reliable improvement



Moving to recovery

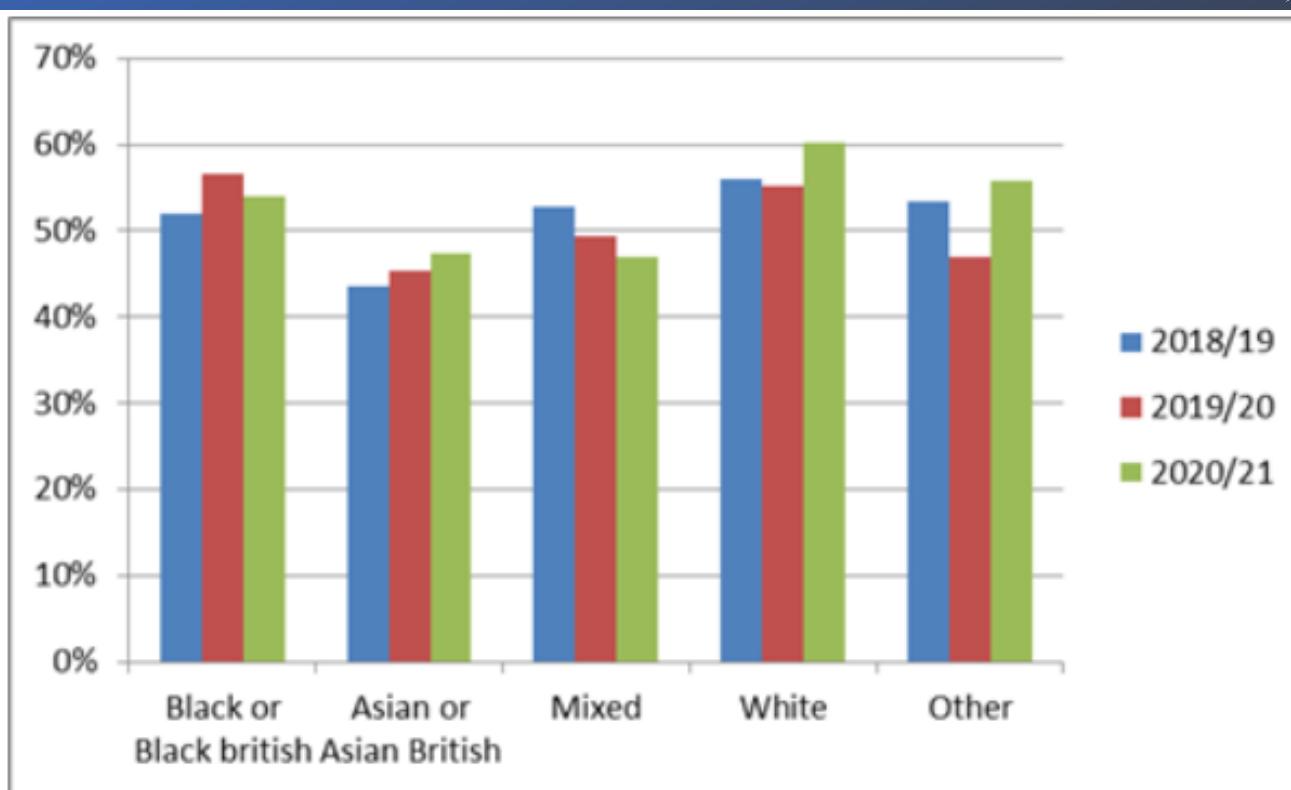


# National IAPT recovery by ethnic profile

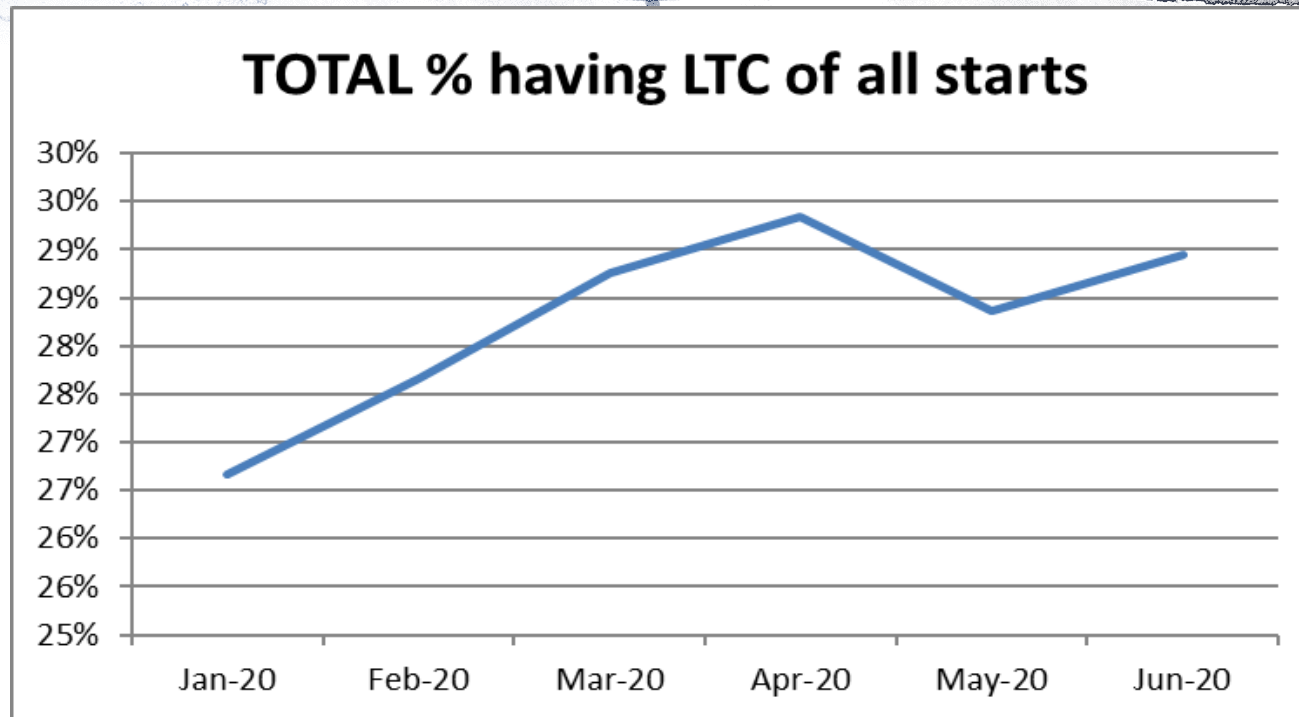




## Newham IAPT recovery by ethnic profile

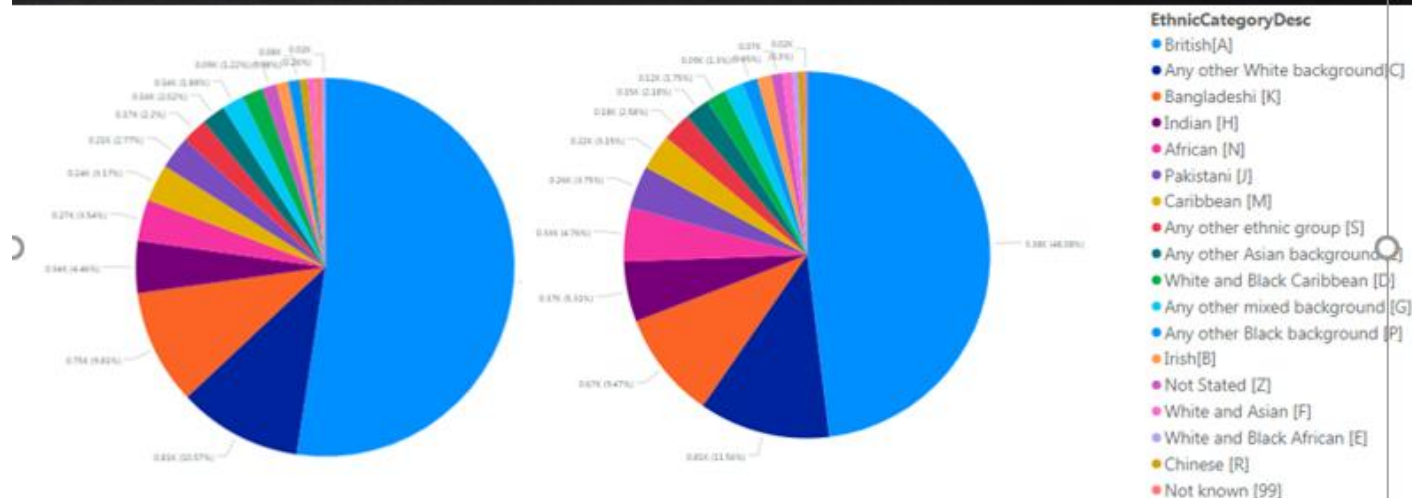


LTC profile – Access: increase of referrals for people with an associated long term condition post-lockdown




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

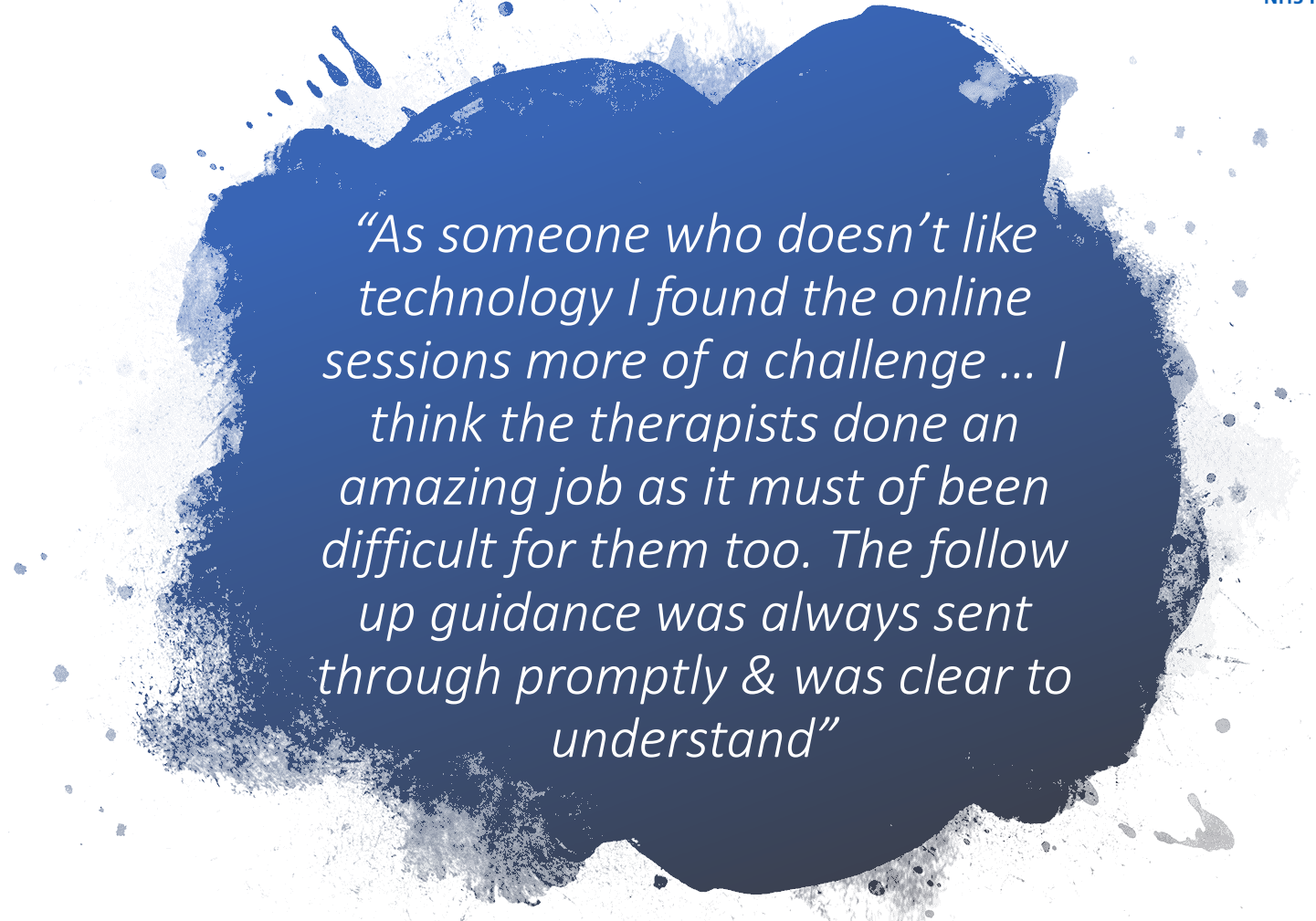


Pre-Lockdown


During Pandemic

A large, irregular blue ink splatter or watercolor blotch that serves as a background for the central text.


# Service Users Testimonials on Experience of Remote Therapy

A large, dark blue ink splash or blotch with irregular, feathered edges, serving as a background for the central text. It has a textured, painterly appearance with some lighter blue and white speckles around the main dark area.

*“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”*

A large, irregular blue ink splatter or blotch that serves as a background for the central text. It has a textured, painterly appearance with various shades of blue and some white highlights.

*“...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.”*

A large, irregular blue ink splatter or watercolor blotch serves as a background for the central text. It has a textured, painterly appearance with various shades of blue and some white highlights.

*“...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

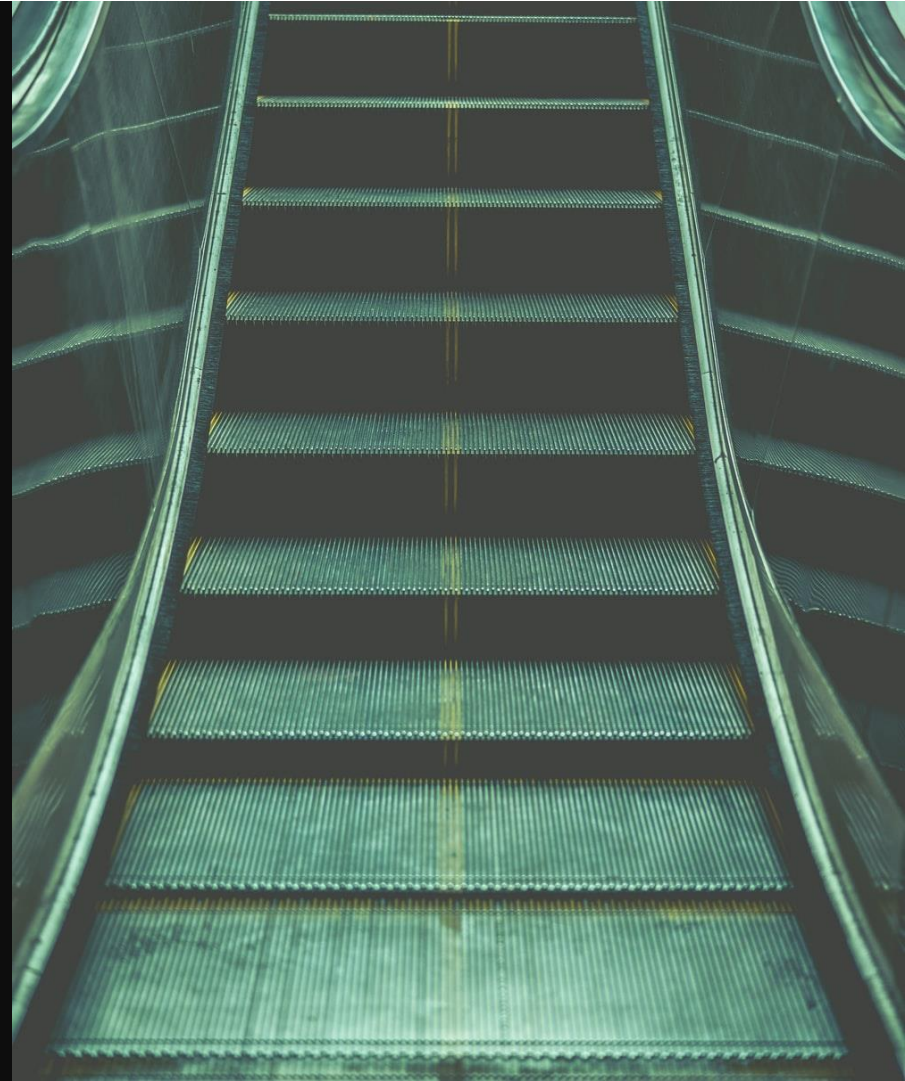
Better experience

Seamless Care

# Current challenges

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- 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

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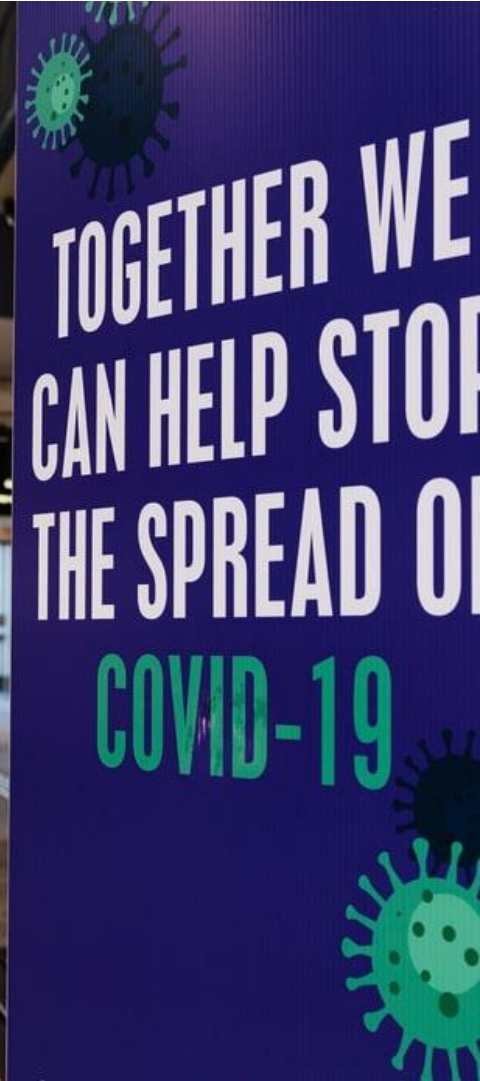
- 1st Lock down community and inpatient referrals generally decreased
  - Crisis line calls increased
  - Psychological Therapy Services closed to new referrals, other services were open for business
  - Post 1st lockdown referrals rates increased, but not to pre COVID levels
- 



## Meeting the Needs of Newham People in the COVID Context

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- 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:

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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.

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action > words



## **Actions & Future implications:**

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- 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

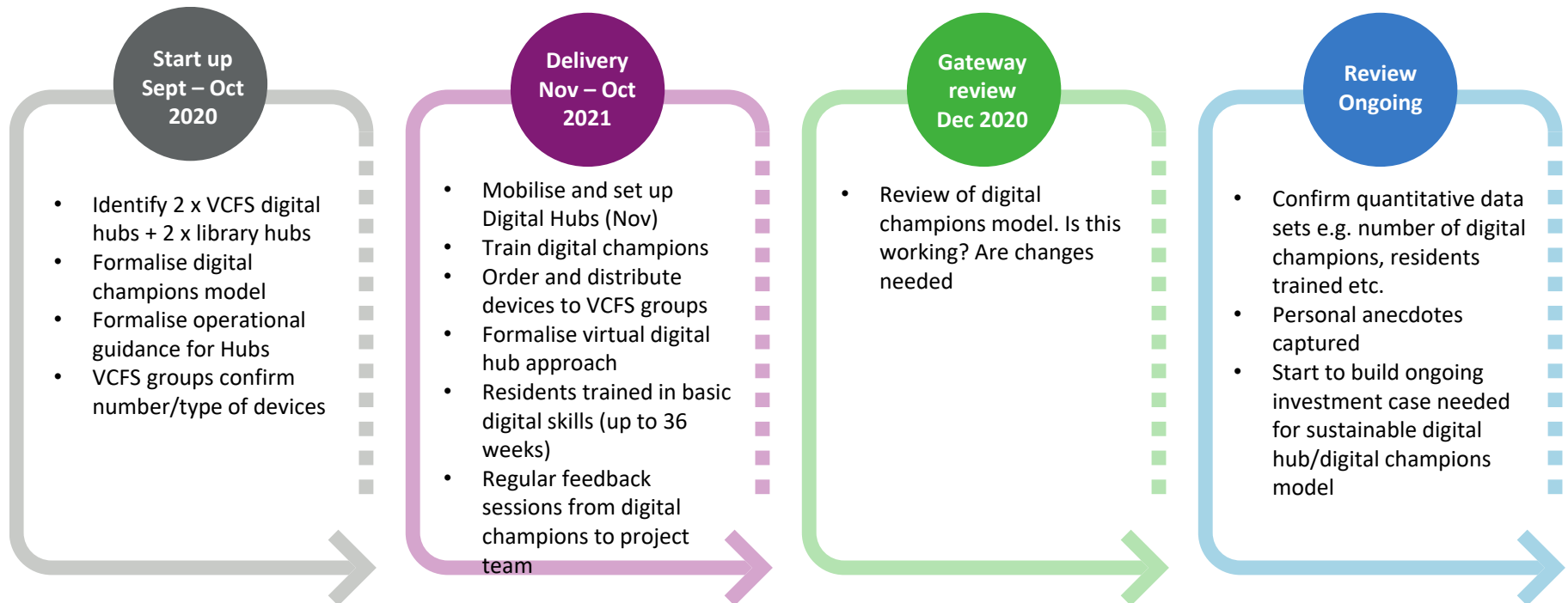


## MODEL/SOLUTION

(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](mailto:info@healthwatchnewham.co.uk)



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