



On equal terms

Then and now

Healthwatch Lambeth Annual Report 2020-21

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Message from our Chair

I am hugely appreciative of the dedication of staff and trustees of Healthwatch Lambeth during the tumultuous year of 2020-21. Currently the UK is making tentative steps towards opening up society after the huge pandemic surge and lengthy period of lockdown in the first quarter of 2021.

The long-term impact of the pandemic on Lambeth's communities will emerge, but we know already that the burden of death, illness, isolation and financial loss has fallen disproportionately on people whose voices are least heard and heeded in health and care services. The role of local Healthwatch to ensure people's voices are heard will be even more important in what we all hope will be a recovery phase.

Healthwatch Lambeth had planned ahead for the first lockdown and was able to shift outreach and engagement activities to the telephone and online in an effort to keep in touch with people. We worked closely with partners over following months to connect people to services but we know that online contact doesn't work well for all and we are only part way through the changes we still need to make to be as effective as we must in the future.

Healthwatch Lambeth staff have been committed and adept, responding quickly to the new circumstances. Many of our volunteers including from the Learning Disability Assembly have stayed with us to ensure local people still have their voices heard. The Board of trustees are incredibly grateful for their dedication and creative responses.



The role of local Healthwatch to ensure people's voices are heard will be even more important in what we all hope will be a recovery phase.



Sarah Corlett

A handwritten signature in black ink that reads "Sarah Corlett".

About us

Here to make health and care better

We are the independent champion for people who use health and social care services in Lambeth. We're here to find out what matters to people and help make sure your views shape the support you need, by sharing these views with those who have the power to make change happen.

Helping you to find the information you need

We help people find the information they need about services in their area. This has been vital during the pandemic with the ever-changing environment and restrictions limiting people's access to health and social care services.

Our goals



1 Supporting you to have your say

We want more people to get the information they need to take control of their health and care, make informed decisions and shape the services that support them.



2 Providing a high quality service

We want everyone who shares can experience or seeks advice from us to get a high quality service and to understand the difference their views make.



3 Ensuring your views help improve health & care

We want more services to use your views to shape the health and care support you need today and in the future.



“Local Healthwatch have done fantastic work throughout the country during the COVID-19 pandemic, but there is more work ahead to ensure that everyone’s views are heard. COVID-19 has highlighted inequalities and to tackle these unfair health differences we will need those in power to listen, to hear the experiences of those facing inequality and understand the steps that could improve people’s lives.”

Sir Robert Francis QC, Chair of Healthwatch England

Our achievements

Find out about how we have made a difference for people in Lambeth, our resources and how we have engaged and supported people in 2020-21.

Making a difference



Our projects, recommendations, information services and volunteer programme have:

- Helped to increase numbers of children in care receiving their initial health assessment on time
- Increased knowledge and awareness of the importance of recording future care and treatment wishes as well as opportunities to do so
- Led to further work on home care services with Lambeth Council involving residents in the decision-making process about the council's future home care service provision
- Increased recognition among local maternity providers about the impact of maternity service reorganisation on the mental wellbeing of women and their families during the COVID-19 pandemic.
- Improved knowledge and understanding of the COVID-19 vaccine helped people to make their decisions during the distribution in the borough of Lambeth.
- Collaborated with Lambeth Council to set up 'Team Lambeth,' a community led response to meet the needs of people shielding during the COVID-19 pandemic. We coordinated 1600 volunteers to deliver shopping, medicines and information to their homes and extend support to community and voluntary organisations.
- Improved the knowledge and skills of our volunteers through training and enabled them to support us with carrying out interviews, data analysis and writing reports.

Our other achievements include

- Sharing insight alongside Healthwatch Greenwich and Lewisham on the experiences of Black and Asian communities in SE London during the COVID-19 pandemic to shape the work programme of the CCG's Equalities Steering Group
- Collaborating with the Lambeth Learning Disability Assembly to bring together adults with learning disabilities and their carers to learn about COVID-19, testing and the vaccine.
- Successful transition to remote working throughout the pandemic to allow us to continue our work.

Our year in numbers

Find out about our resources and how we have engaged and supported people in 2020-21.

Making a difference to care



We published

9 reports

about the improvements people would like to see to health and social care services. From this, we made 24 recommendations for improvement.

37 % of recommendations

we made last year have been acted upon, at the point where we reviewed progress including:

- Better health and care provision for people with mental health conditions.
- Improved communication between children social care and Mary Sheridan Centre.
- Comprehensive induction program and training for social workers working with Looked After Children.
- Care home recommissioning incorporates service users engagement in the tendering process.
- Plan to incorporate workshop recommendations for inpatient mental health support service at Kings College Hospital.

6 case studies and videos

For the Care Quality Commission to encourage people to have a voice and raise their concerns. With the project, we also strengthened our partnership with Age UK, Carers Hub, Learning Disability Assembly in proactively encouraging service users to speak about their experience of health and care.

Reaching out



Through our research on perinatal mental health, looked after children, COVID-19, Home care, and SEND & Inclusion Strategy,

238 participants have shared their lived experience of health and social care. This resulted in improved experience of care and support.

216 people received information and were signposted to relevant services including how to raise a concern about the services they received.

163 people

Participated in our series of virtual information giving webinars.

How we work

Find out about our resources and how we have engaged and supported people in 2020-21.



17 of our 44 volunteers helped us to carry out our work.

Volunteers gave 32 days of their time

We employ 8 staff

50% of whom work full time. Our roles cover our engagement work, volunteer coordination, operations, management and a dedicated role to help us demonstrate the difference we make through our activities.

We received

£269,615 in funding

from our local authority in 2020-21, including a contract variation for volunteer co-ordination and a grant for the Lambeth Learning Disability Assembly. This is the same funding as the previous year.



Theme 1: Mental health and wellbeing: Children and Young People



Then: Exploring the views of social workers on looked-after children and young people's Initial Health Assessment

Thanks to feedback from social workers about the challenges they faced that contributed to low completion of Initial Health Assessment (IHA) for looked after children in the first 20 days. Our recommendations have led to almost 50% increase from 37% to 70.32% in the proportion of children receiving their IHA on time.

We wanted to find out the views of social workers on the challenges faced by social care staff through 11 focus group discussions with 61 children social care professionals. We found that the shortfall was due to the following:

- A general lack of understanding amongst social workers about the IHA process;
- Lack of clarity on the part of social workers on the role of the Business Support Officers that may lead to unrealistic expectations; and
- Varying experience on communication and interaction between social worker teams and the health team at Mary Sheridan Centre.

Two of the recommendations were to address the knowledge and skills gap through provision of a rolling programme of learning and development opportunities for social workers and to improve the communication between Children's Social Care and Mary Sheridan Centre.



Now: Following up our recommendations

We followed up the actions on our recommendations. Children Social Care reported that 70.32% of Looked After Children and Young People were referred within the first 5 days for IHA in January 2021.

The improvement showed the desire of Children Social Care to fulfil their duty. As one social worker said:

“It is our duty to ensure that the children’s health needs are met in a timely manner but this will not be possible if we fail to do the assessments on time. It is more than a duty, it is about creating a culture where children’s needs are prioritised”.

The improvement in IHA could be attributed to the innovations in Children’s Social Care, including:

- **Training and communication**– Children Social Care has reviewed the induction pack and as of 21st August 2020, all new staff were inducted using the new pack. It also provides links to Practice Hub and guidance on where relevant forms can be accessed.
- **Monitoring** - Referrals of children is being monitored by team managers and IHA referrals has also been added as a Key Performance Indicator and different layers of monitoring
- **Roles and clarity of accountability** – One Assistant Director takes the lead for improving performance on IHAs, and The designated doctor at Mary Sheridan Centre also takes time to write/talk to young people to encourage take up of the IHA referral.

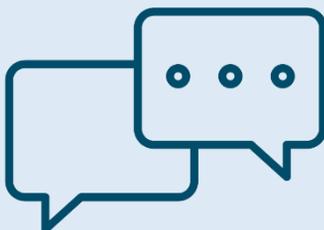


“Lambeth Children’s Services have worked closely with Healthwatch over the past 12 months and we have welcomed their input in supporting us to understand the needs, experiences and concerns of our children, young people and families who our services are in contact with to ensure we learn, respond and develop to better meet their needs. This has included Healthwatch working with our children’s social workers to have a focus on improving the timeliness of initial health assessments for our children looked after.

We look forward to continuing to work with you in the coming year to support our ambition to listen to our local communities and ensure our services are responsive and outcome focus. ”

- Merlin Joseph, Strategic Director of Children’s Services

Share your views with us



If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don’t struggle alone. Healthwatch is here for you.

 www.healthwatchlambeth.org.uk

 **020 7274 8522**

 info@healthwatchlambeth.org.uk



Theme 2: Mental health and wellbeing: Maternity care



Then: Birth during COVID-19: Women's stories of maternity care through the pandemic.

Thanks to the women who shared their stories of pregnancy, birth, and postnatal care during the COVID-19 pandemic, there has been increased recognition among local maternity providers about the impact of maternity service reorganisation on the mental wellbeing of women and their families. Since sharing our report of your feedback, restrictions surrounding partner presence throughout the maternity care journey have been lifted. Healthwatch Lambeth is now working closely with King's College Hospital Midwifery team to conduct a review of a new clinic for pregnant women with mild to moderate mental health concerns and to support input into their new Midwifery Strategy.

The lockdown measures introduced in the UK to reduce the spread of COVID-19 resulted in a rapid change in how maternity care services were delivered. Building on early feedback from women about the impact of these changes, we decided to look into these issues in more depth. Between September and December 2020, we spoke to 14 women about their experiences of giving birth during the COVID pandemic. The findings indicated a broad range of experiences, both positive and negative.

- The professionalism of staff, and their commitment to providing a high standard of care in incredibly challenging circumstances was recognised by the women.

"Staff were amazing, really relaxed, no sense of worry or anxiety linked to COVID. Lots of laughing, it was a really nice atmosphere"

The main issues raised by them included:

- The impact restrictions placed on the presence of partners during antenatal appointments, during different stages of birth and postnatally whilst in hospital.
- A lack of suitable practical and emotional support postnatally in hospital
- Intermittent and remote postnatal follow up after discharge.

Women told us that restrictions placed on partner presence during antenatal appointments and at different stages of birth, and the lack of face to face postnatal follow up had an impact on their mental wellbeing. Some even told us that remote appointments postnatally were impersonal and allowed them to hide their emotions that could have been picked up by face-to-face contact.

"I had to go in on my own to be induced, I cried as soon as I got there. I was a first-time mum, I was so scared."

'It's easier to hide over the phone, and say 'it's ok, no problems'. Video calls are better and you can see if someone isn't coping rather than taking someone's word for it"

In the face of the ongoing pandemic, we presented our insight to stakeholders at the Kings Maternity Voices Partnership and the South East London Clinical Commissioning Group Quality and Safety Committee Meeting who responded positively:



"Thought provoking report and presentation at the meeting this morning. Your work is very valuable and generated a lot of discussion." **Graham Hewitt, Associate Director of Quality**



Now: Following up our recommendations

Since sharing insight from women's stories, restrictions surrounding partner presence throughout the maternity care journey have been lifted. Healthwatch Lambeth is now working closely with Kings College Hospital Midwifery to conduct a review of a new outpatient clinic to support women with mild to moderate mental health concerns during pregnancy, and to look more broadly at the Midwifery Strategy the next 12 months post pandemic.



To find out more > > >

Text (Level 2)

www.healthwatch.org.uk/needs



Theme 3: Improving Personalised Care



Then: Advance Care Planning

Through Healthwatch Lambeth's work with partner organisations in the Advance Care Planning Consortium, Lambeth residents, services and organisations have increased awareness and knowledge of the importance of recording future care and treatment wishes in the event of serious illness and all residents have an opportunity to record their wishes for future care.

In 2019, Healthwatch Lambeth in partnership with Compassion in Dying secured a three-year grant to establish the Advance Care Planning Consortium from the National Lottery Community Fund to raise community awareness of advance care planning and establish a one-to-one support service for residents in 2020.

1,083 local people shared their wishes and learned about advance care planning at awareness raising community events including the 'Before I Die...' tent at the Lambeth Country Show.

A range of community organisations partnered with the Advance Care Planning Consortium to establish a shared commitment to promoting and providing advance care planning in the borough.

Local people were encouraged to think and talk about future care and treatment wishes so that their loved ones knew what they wanted, professionals knew how to support them, and they could live their lives with greater peace of mind.

"My grandma had dementia and I would have liked to know more about her preferences so we could make better choices-I don't want to put my family in that position."

Lambeth County Show 2019



Now: Advance Care Planning

All Lambeth residents now have the opportunity to record their wishes for future care and feel confident that these will be known and respected.

In 2020, the Advanced Care Planning Consortium launched a one-to-one support service for local people interested in completing an advance care plan. People have shared what would be important to them at the end of their life, or if they lost the ability to communicate, and been introduced to the three main tools involved with advance care planning.

Since the launch:

- 62 people have been supported to create a personalised advance care plan to be shared with professionals and those close to them.
- Seldom heard groups including carers, Portuguese speakers, people with learning disabilities and others with long-term health conditions have been offered bespoke, accessible support that addressed specific barriers to completing an advanced care plan.
- Volunteers and staff in health and social care services and grassroots organisations across Lambeth have had meaningful conversations about values, wishes and priorities with local people.
- 61 staff and volunteers have been trained to offer direct support to others in the community.
- Six volunteers have become Champions for Advance Care Planning.

"I thought advance care planning was for people in their eighties but now realise it is something I should do too!"

Webinar Attendee



To find out more > > >

Visit our Advance Care Planning page

<https://www.healthwatchlambeth.org.uk/lambethadvancecareplanningproject>



Then: Public Participation in Home Care

Thanks to the service users' feedback in 2019 on their home care experiences, Lambeth Council have decided to include residents in the decision-making process for selecting home care service providers for the borough's seven year contract.

In 2019 Healthwatch Lambeth ran a focus group with 1-1 follow up interviews to gather service user experiences of funded home care. Residents shared their concerns and made recommendations for an improved service which covered:

- The importance of flexibility in decision-making and care planning
- The need to properly resource travel time for carers
- The need to ensure safety and high standards of care throughout changes to the service
- The need for effective communication and training to support carers so they can provide the best service.

Healthwatch Lambeth also recommended that the service change included opportunities for service users to be involved and have their voices heard when it was time for key decisions.



Now

In 2020, Lambeth Council decided to include service users on the decision-making panel selecting home care providers. In 2021, Healthwatch Lambeth in partnership with the local authority will be supporting service users to:

- Be trained in how the tendering process works
- Evaluate the ability of home care providers to deliver the best service possible
- Communicate their decision

This will lead to a final decision that is responsive to the needs of local people to feel empowered and in control of their lives.



Responding to COVID-19

Healthwatch plays an important role in helping people to get the information they need, especially through the pandemic. The circumstances caused by national lockdown has encouraged our team to embrace pandemic-driven change to overcome operational challenges in the delivery of our services by being creative and nimble.

Over the period of 2020-21, Healthwatch Lambeth responded by making the following changes to our operations, allowing us to continue our work remotely throughout the pandemic:

- We made comprehensive Covid-19 and home risk assessments in a timely manner to enable staff to safely work from home from the beginning of lockdown.
- We adopted online financial processes, such as invoicing, expenses, volunteer payments. This replaced paper transactions which sped up our operations and reduced the need for staff members to travel to the office during lockdown.
- We used Zoom and MS Teams for meetings, webinars, AGM, and 121s as well as for staff socialising, improving mental wellbeing and reducing isolation among the Healthwatch Lambeth team.
- We replaced our old telephone system with of a state-of-the-art phone app (CallSwitch) which enables better communication between callers and staff. Calls can be transferred to the relevant officers wherever they are, allowing all staff members to communicate with the public while working remotely.



The Covid-19 Vaccination Programme in Lambeth: Healthwatch Lambeth Information Webinars

Thanks to our NHS service partners working with us to provide information about the COVID-19 vaccine at events we held in January 2021, we have supported the borough's efforts to increase awareness and understanding of how COVID-19 vaccines work, where the vaccines are being rolled out in Lambeth and improve uptake of the vaccine. By acting very quickly to address the gaps in knowledge about the vaccine in the early stages of the roll out we were able to respond to peoples concerns , improve knowledge and understanding and help people with their decisions about taking up the vaccine.

Healthwatch Lambeth responded to a call to raise awareness of the COVID-19 vaccination programme in Lambeth. There was growing concern about people not having access to reliable information about the vaccine and its efficacy as well as when and where they would be able to access it. Working with NHS service partners and a voluntary organisation supporting people with disabilities we hosted two events in January with 85 people to raise awareness of the available vaccines and how it was being rolled out in the borough.

Feedback gathered after the events was very positive with:

- **95% (21) said they had been given the information they needed**
- **95% (21) said they had a better understanding of the vaccine topic**
- **60% (13) said that the information helped with their decisions about whether or not to take up the vaccine.**

"It helped to clarify various information received from other sources, therefore answering my personal queries, but also through the questions raised by others about things I hadn't thought about."

"I was confused about the different vaccines, but the information was clear and understandable."

-Anonymised feedback from webinar participants



Find out more

Visit our advice and information page to find out more about accessing the Covid-19 vaccine in Lambeth

 [Covid-19 vaccine in Lambeth](#)

 **020 7274 8522**

 **info@healthwatchlambeth.org.uk**



Volunteers

At Healthwatch Lambeth we are supported by 44 volunteers to help us find out what people think is working within health and social care, and what improvements people would like to see.

This year our volunteers:

- Carried out website reviews for local services on the information and support they provide to young people and older adults including those affected by dementia
- Helped people have their say by carrying out interviews and focus group discussions over the telephone or through digital platforms.
- Improved their research skills by supporting us with interviewing, data analysis and writing reports
- Supported us with research looking at the impact of COVID-19 on mental wellbeing

This year our team :

- Collaborated with Lambeth Council to set up 'Team Lambeth,' a community led response to meet the needs of people shielding during the COVID-19 pandemic. We coordinated 1600 volunteers to deliver shopping, medicines and information to their homes and extend support to community and voluntary organisations.



Older people and wellbeing – Sophie

"I signed up to volunteer with Healthwatch Lambeth because I wanted to use my skills to contribute to the wellbeing of my community and to get to know my area and community better as a relatively recent Lambeth resident. I have assisted with mapping and categorising Dementia support in the borough and recently visited a residential home to provide input on the built environment and interview residents about their experiences. Through these activities I have contributed to the resource base for people with Dementia and their carers in Lambeth and helped advocate for local residents with mental illness."

COVID-19 research - Priya

"I decided to volunteer with Healthwatch Lambeth as I am very passionate about social research and addressing social issues in society. It's also a valuable opportunity to give something back to the community. The main project I have worked on is the COVID-19 research study. Here, I conducted qualitative interviews with people from diverse backgrounds to better understand their experiences of health and social care services during the pandemic and to better understand the psychological and social experiences of people during the pandemic. As a result, I have developed my qualitative and quantitative research skills. I have also gained a deeper understanding of the difficulties faced by individuals/groups from a wide variety of backgrounds."

Children and young People – Michael

My interest in mental health and gaining office experience are the main reasons I joined Healthwatch Lambeth as a volunteer. Mental health being a major topic, particularly amongst young people, is why I wanted a deeper insight and understanding into the significant role charities have in engaging with the community on the subject. Participating with a range of people has improved my communication skills, as well as highlighted the value of having strong analysis qualities because of the depth of research and preparation needed to raise awareness and connect with the local community. I am really enjoying the experience with Healthwatch Lambeth, everyone has been very welcoming, and I plan to carry on taking part.



Volunteer with us

Are you feeling inspired? We are always on the lookout for new volunteers. If you are interested in volunteering, please get in touch.

 www.healthwatchlambeth.org.uk

 **0123 456 789**

 info@healthwatchlambeth.co.uk

SE London Healthwatch Director – Folake Segun

This new post was jointly created by the new SE London Clinical Commissioning Group (SEL CCG) and the six local Healthwatch and became operational on 1 April 2021. The post demonstrates a partnership commitment between Healthwatch and the CCG to ensure visibility and voice for all local people in NHS SE London Clinical Commissioning governance and operations. As a dedicated 3 day a week regional resource, the post allows local Healthwatch to maintain a borough focus on delivery. The CCG fund the role, which is hosted by Healthwatch Greenwich.

In October 2020 the South East London Integrated Care System (ICS) provided additional funding to expand the post to 4 days a week so Folake could contribute to the work of the ICS Information Governance Steering Group, the Digital First Programme Board and the Data Usage Committee.

A patient group has been established with members coming from each of the six boroughs. The group ensures insight from borough level flows across SE London, complementing the challenge and scrutiny functions of local Healthwatch. The 12 members of the group were recruited through an open and transparent process with interviews led by an Independent Chair. Lambeth's patient members are Gareth Morris, Health Lead at Lambeth Links and Dr. Smarajit Roy.

Highlights for the Lambeth Learning Disability Assembly (LLDA)

In 2020, the Assembly successfully transitioned the quarterly Assembly and Forum meetings onto Zoom. The Forum meetings were attended by more than 30 different individuals from their homes and groups (in day services and residential homes as lockdown rules permitted).

The Assembly Chairs (Liz Hanon and Richard Kegan Bull) and the representatives and support workers were able to deliver their work programme which included giving the Assembly's views on a new day center service; the vaccine roll out for adults with learning disabilities and the usual round of activities to keep people well and happy, including a making pancakes event and singing.

In the autumn of 2020, the Assembly received funding from London Community Foundation to help them to get some of the more isolated members access the Zoom and other internet platforms. This work will continue in 2021.

Richard Keegan Bull won a national Leadership Award (Dimensions Coronavirus Leaders List) for the work that he did this year particularly helping others to stay positive through his video messages on the Assembly's Facebook page.



We have enjoyed our partnership with Healthwatch especially linking on the Vaccine rollout. It has meant we have been able to consult our members and support them to contribute to several webinars and magazine articles on this.'

Assembly Co-Chairs.

Transfer of Black Thrive

On April 1st 2021, the Black Thrive Lambeth programme (<https://lambeth.blackthrive.org>) and its growing team moved from being hosted by Healthwatch Lambeth to the new Community Interest Company (CIC) Global Black Thrive.

This marks a new and exciting chapter for a major Lambeth partnership formed in 2017 to mobilise and amplify the voices of African and Caribbean people of Lambeth and to address the root causes of inequalities experienced by black people in relation to their mental health and in services. The move will enable Black Thrive Lambeth to continue to focus on its role in the borough and grow as part of an organisation that reaches out far beyond to share and learn nationally and internationally.



The years of hosting Black Thrive have taught Healthwatch Lambeth a lot about how to see and address the embedded racism in society at large and in the way institutions tend to operate.

Healthwatch Lambeth is deeply grateful to the legal teams and Social Finance for their generosity and commitment; to Black Thrive and Healthwatch Lambeth staff for their hours of diligent work, and the Healthwatch Lambeth trustees who have been vigilant in carrying out their roles and responsibilities, willing to make difficult decisions and insisting on being fully informed.

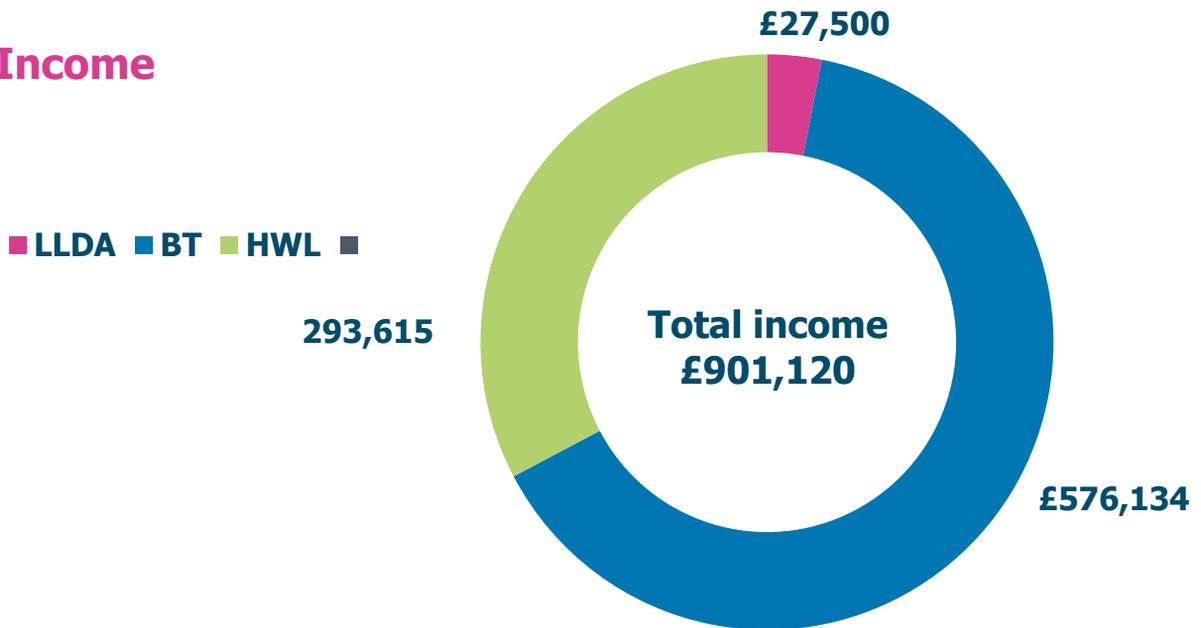
The years of hosting Black Thrive have taught Healthwatch Lambeth a lot about how to see and address the embedded racism in society at large and in the way institutions tend to operate. We want to take these perspectives into every aspect of how Healthwatch Lambeth conducts itself; with communities, on the Board, in the staff team and in our relationships with partners. We welcome being challenged by local people and the organisations we work with to ensure that less heard voices are to the fore and the health and care needs of all in Lambeth are heard, understood and met

Sarah Corlett

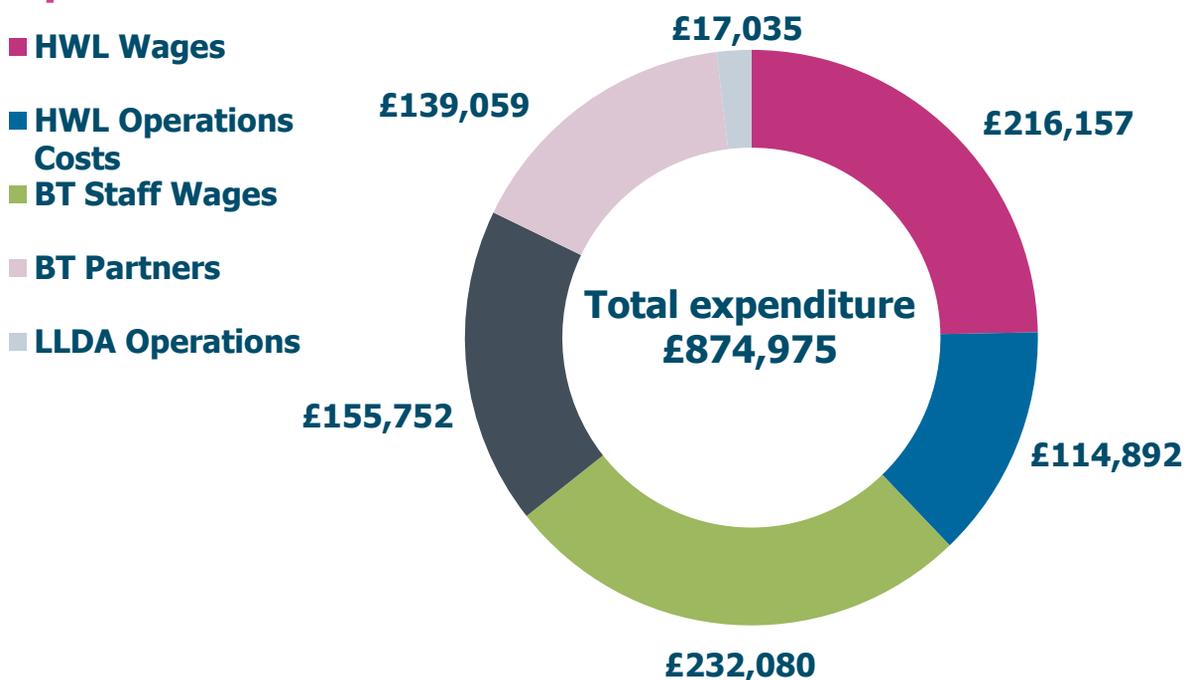
Finances

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

Income



Expenditure



Next steps & thank you

Healthwatch Lambeth's top 3 priorities for 2021-22 are to:

- Understand how the impact of the Covid 19 pandemic has shaped people's different experiences of care, both positive and negative, through high quality, tailored community engagement and research
- Use our Public Participation model to support purposeful public involvement in the way local and regional health and social care services
- Collaborate with partners to end the inequalities in outcomes and experiences of people with care needs in Lambeth and across SE London.

Our next steps:

- Build evaluation and impact measurement into all our projects and partnerships
- Relaunch our volunteer offer to create new opportunities for Lambeth residents to participate in all our projects and partnerships
- Raise awareness of our Information & Signposting service for Lambeth residents



“Healthwatch Lambeth’s vision is that everyone in the borough has their care needs heard, understood, and met. However, the past year has brought into stark relief that health and wellbeing are not equal. Factors such as culture, location, wealth, education, environment and discrimination lead to worse outcomes, and there is a strong consensus across the Lambeth Together Partnership that this must change.

Our priorities reflect our commitment to play a full and active part in delivering this change by ensuring that people who experience worse outcomes are heard and that their views shape how services are provided going forward.”

Catherine Pearson, CEO

I would like to thank the following for their contribution to our successes in 2020/21 and their ongoing support this year:

Healthwatch Lambeth Trustees, especially for their tireless work to ensure that the transfer of Black Thrive Lambeth's assets to Black Thrive Global was completed to a high standard. And a special thank you to all the **Black Thrive Partners** for their support with these tasks.

Arnold & Porter and **Farrer & Co** for providing expert legal advice so that the transfer met all the legal requirements laid out in Charity Law.

Healthwatch volunteers

Our partners – Advance Care Planning Consortium; Lambeth Learning Disability Assembly, Dementia Action Alliance, the Community Reference Group for the Safeguarding Adults Board.

Black Thrive colleagues and Partners

Lambeth Council

Healthwatch England, the **Care Quality Commission** and the **King's Fund** for small project grants.

National Lottery Community Fund for the **Advanced Care Planning Consortium** funding.

And of course, the staff:

Natalia Sali, Engagement Manager

Kate Damiral, Older People's lead until March 2021 and **Sara Lyon**, from March 2021

Mike Rogers, Mental Health lead until February 2021 and **Caroline Waren**, from September 2020

Ellie Munari, Volunteer Co-ordinator until September 2020

Daniela Muenzel, Communications Officer until September 2020, **Steve Wheeler** from September 2020

Vanita Bhavnani, Evaluation and Impact Lead

Hussein Shaher, Finance Manager

Olivia Nascimento, Business Administrator and Finance Lead



Statutory statements

About us

Healthwatch Lambeth, 'we are 336', 336 Brixton Road, London SW9 7AA.

- Charity Commission registration 1153444
- Companies House registration 08430436

Healthwatch Lambeth uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

Involvement of volunteers and lay people in our governance and decision-making.

Our Healthwatch board consists of 9 members who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. Our board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Through 2020/21 the board met 5 times (excluding sub-committee meetings – Finance, Risk & Assurance; Strategy and Human Resources) and made decisions on matters such as the safe transfer of Black Thrive Lambeth's assets to a new Community Interest Company, Black Thrive Global.

We ensure wider public involvement in deciding our work priorities. People contacting Healthwatch Lambeth told us about the difficulties they were experiencing with regard to health service appointment systems. As a result, we applied to the King's Fund for funding to research the impact of administrative processes on people's health and wellbeing.

Carers, people with Learning Disabilities and mental health service users told us that they don't know how to complain and raise their concerns with services. Healthwatch Lambeth decided to participate in the Healthwatch England's 'Because We All Care' campaign and produced six case studies and videos with adults with Learning Disabilities, mental health service users and carers to encourage more people to speak up if they do not get the support they need. One of the videos is available on the Care Quality Commission's national website.

An event for Black communities, in partnership with Black Thrive Lambeth, helped us develop recommendations for our Dementia Action Alliance partners on the best ways to engage more widely with people at risk of Dementia.

Methods and systems used across the year's work to obtain people's views and experience.

We use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight about their experience of health and care services. During 2020/21 we have been available by phone, by email, provided a webform on our website, provided a feedback centre/rate and review system, attended virtual meetings of community groups and forums, provided our own virtual activities and engaged with the public through social media.

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