

08 November 2017 at 2.00 pm



Health Liaison Board

Presentations given at the meeting

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Healthwatch Kent

Sevenoaks DC Nov 2017

Healthwatch Kent : Who are we?

- We are the consumer champion for health & social care
- Our aim is to improve services by ensuring local people's voices are heard
- FREE Information & Signposting service

0808 801 0102

info@healthwatchkent.co.uk



Our Reach

- We have had direct contact with over 7500 people via our Freephone line, community engagement, hospital information stalls and projects
- We gave out nearly 6000 pieces of promotional material
- Thousands of Kent residents will have seen us on our Big Red Bus tour, on ITV & BBC news, our press releases in local papers and news websites, and heard us on Radio Kent throughout the year.



Sustainability & Transformation Partnership - Support

- Recruited and supported members of the public to join the Kent & Medway Patient & Public Advisory Group and manage their expenses
- Have acted as interim chair since it started meeting
- Represented the group at the STP Programme Board, the development of the Integrated Impact Assessment and other working groups
- Supported it with use of our video conferencing facilities to ensure accessibility



Sustainability & Transformation Partnership - Scrutiny

- Volunteers in Healthwatch Kent steering Group are using our Consultation and Engagement Best Practice guides to scrutinise aspects of the STP
- Currently looking at Stroke
- Feedback on listening events
- Regular meetings with STP Project Management Team and Consultants



What have we achieved?



Outcomes - Mental Health

- We spoke to over 300 people about the Children & Adolescent Mental Health service. Our recommendations are part of the new service which recently commenced
- Out of area placements - now no longer occur
- Mental health carers - carers charter implemented
- Access to inpatients - better information, better help with transport



Outcomes

- We spoke to over 100 people about their experience of being discharged from hospital in North Kent. We have worked on a new patient leaflet explaining the discharge process which is currently being piloted with 20,000 patients
- We have just completed the same process in West Kent



Outcomes

- Our report on changes to repeat prescriptions is being used to inform all 7 Clinical Commissioning Groups as they work to reduce the amount of money wasted on unwanted medicines



Outcomes

We gathered experiences of dentists in West Kent, raised the concerns at a strategic level and developed leaflets on accessing a dentist and charges



Outcomes

We worked closely with Kent Community Foundation Trust and West Kent CCG re the consultation on Edenbridge Hospital to ensure good practice as per our Best Practice on Consultations guide



Outcomes

- Our findings about people's experience of autism services have been used as part of a national report highlighting the challenges that parents and young people with autism are facing



Outcomes

- In the last year we have escalated 11 cases of concern for patient safety to the Care Quality Commission and Kent County Council this year. All of our escalations have been investigated and in one instance the care home was prevented from accepting new residents until measures were put in place.



Outcomes

- We have established a new Kent wide Physical Disability Forum which is now a platform from which people with a physical disability can effectively raise their voice and be heard by the right people. Organisations and commissioners of services are working with the Forum around any changes or developments to services



Outcomes

We developed a self assessment framework for Patient Participation groups so they can be as effective as possible and a key mechanism for patient & public involvement



Outcomes

We have visited A&Es and Outpatients in North & West Kent, raised a number of recommendations that have been implemented



Care Homes

We will shortly be undertaking Enter & View visits to care homes across the county - 2 in each district

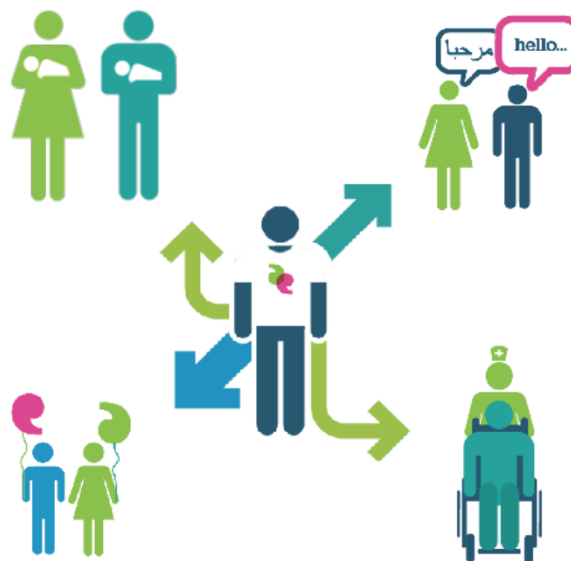


Volunteers



Gypsy & Traveller

healthwatch
Kent



Healthwatch Kent
Engaging with Communities
Experiences of Gypsy & Traveller Communities in Kent
June 2017



Help Cards



Help Cards

- ☐ I need help filling in forms
- ☐ I need help reading and understanding
- ☐ I would like a doctor who is the same gender as me
- ☐ I would like to speak to someone confidentially

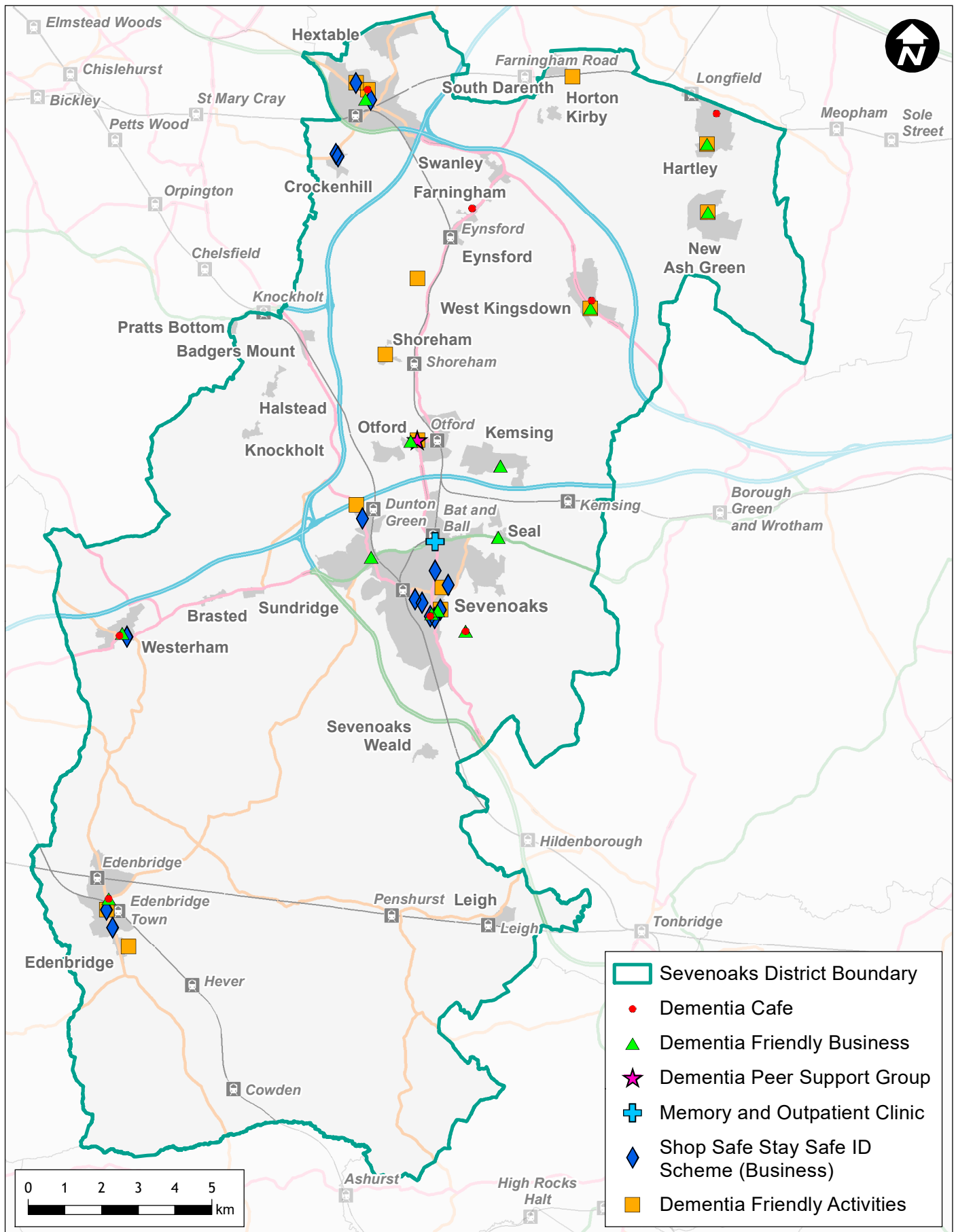


THANK YOU

ANY QUESTIONS?

Steve@healthwatchkent.co.uk





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Sevenoaks District Dementia Friendly update

Anton Tavernier-Gustave – Sevenoaks Health Lead

How it all started...

- Forums were set up by KCC across Kent to tackle the National Dementia Strategy in July 2014
- The Forum is made up of a range of organisations all committed to the National Dementia Declaration and sharing local information and best practice.
- Forum members include Sevenoaks District Council, Kent County Council, Home Instead Senior Care, The Good Care Group, All About Home Care, Kent Community Health NHS Trust, Carers First, Age UK, The Alzheimer's Society.
- Our aim is to develop awareness of Dementia and promote Dementia Friendly activities and services to create a Dementia Friendly Community; allowing those living with dementia and their carers to live well and safely in the Sevenoaks Area.

Public Insight gathering for Dementia

- Insight activity to gather feedback from local residents
- Asked individuals living with dementia and their families.
- How information resources and support could be improved locally
- Of those who completed the survey:
 - 66% of people reported that there was a lack of information about dementia services
 - 85% of people reported they get most of the information they needed about dementia from their GP.
 - 70% of people reported were currently affected by dementia

Are we dementia friendly? Customer and partner workshop

Council Reception:

- colour
- layout
- physical objects
- staff interaction



Feedback from workshop



Events & Campaigns

Dementia Friendly Kent
Living well with Dementia
24 Hour Kent Dementia Helpline
0800 500 3014

Select Language ▾

Home About Us Help & Advice **My Area** Learning News Search...

You are here | Home > My-area/projects > West Kents Venture into Dementia

In this section...

- My Area >
- Projects >**
- Events >

West Kents Venture into Dementia

Venture into Dementia
Background

Dementia Networking Event
Feb 16th 2016

Longfield Academy
Main Road, Longfield

Presentations, Workshops and Networking

Lets talk about Dementia

Monday 7th July 2014, 11am - 2pm

Orchard Academy, St Marys Road, Swanley, BR8 7TE

Understand dementia? Want to learn more?

This event will help you better understand how people can live well with dementia and what support is available locally.

For further information please contact:

Let's talk about dementia

Dementia affects more than 820,000 people in the UK and many of us may know someone who is affected by this life changing disease.

We are working closely with Kent County Council, the Sevenoaks District Seniors Action Forum, support organisations and local communities to make the District a more dementia friendly place.

Local people with dementia have told us they want to maintain their social networks, feel they belong in their community and continue to live the life they had before their diagnosis.

The Swanley Dementia Friendly

launched earlier this month to engage more people across the District.

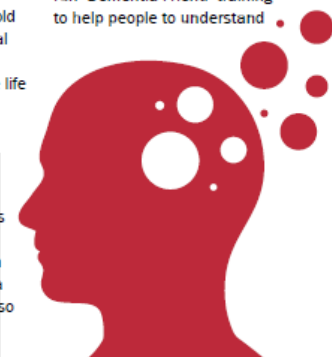
Everyone can play a part in supporting people with dementia and their carers. As part of this work, we continue to run 'Dementia Friend' training to help people to understand

dementia and the support available. We are leading the way and we have already trained over 100 of our staff and partners as 'Dementia Friends'. We are also looking at physical changes to our building signage to be more dementia friendly.

If you would like to take part in Dementia Friend training or would like to get involved in Dementia Friendly Communities Forums please call us on 01732 227000 or e-mail healthyliving@sevenoaks.gov.uk

If you have any questions or concerns about dementia, you can call the dedicated Kent Dementia Helpline anytime on the freephone number 0800 500 3014 or visit www.alz-dem.org

www.sevenoaks.gov.uk



A Dementia Adventure

Wednesday 21st May 2014 10am-3pm

There are over 820,000 people living with dementia in the UK today, many of us may have a close friend or family member with dementia.

It is not a natural part of ageing, and does not only affect the elderly.

People affected by dementia have told us they want to....

Pursue hobbies and interests and "go out" more.

Support others in their community by volunteering.

Maintain our social networks so we feel we belong in the community

Find our way around and be safe.. Use "normal places" and local facilities.

Live the life we had before diagnosis.

Coping with Dementia as a family

24 February 2016, 6pm to 8.30pm at:
Sevenoaks District Council, Argyle Road, Sevenoaks TN13 1HG

Presentations ★ Legal Advice ★ Financial advice
Question and answers ★ Support and specialist advice
One to one advice (advance booking required)

To book a **FREE** place, and a one to one session, call 01732 227000



Sevenoaks cabbies trained to understand dementia

By [Sevenoaks Chronicle](#) | Posted: May 07, 2016






DRIVING FORCE: Cabbie Robert Challis with Councillor Michelle Lowe

Application form

Shop Safe Stay Safe ID Scheme

Working together to keep you safe



 **Kent Fire & Rescue Service** 



Looking Forward 2017 onwards (Map)

Sevenoaks Dementia Forum



Run, Walk or Push against Dementia

- Running event at a national park
- Route: 3k, 5k and 10k
- Recruited 450 runners
- Raised over £4500

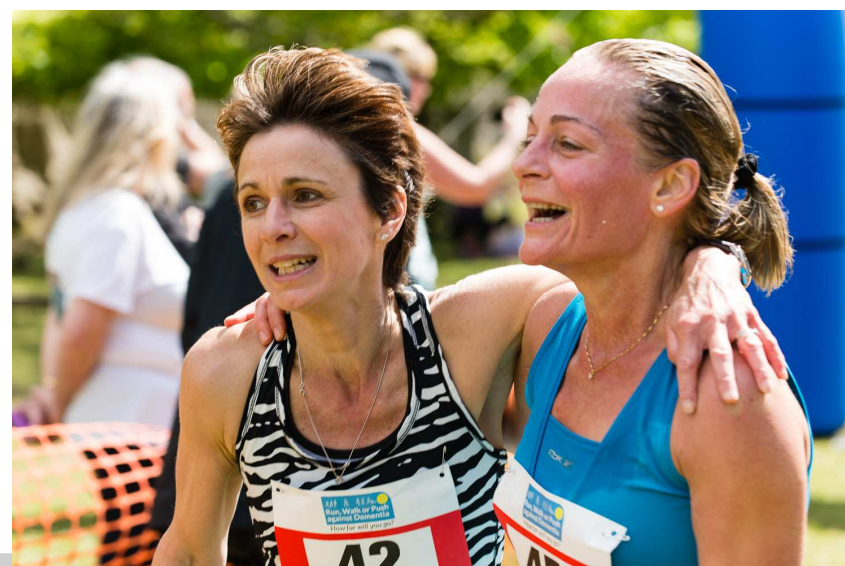
Forget-me-not Cafés

 *Companionship over a cuppa* 

- Knole House and Eynsford Café
- Edenbridge and Westerham Café
- Information Centre
- Support individuals and organisations

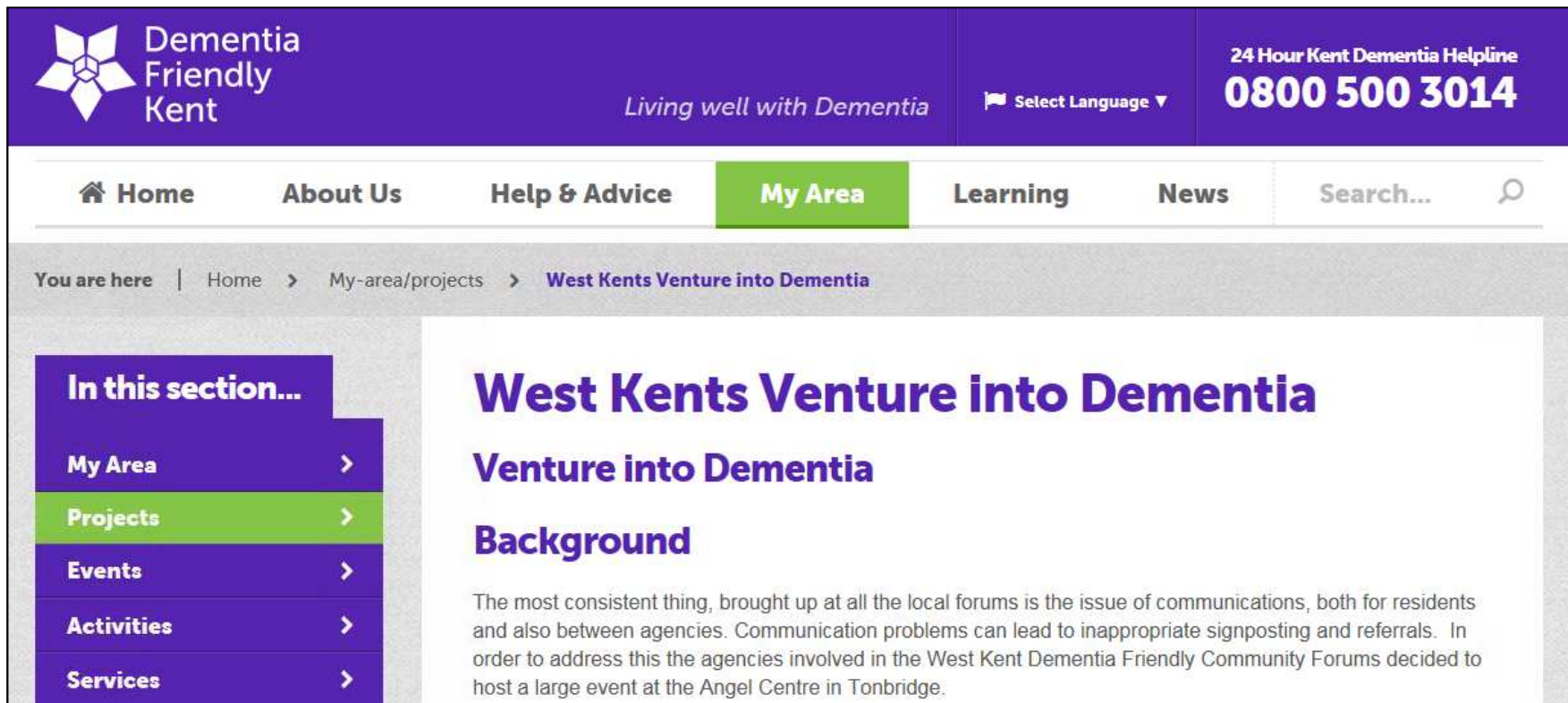


How far will you go?



Information point - combining Dementia and Health services





The screenshot shows the homepage of the Dementia Friendly Kent website. The header is purple with the Dementia Friendly Kent logo on the left, the tagline "Living well with Dementia" in the center, and a "Select Language" dropdown on the right. A purple box on the right side of the header displays the "24 Hour Kent Dementia Helpline" number "0800 500 3014". Below the header is a navigation bar with links: Home, About Us, Help & Advice, My Area (highlighted in green), Learning, and News. A search bar is located on the right of the navigation bar. Below the navigation bar, a breadcrumb trail reads: "You are here | Home > My-area/projects > West Kents Venture into Dementia". On the left side, there is a sidebar titled "In this section..." with a list of links: My Area, Projects (highlighted in green), Events, Activities, and Services. The main content area features the title "West Kents Venture into Dementia" in large purple font, followed by the subtitle "Venture into Dementia" and the section heading "Background". The background text states: "The most consistent thing, brought up at all the local forums is the issue of communications, both for residents and also between agencies. Communication problems can lead to inappropriate signposting and referrals. In order to address this the agencies involved in the West Kent Dementia Friendly Community Forums decided to host a large event at the Angel Centre in Tonbridge."

www.dementiafriendlykent.org.uk

Ideas and support