

# How we are engaging with local people in Havering to shape our priorities and improve outcomes

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Luke Burton, Borough Director, Havering Place based Partnership

# A partnership focus

- The Havering Place based Partnership, comprised of health, care and the community and voluntary sector across the borough, provides us with an excellent platform to hear from, and provide support to seldom heard groups so that their voice shapes local services
- Primary care is part of the Borough Partnership and therefore should not be looked at in isolation
- The Partnership is committed to involving and listening to local people, carers, and community and voluntary sector groups, as well as front line staff, in all the work that we undertake
- The communications and engagement teams within all partner organisations are working together to form a communication and engagement strategy for Havering
- We want local people's views, ideas and experiences to genuinely shape our priorities and programmes of work, and ensure that we are working collectively towards outcomes that are meaningful to them.
- Lots of great work already happening with more to come.

# The Big Conversation

On Wednesday 19 July, local people and partners from across Havering, including community and voluntary sector, health, care and local business will be coming together to:

- Find out what matters most to local people and about their current experiences
- Talk to local people about any changes in health and care
- Articulate what is most important about our planned priorities, both at a North East London Level and locally – and how we'll know we've made a difference
- Help local people link in to health and care services and wider wellbeing services and get involved in reshaping and improving them
- Ask questions

This will be part of an ongoing series of discussions and co-production work with local people, with partners planning to run events across the Borough to speak to as broad a range of local people as possible

# The #BeeWell survey

- The Havering Youth Wellbeing Census is part of Havering Council's commitment to amplifying the voice of young people in the borough.
- Havering Council is working with UCLPartners to locally adapt and use the #BeeWell survey for this.
- Designed by young people, the #BeeWell survey measures the wellbeing of young people and the results are used to deliver positive change.
- 13 schools in total have registered and should be undertaking the survey as part of PSHE lesson for Year 8s and Year 10s in June/July.



# Our Carers' Strategy

- The Havering strategy for those who provide informal and unpaid care has been designed around feedback and engagement with local carers
- One to one discussions, focus groups and a borough wide survey of local carers provided rich feedback which we have directly used to shape the strategy, setting out how we will improve things for local carers in a series of 'I' statements so that it's really clear the benefits they will see over the coming years.
- Lynn, a local resident, has also kindly shared her recent experience caring with her mother, to highlight the improvements that need to be made for Carers and those they care for in the Borough. This forms the foundation of the strategy.



# What matters to local carers – feedback from engagement

## One to one discussions



"I live alone with my mum who is ill, it's just us but it's always been that way"

Imago Young Carer (aged 9-12)

"Sometimes I don't know where to get help, I care for my husband on my own and struggle using technology to access information"

Adult Carer

"I take care of my twin sisters with mental health problems and my great grandmother. I used to have a group of young carers to meet up with, but now with my college schedule and caring I don't have time"

Young adult carer (aged 19)

"I just want carers to be acknowledged as workers, entitled to breaks. We work so hard and employers often don't recognise this strain"

Adult Carer

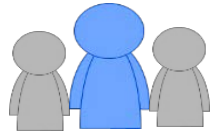
"I have cared for my grandad for as long as I can remember, but since he became bed-bound 2 years ago, it has taken more time. I had to take 8 weeks off college because it's just me and my mum who care for him"

Young adult carer (aged 23)

## Borough wide Survey



**1 in 3**



Of 125 respondents said that access to timely GP appointments was their top priority

**64%**



Of respondents felt that training to help them fulfil their informal/unpaid caring role would be useful

**1 in 2**



50% of respondents felt that better access to get through to services on the phone in a timely way is their top priority for improvement

**1 in 2**



Of the 125 respondents felt that their relationship with their GP worked well in terms of the care and support they currently receive

The general additional comments provided focussed on the need to coordinate care around people, ensuring that it is more seamless, ensure access to information and advice so that people can navigate the system, and ensure access to timely appointments.

## Focus Groups



It is often difficult to understand what services are out there to support Carers and the people that they care for. Carers will often have to go to the GP to be referred on for support. This should be more simple. A single directory would be helpful, if everyone could access it.



Access to respite should be easier, and it should be more flexible. It's really important that Carers have access to respite when they need it, that doesn't disrupt the routines of the person they're caring for



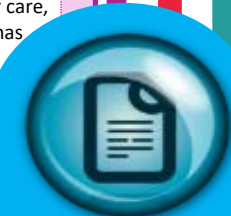
Access to Primary Care appointments should be easier and more quick. A flexible model would be helpful, that means you are seen by the right person for your query, in a timely way.



Services should be more streamlined around the needs of the person. It can be difficult to navigate a range of appointments, and it takes time to take the person that you care for to different appointments at different places.



Carers should be identified and recognised for the key role that they play. Sometimes it's difficult to get the GP to call the Carer rather than the cared for person to discuss their care, even if the cared for person has dementia

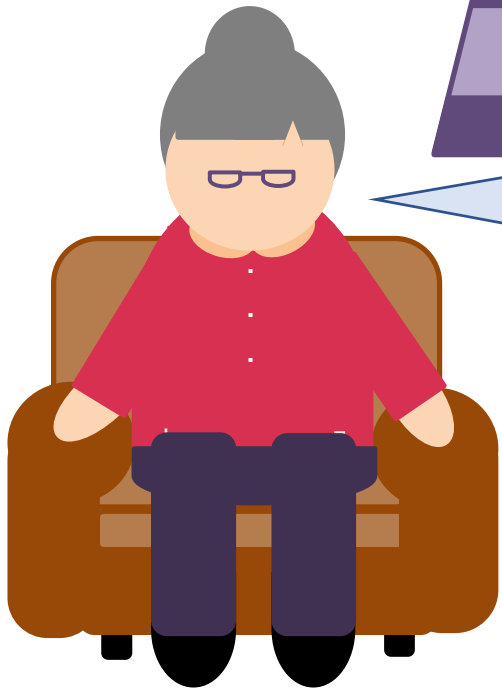


# Havering Carers experience: Lynn's story

Lynn and her mother Joan share a really close bond, and are more like best friends. They're always there for each other, and see each other frequently. Lynn's mother had started to slowly decline in the past couple of years, being less able to manage. Lynn noticed this and, as well as supporting her mother herself; acting as her advocate, booking appointments, arranging food shopping and other support, Lynn requested a Social Care assessment following which a care package was put in place (single handed, 4 times per day). A lot of the monitoring of her mother's diabetes and blood sugar levels falls to Lynn, including the decision of when to escalate; Lynn also notices that the diabetes medication is given by nurses on several occasions despite her mother's blood sugar levels at the time suggesting that it should not have been administered.

In 2022, Lynn's mother, who was at this point defined as 'housebound' developed a rash across her body, which left her in extreme discomfort. From then on, Lynn's mother's condition began to decline, despite Lynn's struggles to get her seen by the right people to support her. The following page maps their journey from this point.

## Lynn's Mum - Joan

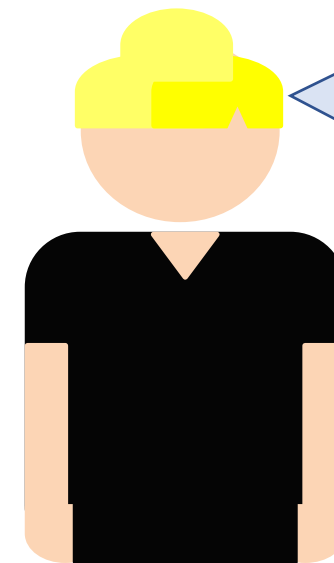


*"I don't mind being woken up by the cat, she reminds me that I'm still alive"*

### Lynn's Mum

- 89 years old
- Lives alone with daughter nearby
- Declining mobility
- Care Package – single handed, x4 times a day
- Type 2 Insulin controlled diabetes
- 2019 Alzheimer's diagnosis

## Lynn



*"I'm not a Carer, I don't have any formal caring qualifications, I'm just trying to do what's best for Mum"*

*"I often felt I was alone, trying to fight for Mum"*

As well as supporting her mother and her family, Lynn works in Havering in the Community and Voluntary Sector and has a strong understanding of the health, care and community system in Havering.



## **Havering Carers experience: Lynn's story**

**There are many instances within Joan and Lynn's journey where care could have been improved, particularly:**

- There was a lack of care coordination /person centred care around Joan's journey, with Lynn trying to fill this function; there were many occasions where Lynn was not listened to, and she really had to push to have her mother seen
- There were many cases where, to get the referral or support she knew that her mother needed, Lynn had to go back to the GP for an appointment, to get the onward referral
- Joan's rash was never properly investigated / addressed, and she was in significant discomfort because of this throughout the last few months of her life
- Lynn was never identified as a carer / no one who saw Lynn ever checked that she was receiving the support to which she was entitled
- Joan's journey was convoluted, and without Lynn acting on her behalf and taking her to appointments, could have been significantly worse
- Lynn is now left with not only the impact of losing one of the people whom she loved most in the world, but also the impact of the experiences that she and her mother had to go through during the last months of her mother's life



# Community Core Connectors

- Project based in Harold Hill to reduce health and care inequalities and improve outcomes for local people.
- Recruits local volunteers as Core Connectors who are based in the community to share key health messages and information, and link people to other wellbeing support.
- The work is led by a former housing officer whose background and knowledge of the local population has been invaluable to the success of this programme.
- Nearly 500 people have already benefitted from this project.
- Feedback suggests that becoming a Core Connector volunteer is also in itself a rewarding experience.



# Warm hubs and cost of living

Partners in Havering have formed a task group to support local people with the cost of living, this has included:

- Targeted texts and financial support for those on life saving equipment
- Targeted online support for those searching for cost of living advice in the Havering area
- ‘Warm Hubs’, strategically placed across the borough (which will evolve into cool hubs during the summer) which provide a safe place for local people to access information, advice, and a cool/warm place during the day. There are a number of activities and support delivered through these hubs, and local people are directed on for further support as needed. Over 1,000 people have already benefited from these hubs.
- Financial support and advice for those who are struggling as a result the cost of living increases



# Learning Disabilities and Autism

- Havering Place based Partners are engaging directly with the Autism Hub and its members to understand their experiences of health and care services, and feed these into a programme of improvement
- Havering Healthwatch has also undertaken a piece of engagement work with those who have a learning disability or autism to understand their experiences in more detail
- This will feed this in to the partnership to ensure that this can shape priorities and service improvement going forward
- Havering currently does not have a Learning Disability strategy and it is the intention of the partnership to work with local VCSE groups and people with Learning Disabilities and their carers to codesign this.

# Engagement with the VCSE

- Since the inception of the Havering Place based Partnership a concerted effort has been made to engage with community and voluntary sector groups across the borough to raise awareness of the work between health, care and the VCSE, and to ensure that all groups feel they are able to be involved in and shape the priorities and work of the partnership
- A community chest fund was launched last year which saw an additional circa £100,000 invested in local community and voluntary sector services targeted at reducing inequalities
- The partnership has also been undertaking a series of 'showcase events' for all health, care and VCSE staff across the Borough to raise awareness of the work underway and encourage more of our partners to get involved.



# Understanding the experience of health and care for those who are deaf

- Havering Healthwatch has been commissioned to ensure that health and care services are meeting the needs of those who are deaf.
- It aims to raise this community's profile, build confidence in terms of accessing services, and ensure that outcomes for those who are deaf are improved
- It is a key foundation block to ensure that no community is disadvantaged in terms of accessing health and care services.

# Homeless and rough sleepers

- We are working with partners to understand the healthcare issues and barriers for people who are homeless or sleeping rough
- In addition to this, a survey has been launched to ask local people who are homeless/rough sleeping what they think
- Part of the health inequalities funding is being used to offer to create a homeless outreach service.



# Events in the community

- As part of the work to support practices with their Patient Participation Groups, we are exploring using community events as an engagement mechanism for practices and primary care networks
- We are supporting a Health Fair with Crest PCN on 22 July to help them use this as a meaningful engagement exercise to reach people we would not usually hear from and to recruit people to their PCN PPG.



# What's next

- Work will continue to support PCNs and practices to develop mechanisms that work for them and that feed back into the work of the Borough Partnership.
- The Partner communications and engagement teams are now focused on developing tangible pieces of work to work together on.
- As a Havering partnership, we want to embed engagement with local people at the start of every programme of work that we do, with local people feeling part of, and able to influence how their services shape up.
- We will use the NEL Community Insights System to collect feedback that local people share in online forums so that we can also understand the key themes of this, and ensure that these are responded to, alongside other methods of communication including surveys, focus groups, face to face engagement sessions, and other ways of engaging with local people.
- This will all be part of a larger programme of communications and engagement, to ensure that local people are continually part of the conversation to improve and shape their health, care and community and voluntary sector services going forward.
- We will ensure that the tools are in place to support local people to have more control over their care, including development of a single data base of services for Havering (via the Joy App) and greater use of technology to enable local people and their carers to have access and control over their data.
- The Local Authority and NHS Integrated Care Board are currently undergoing restructures that will see a more integrated team at place with more capacity to drive forward our projects. This will build on the foundation of work that we have in place, and really help to drive further engagement and positive change for local people.