

Lewisham Health and Care Partnership stakeholder bulletin

June 2023

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The months ahead, with Michael Kerin

Welcome to the third edition of the Lewisham Health and Care Partnership (LHCP) stakeholder bulletin. Healthwatch Lewisham is a key voluntary sector partner. We asked Michael Kerin, their chair, to outline their role.



Healthwatch Lewisham is the independent champion for local people using health and social care services. We do this by seeking feedback face-to-face, through our website and through our contacts with other local organisations and community groups. We also undertake research into important local issues and we have a statutory right to visit local health and care services to

observe the care provided and to make recommendations.

We share the feedback we receive in several ways – our quarterly and annual reports, our research findings, our reports on our visits and by the personal engagement of our staff and volunteers on many groups and committees.

A lot of the feedback on services is positive, and it is important that staff can be told when their work is appreciated. But it is important to recognise that many people have significant concerns, especially about difficulties in contacting and accessing primary care.

The increasing use of digital services during the Covid-19 pandemic led us to research and report on digital exclusion in December 2021. We found that many

people have problems using digital, for a variety of reasons – access to the technology, poverty, lack of confidence, language skills, etc. Our ongoing research also indicates that while many people who can access digital care services find this convenient, for at least some contacts, a large percentage found it unsatisfactory or worse compared to face-to-face contact. Ongoing reliance on digital without effective alternatives would increase inequalities in access to care for many vulnerable people. Healthwatch is pleased that the LHCP has taken on our research and is working collaboratively to identify solutions. We will keep the spotlight on this issue.

Other recent reports have included the experience of outpatients locally in conjunction with other local Healthwatch organisations and Lewisham and Greenwich NHS Trust. All our published reports, and other information about our work, are on our website: <https://www.healthwatchlewisham.co.uk/>

We are now working on a report following a recent visit to the Ladywell Unit as a contribution to the planning of future mental health services in Lewisham. We are considering how we might support the Joint Strategic Needs Assessment priorities and Lewisham's wider focus on health inequalities, including amongst people with disabilities, as identified in the recent Lewisham Commission report. We are encouraging local partners to embrace co-production of services with local people.

We are a small organisation with limited staff resources and heavily dependent on committee members and other volunteers who give their time and lived experience freely to the work. Alone, we can never hope to reflect all the rich diversity of Lewisham's population.

But, working with other local community groups and with the new People's Partnership, we seek to ensure the diverse needs and views of patients/service users and carers – and especially the most vulnerable – are taken into account when services are being planned and decisions are taken. That is why we are actively involved in LHCP.

Support for families in Lewisham

Parents, carers, children and young people were welcomed to the first of Lewisham Council's new family hubs at Clyde Nursery last month.

This is the first of several Family Hubs in Lewisham where families can access services, advice and support or just meet other families – all in one place.

The government-funded family hubs are for families with children and young people from pre-birth to early adulthood. From parents who want help with parenting or feeding, support with wellbeing and mental health, access to certain healthcare services, to young people looking for activities and advice around education and sexual health - Family Hubs are designed to make it easier to get practical support.

A [virtual Family Hubs offer](#) on Lewisham Council's website draws together information, advice and signposting to further support for families and young people in one easy-to-access online hub.

Lewisham Council is piloting the first Family Hub at Clyde Nursery (Alverton St, London SE8 5NH) and plans to extend this support with more hubs due to open across the borough later in the year. The Family Hub at Clyde Nursery is open from 9am to 5pm Monday to Friday and can be contacted on 020 8314 9545 or by emailing family.hubs@lewisham.gov.uk

Councillor Chris Barnham, Cabinet Member for Children, Young People and Community Safety, said: “Our Family Hubs will provide a one-stop-shop for families and young people, making it easier for them to access vital services, advice and support in one place. We know that for children and young people, the right support provided at the earliest opportunity can make all the difference. By improving access to services and bringing whole-family support under one roof, these hubs will help families overcome challenges and should ultimately help to improve outcomes for children and young people.



“We’re working closely with partner organisations, as well as families, across the borough as we shape and develop this service. We are looking forward to extending this support with more hubs due to open across the borough later this year.”

Trust launches new restraint reduction training

In 2010, 23-year-old Olaseni (Seni) Lewis died soon after being restrained by police officers at Bethlem Royal Hospital. Learning from Seni’s story, and working with his family, South London and Maudsley NHS Foundation Trust has made a number of improvements focusing on preventing restraint and escalation of conflict. The Trust has also reviewed its Promoting Safe and Therapeutic Services training, introducing a variety of changes which are now being launched as part of the new Seni Lewis Training Programme.

This training will replace the Promoting Safe and Therapeutic Services (PSTS) training programme aiming to change organisational culture and staff attitudes towards using restraint focusing on preventative strategies. The training is designed to increase confidence and staff abilities around improving relationships with service users and the whole South London and Maudsley community, particularly those from Black and other racially minoritised backgrounds.

This new training was piloted throughout October and December 2022 with a range of staffing groups and with members of the involvement register and Lambeth Black Thrive community. It is now being rolled out across the Trust.

Maudsley Hospital Celebrates 100 years

Maudsley Hospital, founded by psychiatrist Henry Maudsley, opened to the public in 1923. It had first been requisitioned by the War Office in 1915 to deal with the military casualties of the First World War.



The organisation has changed in many ways over the last 100 years and South London and Maudsley, which also comprises Bethlem Royal Hospital, Lambeth Hospital and The Ladywell Unit, Lewisham, is now one of the country's largest and most complex multi-site providers of mental health services.

However, Henry Maudsley's vision, to be a hospital in an urban centre where mental healthcare, teaching and research would come together, endures.

David Bradley, Chief Executive, and Sir Norman Lamb, Chair of South London and Maudsley reflect on 100 years of the Maudsley Hospital [here](#).

Together delivering new Wellbeing Hub service in Lewisham

A new service providing free mental health support to people in Lewisham is now open.

Together for Mental Wellbeing has opened its Lewisham Wellbeing Hub funded by the Lewisham Health and Care Partnership including Lewisham Council and the South East London Integrated Care System. The hub provides timely, targeted support to help people across diverse communities in Lewisham to manage their mental health.

It is open to anyone over 18 who lives in the London Borough of Lewisham who has experienced challenges with their mental health and who wants to improve their wellbeing. The service will work alongside people in a variety of ways including providing 1-2-1 support for up to 10 weeks to tackle mental health or wellbeing challenges.

The hub will also run wellbeing workshops and drop-in support sessions, as well as providing advice and navigation around income maximisation. Services can be accessed in a variety of ways, including through a central hub on Lewisham High Street as well as through pop-ups in community venues across the borough.

The service includes a Hub Helpline and peer support from volunteers with lived experience of mental distress on a 1-2-1 basis and through group workshops.

The Lewisham Wellbeing Hub will help residents find their way around local services and opportunities through our [Lewisham Wellbeing Hub Community Directory](#) which will signpost people to specialist support in the area. Local partners for the Wellbeing Hub include [Sydenham Garden](#), which will partner with the Hub and allow access to

their gardens, nature reserve and activity rooms to help people in their recovery from mental and physical ill-health in Lewisham.

Together's Director of Operations and Quality, Emma Edwards, said: "As we successfully run a similar Wellbeing Hub service in the borough of Southwark we're excited to apply the knowledge we've gained there and also to learn from the people we will support while also collaborating with other specialist services in the area to provide rounded and person-centred support."

Councillor Paul Bell, Lewisham Council's Cabinet Member for Health and Adult Social Care, said:

"We're making it easier for people to access mental health and wellbeing support at a critical time. We know that times have been tough, with the cost of living crisis and after effects of the COVID-19 pandemic making things feel even tougher than usual for many. By working with national and local partners, we're doing what we can alongside existing healthcare partners to ensure that help is there for people who need it. I'd encourage anyone who is struggling or feels they need support to get in touch with the service so that they can be supported."

Local resident donates handcrafted wishing well to Children's Day Care, University Hospital Lewisham

The Children's Day Care Unit at University Hospital Lewisham (UHL) recently received a unique and beautiful donation of a handcrafted wishing well made by local resident Mick Cousins.



Located in the foyer, the well invites visitors to drop in a coin, make a wish and then ring a bell to send the wish on its way. All donations received (which can also be paid by card) will go to the Lewisham and Greenwich NHS Trust Charity.

The wishing well was lovingly crafted by Mick, who put over 40 hours of hard work into the well. Mick and his wife Marilyn have a long association with UHL. Mick previously worked as a blood sample driver, working between GPs and UHL.

Mick said: "I like to keep active by making useful objects out of wood. I also have a love of maths and set myself a challenge to bring my two hobbies together to create a shape that is mathematically complex but also practical. I came up with the idea of creating a Wishing Well and once I'd mastered it, it felt absolutely right to donate it to the hospital."

Margarita Vidiella, Head of Charity, UHL said: "The wishing well is such a thoughtful and special donation to receive. We are very grateful to Mick for his generosity and kindness in making it and giving it to the hospital."

Help shape the future of local primary care health services

Lewisham Council is asking for views on a range of primary care health services that it commissions. These include services that aim to help and support local communities to access contraception, medication, and harm reduction interventions for drug and alcohol use.

[An online consultation is running until 7 July and is available here.](#) The council is keen to get a range of views from residents as well as professionals working in health and care.

Responses will be used to model and shape both current and future services in order to better meet the needs of all Lewisham residents.

Neighbourhood development

Lewisham Health and Care Partnership (LHCP) held its third workshop to take forward the development of Neighbourhood Integration on Tuesday 25 April in a session designed to recap on the work done so far in the workshops and to update each another on the work being taken forward in each of its agreed priority areas.



The neighbourhoods are the four localities, or geographical areas, in which adult social care and mental health services are organised and delivered in Lewisham.

In the workshop, participants worked together in two groups to review the population health data sets, (one for Lewisham North, neighbourhood 1, and the second for Lewisham South, neighbourhood 4) with a specific focus on diabetes and hypertension. The workshop enabled participants to discuss how work in that neighbourhood can be adjusted to address the issues, highlighted by this data. It also provided an opportunity to celebrate the great work being done now and to think creatively about new ideas for its future work together.

Actions were also agreed by LHCP (partners) and these will be developed to strengthen neighbourhood working and to support people in its communities.

LHCP System Transformation Lead, Fiona Kirkman, said: “The session generated some great ideas and lots of energy and enthusiasm for the opportunities presented by neighbourhood integration in Lewisham.”

Lewisham Health and Care Partnership

Lewisham Health and Care Partnership (LHCP) aims to achieve a sustainable and accessible health and care system, to support people to maintain and improve their physical and mental wellbeing, to live independently and have access to high-quality care, when they need it. [Find out more here.](#)

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The next issue will be published in July 2023

