

Community Engagement and Experience Solent NHS Trust



DECEMBER 2022

Community Engagement Newsletter

Edition 04

Towards a new organisation

Earlier this year a review of community and mental health services was undertaken by the Integrated Care System (the partnership of organisations that come together to plan and deliver health and care services – see link below for more information). The report said that there is a need to provide our services in a much more joined up way. This will not be a surprise to many of our community partners who have been saying this for some time, but let's take this as a chance to celebrate the formal recognition and the call for action which has followed!

The report recommended the 4 Trusts which provide community and mental health services, Isle of Wight, Solent, Southern and Sussex NHS Trusts, work together to look at how a new organisation could better support people who need our services. So working with people who use their services and the broader communities we serve, we are about to embark on a major shared programme of work to ensure the voice of our community is at the centre of this important and significant change.

We in Solent, will not only maintain the way we have worked with you, our community partners over the last 3 years, but will also take this opportunity to share the benefits of a strengths based approach to working with communities with other Trusts in our partnership. I hope that others will reap the rewards of recognising the incredible strengths, knowledge, expertise and skills that are our community and working with them to develop and provide services based on what really matters most to those who use them.

I hope that you will continue to help us by offering your wisdom and guidance, and friendly challenge as we move towards a new organisation.



Sarah Balchin

Associate Director, Community Engagement and Experience

What have we been up to?



Projects and highlights

We have continued reaching out to local communities and have increased our community partners database to 260, giving us a potential reach of over 650,000 people.

Work with Solent NHS Trust Volunteers

In October, we held an event to celebrate our volunteers for their contributions and to hear about some of their experiences volunteering with us. We also used this opportunity to seek feedback on a volunteers action plan draft which was co-produced with volunteers and community partners. Our volunteers have signed off on the plan and our team are in the process of developing a delivery plan which will be tested with our volunteers. Since the event, we have raised the profile of volunteering across the Trust and now have various volunteering opportunities available.

Work with Carers

With the Hampshire and Isle of Wight Carers group, we are working towards introducing a Carer's Passport for service users and staff members. From conversations with the Carers from BAME communities group in Southampton, we have decided to co-produce a carer's information booklet. We are in the process of consulting with carers to find out what information they would like included in this booklet.

Work with children, young people and their families

As we continue our quest to increase people participation, from people using our services, we are beginning to explore how we can better support young people with complex needs to be able to feed back. We are currently in conversations with a colleague who has completed intensive research and training on how to support young people who do not verbally communicate to feed back about a service they access or to make decisions about their care.

Conversations with families from minority ethnic backgrounds about their experiences of using our Child & Family service has gifted us with some tangible solutions which can easily be adopted to improve services for families. In the new year we are planning a poetry workshop whereby families will use their feedback to co-create poems which will be performed for staff in Child & Family service. The aim of this approach is for staff to hear about the things that are important to families via the use of an alternative method such as poetry.

What have we been up to?

Tell Your Story

We have increased the range of feedback opportunities via attending focus groups and Local Resolution Meetings. With our community partners, we are exploring a web portal to encourage more people from diverse backgrounds to feed back. Feedback from the community regarding their expectations of services has been collated and the next stage is to share this with staff to enable our colleagues to think about how they can best incorporate the expectations of the community within services. We are also keen to create safe places for our colleagues to express their own expectations which we can also feedback to the community.

People First Strategy

We were commissioned by the Hampshire and Isle of Wight Integrated Care System to inform the development of the People First Strategy. During the past few months, we have held community conversations and have spoken to close to 1,000 individuals to find out what our communities want from their NHS services and how we can attract more people to work in health and care.



Falls Review Project

We have taken part in a Falls Review project which entailed ward visits to look into human and environmental factors affecting patient falls on various Solent NHS Hospital wards. We gained patient feedback on how they felt about the risks of falling and received general feedback on how their stay and care has impacted them. This is all captured in a report leading to recommendations for improvements in our services.

Additional Information

The Community Hub has set up the Communication and Complaint Checkers group who will review a small selection of complaint response letters as part of a mini audit. To support this work, easy read documentation was co-produced with our community partners who have a Learning Disability.

You may remember that we made our community documentary last year. We received some really useful feedback regarding making bite-sized clips of the video to improve accessibility for people who may want to view a short clip. We have now completed three shorter videos which are available on request by emailing Ophelia.watson@solent.nhs.uk

We have been working closely with our Patient Safety Partners (PSP) and will be recruiting 5 more PSPs in the new year.

Spotlights

In this section we get to find out more about some of the community services in the area and find out about some of the services Solent provides.



SPARK Community Space

Spark Community Space is a charity based in Southsea, Portsmouth. Launched in 2020 by Becki Simmons, the idea for Spark developed years after Becki recovered from brain surgery. Becki says 'I was wondering about where I fit in society and what my new purpose would look like and this drove me to develop Spark, to create a welcoming and inclusive space for anyone who wanted to connect and bring back that 'spark' to their lives.'

Many of Sparks community members have experienced illness, disability, redundancy, bereavement, mental health issues and loneliness. By coming together and forging new and sometimes unexpected friendships, many of Spark's community members report their weekly meet up as one of the highlights of their week.



Currently, Spark meet every Tuesday and Wednesday from 11am-2pm at Southsea Library on Palmerston Road. Everyone is offered a hot drink, a piece of cake and friendly conversation.

Spark also encourages its volunteers and group members to get creative in the spirit of bringing people together and fostering a sense of community. A knitting group has been developed in which group members knit a lap blanket for people to use during the winter months.



Organisations wishing to get involved and share their expertise are also able to support like Portsmouth Jetts, a local gym, who delivered a fitness class to Spark. Becki shared, 'it reminded me of the importance of not saying no to different ideas. We had people bouncing on yoga balls, giggling like children, everyone enjoyed it!'

This Christmas, Spark is hosting a Christmas dinner at the Queen's Hotel in Portsmouth on 12th December for 120 of their volunteers, community group members and anyone else referred by social prescribers. This is fully funded by generous local community businesses and Home Instead Portsmouth.



Spark is also looking to move into their new home in the new year at the Pompey Centre on Fratton Way with the goal of creating a 'pay what you can' charity shop and café.

Spark is looking for people who may want to get involved through fundraising, making a donation and/or sharing their skills and services to support their many projects coming up in the new year.

SO: Linked

We spoke with Joe Jenness, Operations and Programmes Senior Manager at SO: Linked, a service working closely with voluntary, community and social enterprises to support activities and groups across Southampton. Working in partnership with organisations Alzheimer's Society, Solent Mind and Spectrum CIL, SO: Linked aim to provide holistic and specialist community navigation support.

SO: Linked also work in partnership with Southampton Voluntary Services, Social Enterprise Link and TWICS to support the development of community projects and activities. To reduce social isolation, they have set up SO: Let's Connect which helps people get online by providing the necessary IT equipment such as laptops and mobile phones, internet connectivity and pairing them with a Digital Connector who provides digital training.

They also support the development of SOLID, an online directory that helps people easily find neighbourhood support, services, groups and volunteering opportunities. To ensure individuals with limited internet access have readily available information, they are creating a compilation of key needs across the city to create a paper booklet with information on local services.

Joe explained, 'my hope is through these different forms of media, we will be able to support and reach more people.'

To bring local residents and community organisations together, the charity facilitate post-code specific quarterly networking events called SO: Links. These events are welcoming to all and bring people together to discuss challenges and gaps in provisions, to collaborate on new projects and share resources and information.

The charity also support SO: Lotto, an initiative to aid local community projects by raising money within the community for the community. A ticket for SO: Lotto costs £1 a week and 60p will go directly to good causes.

SO: Linked are currently looking for volunteers to support their ongoing projects. If you are interested in finding out more, please email Joe Jenness at j.jenness@southamptonvs.org.uk.



Communicare in Southampton

Communicare is a friendly, neighbourhood charity which aims to provide services to enrich the lives of lonely and isolated people in and around Southampton. Annie Clewlow, Manager at Communicare shared 'at the heart of it all, we want to act as a good neighbour.' Communicare currently support over 600 individuals and families through tasks such as one-to-one telephone befriending, transport for essential appointments and support with shopping.



These services are free to users and are delivered by around 300 dedicated volunteers, known as Communiters, who share their time and bring a range of experiences. To meet the high demand for their services and to reach more people, the charity has recently launched a campaign to substantially increase their number of Communiters.

Communicare is looking for 'travel buddies' to assist people across the city in becoming more confident, independent travellers, using the most appropriate means of getting around to suit their circumstances.



As well as this, they are also looking for 'activity buddies' to buddy up with the individuals it supports, who are lonely and/or isolated through mobility difficulty, learning or physical disability, mental health issues or challenging social circumstances, and help them to access opportunities to become more physically active.

There are more general volunteer roles available too, including driving individuals to and from appointments, befriending, shopping, assisting on days out and lunch clubs. All Communiters are offered training on a variety of topics ranging from manual handling, active listening and safeguarding.



In order to support the services it provides, Communicare also regularly run fundraising events throughout the year. Their annual Tree of Light campaign encourages people to sponsor a light in one of two trees across Southampton in memory of a loved one or a special cause. They have also set up a community bakery called CommuniBakes which provides a range of sweet and savoury pastries, breads and soups. All profits from baked goods go to Communicare.

To find out more about Communicare, how to become a Communter or how to fundraise for the charity, please visit www.communicareinsouthampton.org.uk or call 023 8250 0050.

Solent's Child & Family Services

Aishea Buckle, the Participation Lead for Solent NHS Trust Child and Family services explained, 'we aim to bring about a culture that values and embeds the safe, meaningful and ethical participation of children, young people, parents and carers throughout our work. Children and young people have a right to participate in matters concerning them and as healthcare professionals we have a special obligation to ensure they have a voice, and that their voice is listened to.'

One of the ways Child and Family services are listening to young people is through their Young Inspectors programme. Aishea shared, 'we think it is important that young people have a say about how our services are working well and how they can be improved. Every month we carry out a quality visit to one of our services and we are involving Young Inspectors in our quality visits as part of the quality visiting team.'

'I was lucky enough to volunteer with Solent NHS to attend one of their Quality visits. Solent really value the youth's opinion which is why I was able to get involved and give my feedback on the quality visit to the CAMHS Learning Disability team in Portsmouth. I felt super included and enjoyed speaking to the staff and patients as well as seeing the wonderful facilities.'

Zian Matthias, Young Inspector



Participation and Experience of Care Champions have also been introduced which are people within services who have a passion for involvement. Aishea explains, 'they provide assurance that children and families voices are heard and that the service is providing opportunities for children and families to influence their care, and in the development and design of services.'

Child and Family services also support local and national projects. They are supporting UNICEF UK and Southampton City Council as Ambassadors to help create Southampton a child-friendly city. They are also supporters of the Power of Youth Charter and the #IWill movement which empower children and young people to make a difference on key issues affecting their communities.

The photos below are from a Participation Celebration event hosted this summer to thank and celebrate all the wonderful Youth Ambassadors for their involvement and the numerous ways they have provided services with their support. If you are interested in finding out more and how to get involved, please email Participationteam@solent.nhs.uk.



Solent's Pulmonary Rehabilitation

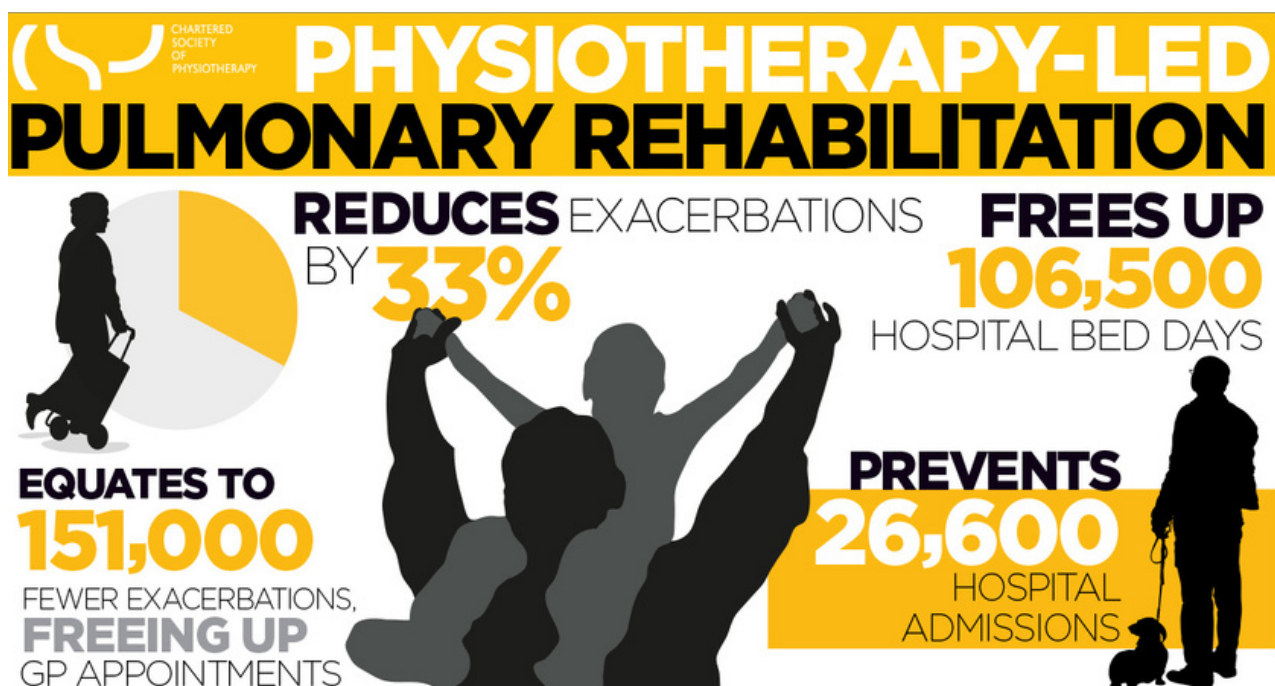
We spoke with Connor Morgan, an Exercise Rehabilitation Instructor from Solent NHS Trust Pulmonary Rehabilitation team. Pulmonary Rehabilitation supports patients diagnosed with Chronic Obstructive Pulmonary Disease (COPD), Bronchiectasis, Interstitial Lung Disease (that scars the lungs) and Asthma (Portsmouth patients only) to improve their breathing control and increase their activity.

Once referred to Pulmonary Rehabilitation, patients receive a holistic assessment to develop a personalised programme consisting of twice-weekly, 90 minute sessions for 6 weeks involving exercise and an educational component.

Connor explained, 'this programme aims to provide patients with a self-management tool-kit to manage their symptoms and remain active'. One component is teaching breathing control, essential in decreasing a sensation of breathlessness normally experienced during an activity, as well as teaching pacing strategies. Patients are also educated on their lung condition, medications (including correct inhaler technique), nutrition, clearing sputum off their chest and how to recognise chest infections. Connor shared that 'not only does this service provide a cost-effective treatment, it frees up to 106,500 hospital bed days per year'.

Any individual with COPD, ILD, Bronchiectasis and Asthma (Portsmouth area only) who have not received this programme are eligible for a referral into Pulmonary Rehabilitation via speaking with their GP, Respiratory Nurse or Consultant.

According to the Asthma and Lung UK charity, there are around 1 million people undiagnosed with COPD within the UK and 1 in 5 people will have a lung condition. Connor expressed these symptoms may be associated with COPD and encourages you to contact your GP for an assessment: A frequent cough, increased sputum, multiple chest infections, breathlessness, and a reduced exercise tolerance.



Connect with us

@ceet_solentnhstrust



@CEET_SolentNHS



@solentnhstrustnews



/company/solent-nhs-trust



www.solent.nhs.uk

