



Lambeth together

Lambeth Together Covid-19 Recovery Plan for health and care – Community Listening event September 2020

On Friday 4 September we hosted a successful virtual Lambeth community listening event, attended by over 90 people and facilitated by the Chair of Lambeth Healthwatch. We received positive feedback on our plans and suggestions as to how our health and care proposals can best interface with wider community-based recovery. We also identified a range of opportunities for further involvement with local community partners. This has been used to inform our final Plan and to consider how we best progress our priority initiatives through our delivery alliances.

We wanted to share back with people who participated in the meeting and with anyone else who is interested some of the key feedback we heard. In some cases we offered to follow up with individuals and groups after the meeting, and this is underway.

We would like to thank everyone who participated in this event. Through our Lambeth Together delivery alliances and workstreams, we will continue to engage with Lambeth residents, patients and service users, as well as with voluntary and community groups who represent many of our communities, as we implement the Recovery Plan in the next 18 months. Please stay in touch with us via our website at <https://lambethtogether.net/> or feel free to contact us by email @ hello@lambethtogether.net to find out more about specific areas of our work that you are interested in.



Comment or question subject/theme	Responses and follow-up actions
<p>Deaf people</p> <ul style="list-style-type: none"> • The impact of Covid-19 on deaf people has largely been overlooked and many deaf people have felt isolated • The Royal Association for Deaf People (RADP) would like to share information about the impact of Covid-19 on the Deaf community and what they need going forwards with Lambeth Together partners and other meeting participants (comments from RADP representative) 	<p>Healthwatch Lambeth invited the speaker to share more about their experience with them</p> <p>Healthwatch Lambeth will work with Lambeth Together partners to organise an event for Royal Association for Deaf People members, as part of their autumn outreach plan</p> <p>Lambeth Together and a range of other groups were keen to have information and shared contact details with the RADP representative</p>
<p>Staying safe in public places - information, advice and guidance for businesses and local people – and enforcement</p> <ul style="list-style-type: none"> • Bus inspectors seem to be enforcing mask wearing on public transport – is there more that can be done to enforce mask wearing in shops and businesses serving the public, to prevent transmission? • Guidance for businesses seems not to be strong or clear enough on keeping people safe on and around high streets and in shops; working with Business Improvement Districts (BIDs) to provide accurate information can be effective – for example Brixton BID has shared good practice and advice through regular e-bulletins; Neighbourhood Forums can also play a role (eg Brixton Neighbourhood Forum made a big effort to get 	<p>Lambeth Council advice for local businesses can be found on the Council’s website</p> <p>Lambeth Council's Public Protection Team has been working with businesses and are receiving information from the public on those who may be breaching the government rules</p> <p>A meeting participant also shared some downloadable printable posters and support for businesses provided by the London Station to Station Team https://stationtostation.london/covid-19-info/</p> <p>Members of the public also need reliable guidance. There is a need to tackle myths and inaccurate information that people may encounter. Healthwatch Lambeth is keen to organise a webinar or some online events for local groups and people, working with public health and Lambeth Together partners. To express an interest, please contact Healthwatch Lambeth @ or email hello@lambethtogether.net</p>



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<p>information out more frequently, particularly among local VCS groups) but it is hard to sustain the effort on a voluntary/spare time basis</p> <ul style="list-style-type: none">• Advice to the public can be confusing and contradictory – for example some doctors and scientists have said that masks are not actually helping; and the police do not seem routinely to be wearing masks on the streets (comments from Brixton Neighbourhood Forum representative and others)	
<p>Cultural needs relating to food</p> <ul style="list-style-type: none">• Dietary needs are not well understood by public services, for example food packages delivered to shielding people during the Coronavirus pandemic should have healthy wholesome food that is suitable for people’s cultural needs if there is another lockdown (comment from a representative of Rastafari Movement UK)	<p>There are implications beyond Covid-19 and lockdown regarding the cultural sensitivity of nutritional considerations in service provision for vulnerable people; Lambeth Together and Black Thrive expressed a keenness to engage with Rastafari Movement UK going forward as the Recovery Plan is implemented</p>
<p>Loss of carers / paying family carers / people receiving Direct Payments for social care</p> <ul style="list-style-type: none">• Some people lost their care during the lockdown as many paid carers became ill or were afraid to go out of their homes. This was the case for people who receive care arranged and funded by the Council, but also for self-funders, who have also had difficulty maintaining carers• Families who took up the caring duties have struggled as arranging payments to family members under the Direct Payment Scheme is complicated and the level of payment with	<p>A representative from Lambeth Social Care team offered to meet with DASL to explore the issues in more depth</p> <p>The Lambeth Together Neighbourhood and Wellbeing Delivery Alliance aims to adopt support to carers as one of seven ‘building principles’ as we move to the next stage of our development. We will share more information through disability and carers’ networks and also on the Lambeth Together website. You can find out more about our work in neighbourhoods here</p>



<p>a personal budget is low, considering the number of hours care that family members are providing (comments from DASL and one other individual)</p>	
<p>Road closures, traffic restrictions, Low Traffic Neighbourhoods (LTNs), climate change, pollution</p> <ul style="list-style-type: none">• Road closures have led to longer car journeys, more congestion and no access for businesses and consumers• Congestion is making people late for work or health appointments and causing stress• The people in the area need to be consulted before and not at the expense of air quality• There is a need to address pollution and air quality issues in Lambeth as well as safer transport ; there is a tension between people feeling safer in their car and the gridlock which would happen if everyone used the car they have• Lowering transmission has to be prioritised at this point to minimise the impact to all• There is a link between air quality and worse Covid (and other outcomes) and the fact that more deprived communities are more adversely affected by these.• Addressing increasing air pollution in areas where there are large BAME communities is part of an equalities agenda to protect these populations• Aside from environmental issues, there is also a need to safeguard pedestrians who are striving to support local shops and take exercise so that they are able to maintain social distance on the pavements. Lambeth's action under the Herne	<p>These matters are very much linked and there aren't easy solutions. Traffic restrictions, widened pavements and other recently introduced initiatives have been part of the Lambeth response to pollution, air quality and climate change as well as to the coronavirus pandemic. The links between climate change and health are set out in the recently published Annual Public Health Report 2020 which also points to a number of areas where action can be taken. You can find out more about Lambeth Council's wider work on climate change and how the Council is responding to issues of air quality on the Council's website</p> <p>The Lambeth Covid-19 Recovery Plan links to a range of Lambeth-wide strategies for improving health and wellbeing; the Borough's Health and Wellbeing Board brings together partners across NHS organisations and the local authority to collaborate on the broader matters that affect health in Lambeth, and hold regular meetings which members of the public can attend as observers. There is usually a discussion session before each meeting with a themed topic.</p> <p>Lambeth Council introduced seven Low Traffic Neighbourhoods in June for an 18-month trial period, and plans to consult with local communities on whether these should be made permanent; opportunities to participate in the debate will be promoted via the Lambeth Council Consultations page; meanwhile, the Council's consultation on climate action is open until the end of October 2020, with a survey that residents can complete online. Residents can also tell Lambeth Council about areas where it is difficult to maintain social distancing and where pavement widening may be needed by marking locations on a map and adding their</p>

<p>Hill railway bridge was welcome - thanks.</p> <ul style="list-style-type: none"> • The Council can have a big impact on roads, so a more holistic approach is needed – the link needs to be more explicit between NHS old-style ‘fixing people’ and a more holistic public health approach and response to climate change. This Recovery Plan should link to wider Council and public health plans - to ensure there are clear links between health and transport/cycling/walking/air quality etc (comments from range of individuals) 	<p>comments: https://www.lambeth.gov.uk/consultations/tell-us-where-it-is-difficult-to-socially-distance-to-help-us-prioritise-where-more</p>
<p>Out of school activities for children</p> <ul style="list-style-type: none"> • What plans are there for restarting activities for children and young people? 	<p>Lambeth ran a huge youth programme across the summer - perhaps our largest ever - ensuring that a large number of children and young people accessed activities. We are also in the process of scoping out our new youth strategy. Anyone interested in speaking about this should get in touch with daniel.stoten@nhs.net</p>
<p>People with learning disabilities - social isolation and staying healthy</p> <ul style="list-style-type: none"> • Younger adults with learning disabilities have struggled during the pandemic as many are used to meeting in groups and face to face meetings eg at We are 336 are not taking place; people who can use Zoom or speak on telephone so, but it has been such a long time since people have been able to get together • Staying healthy is easy said than done - people with learning disabilities cannot access gym facilities and where there is no accessible toilet in public parks, they will have no way to manage weight and exercise (Lambeth PPG Network) 	<p>Learning disability and autism is specifically addressed in the Recovery Plan and there will be targeted engagement to develop this further over the next 18 months</p> <p>Learning disability and autism is specifically addressed as a priority in the Recovery Plan and there will be targeted engagement to develop this further over the next 18 months.</p> <p>Day Services and community support - Following day services closures in March, Lambeth has been working closely with our day services and community support providers to ensure they can reopen safely and provide the social interaction, engaging activities and respite that service users and families need. Almost all day services are now reopened and we are monitoring closely to ensure that appropriate measures to reduce the risk of COVID-19 are in place, and are adjusted as the situation changes.</p>



	<p>Disability Advice Service Lambeth - support and services continue to be run by DASL which include: specialist advice, independent advocacy, direct payment support, IntoSport sessions, LD radio show, newsletter and welfare calls. These sessions are delivered on the telephone, virtually and where safe and appropriate face to face. For more information visit www.disabilitylambeth.org.uk</p> <p>Lambeth Learning Disability Assembly - the Assembly aims to ensure that people with learning disabilities and their carers have a say in decisions that affect them, and an equal chance to make the most of their lives and talents. It usually meets four times a year and also holds forum meetings in various places across the borough where people can learn about useful services, local updates and talk about things that matter to the members. For information about how you can stay in touch during this period, contact Healthwatch Lambeth, who support the Assembly and Forum meetings lambethassembly@healthwatchlambeth.org.uk</p> <p>We Are 336 is open for face to face meetings but visitors should contact the individual organisations for more detail and to book a visit as arrangements have been changed to ensure that all visitors and staff are safe.</p> <p>Gyms and parks are open for people to access within current guidelines, but there is a broader area of work beyond this Covid-19 Recovery Plan for health and care to ensure that people with learning disabilities and autism can enjoy equal access to these Lambeth amenities and facilities</p>
<p>Deprived communities</p> <ul style="list-style-type: none">• People on low incomes struggled during lockdown from a lack of outside spaces (Lambeth PPG Network)• Buying and preparing good quality food and healthy meals is a	<p>We recognise that accessing the outdoors plays an important part in improving our physical and mental health and wellbeing, and this could have posed a significant challenge during lockdown for those on low incomes.</p>

<p>struggle on low incomes (Respeito/Lambeth Portuguese Wellbeing Partnership)</p>	<p>We are fortunate that Lambeth has over 60 parks, commons and green spaces and based on the Lambeth residents survey, this has probably contributed to a majority of residents (94%) reporting that they were able to access an open space, either at home or at a public park during lockdown.</p> <p>Working with a range of partners Lambeth Council continues to provide information to residents encouraging them to access the outdoors and to keep active.</p> <p>Lambeth Council's public health team are developing a food poverty action plan following the health and poverty summit held in November 2019.</p> <p>As part of the development of that plan a number of events are planned/have taken place to engage with voluntary and community organisations working in the area of food on ensuring a neighbourhood-level, sustainable, wide-ranging and culturally appropriate offer is in place to address food poverty in the borough. The next of these events takes place on 1st October 2020 and VCS organisations working in the area of food are encouraged to contact AJackson2@lambeth.gov.uk for an invitation.</p>
<p>Test and trace</p> <ul style="list-style-type: none"> • How is local contact tracing is going in Lambeth and how is it being developed for the future? (Keep Our NHS Public) 	<p>Some Lambeth statistics on Covid-19 rates and testing are available on the Lambeth Covid webpage https://www.lambeth.gov.uk/covid-19-stats</p> <p>Contact tracing rates for Lambeth are higher than the London average. The Lambeth public health team will continue to update the website with the latest information and will provide more information on local contact tracing as part of this</p>
<p>Domestic violence</p> <ul style="list-style-type: none"> • Statistics nationally indicate that domestic violence increased during lockdown; domestic violence needs to be part of a wider discussion and be seen as a public health issue, as an 	<p>In Lambeth we are just about to start engagement around our new Violence Against Women and Girls Strategy. The team is pleased that Respeito community organisation is represented on the VAWG forum and sits on the working group</p>



<p>integral part of health and wellbeing strategies. The links between lack of space or poor or cramped living conditions and domestic abuse and violence within the family (or self-harm) seem evident, so domestic abuse is not just a health issue</p> <ul style="list-style-type: none"> • It is important to train GPs and health professionals to recognise domestic abuse in patients in order to protect children and victims. A lack of awareness of the signs of abuse can mean that this is missed. • People who have been the victims of domestic abuse need green spaces and face to face services not digital access people need green space and services open not just digital access (comments from Respeito/Lambeth Portuguese Wellbeing Partnership member and one other) 	<p>which is developing the strategy. Other event participants were invited to get in touch for a lengthier conversation about their experience working with victims of domestic abuse during lockdown. Anyone else interested can also email: daniel.stoten@nhs.net</p> <p>Awareness-raising with professionals of the signs of domestic abuse will continue to be an important part of training and development.</p> <p>For help or information about domestic abuse in Lambeth, visit Lambeth Council's website</p>
<p>ESOL and translations</p> <ul style="list-style-type: none"> • This is a good plan and we will help to share information with the Portuguese community; it would be good if this plan could be translated (comment from Respeito/Lambeth Portuguese Wellbeing Partnership member) 	<p>We aim to translate the Summary Plan into a range of community languages</p> <p>We will continue to engage with Lambeth's Portuguese community as we take forward various actions in this plan – and we will continue to use Lambeth Portuguese Wellbeing Partnership and Respeito channels and networks to help with this. More broadly, we aim to continue to work with community networks that are active across Lambeth to ensure that we provide access to information in community languages spoken in Lambeth</p>
<p>Older people</p> <ul style="list-style-type: none"> • Older people's experience of going outside since lock down has eased has sometimes been negative. Streets and transport systems are busier, and people do not always respect the need 	<p>E-scooters are legally not allowed on pavements and such use would be a matter for the police. We recognise the worries from older people concerning their safety in relation to e-scooters on pavements and we will raise this with our neighbourhood policing team via the Borough Commander.</p>



<p>to distance. There are also still problems with electric scooters on pavements and with finding open toilets (comment from a 'Community Connector' with Project Smith)</p>	<p>People may find the Lockdown Loo site helpful. This has a map of open public toilets and the public is encouraged to report where and when there are toilets that are open to the public.</p>
<p>Digital/non-digital/face-to face access options for services and to community spaces – older people, people with learning disabilities, social isolation</p> <ul style="list-style-type: none">• Zoom support is very good but not necessarily good enough to encourage events or gatherings even in small groups. Lambeth has many doctors' premises/ medical centres which possibly could be used more efficiently out of hours• Community support beyond lockdown can continue – this worked effectively in our streets through WhatsApp during lockdown but it has not noticeably continued into 'real' life across and to all the community. Meanwhile, others (volunteers) have stepped up to give support visits to cafes that are open outdoor and safe etc.• Mutual Support volunteers could help to transport food for food banks – it is left to older growers and volunteers at present• Safety of staff must be taken into consideration but this can be another barrier to much needed services for some of our community eg people who have to book into libraries for PC use• It is difficult for older people to use all the digital facilities; younger people can help - perhaps Zoom digital buddies in the square or in parks?• Relying on technology is not the answer, and social distancing	<p>In response to the coronavirus (COVID-19) pandemic, Lambeth Council has been working with partners to match interested volunteers with organisations across the borough. Over 1000 volunteers have been able to offer support with a range of tasks online or over the phone, with the exception of the delivery of any essential items or services that provide specialist support.</p> <p>We are working closely together across the Council, the NHS and voluntary organisations to ensure vulnerable people are able to access support where needed. You can find out more, and local people can still sign up to volunteer on the Council's website.</p> <p>The GoodSAM - NHS Volunteer Responders programme has been set up nationally to support the NHS during the COVID-19 outbreak. For those wishing to volunteer, or for referrers seeking volunteers, they can register here.</p> <p>Lambeth Council and Lambeth Together partners will keep under review how volunteers recruited through these programmes are deployed, but it is important to note that for the foreseeable future, in person contact between volunteers and people requiring support will need to be minimised to avoid the spread of the virus.</p>

<p>could be seen as anti-social, as people need open and green space; people from poor backgrounds especially need to access public services, parks, youth centres etc</p>	
<p>Quality of care</p> <ul style="list-style-type: none"> • The Plan needs to support improvements in the quality of care 	<p>As well as supporting a recovery for Lambeth from Covid-19, this Plan looks further ahead to longer term issue of health and how to improve health and people’s experience of care.</p> <p>Healthwatch Lambeth have a role in listening to feedback from local people about the quality of care they receive and they will be active in ensuring feedback they receive reaches the right people and is acted on. You can contact Healthwatch Lambeth via their website: https://www.healthwatchlambeth.org.uk/contact-us , by email to info@healthwatchlambeth.org.uk or by phoning 020 7274 8522</p>
<p>Non-Covid backlog for NHS and increased demand</p> <ul style="list-style-type: none"> • A big challenge will be the backlog of non-Covid health issues, not just cancelled hospital treatments, but also people delaying treatment/ consultations because of isolation or just being frightened of contracting the virus at health premises. • What provision is there for adult NHS service users to get the quality of care they need e.g. injections administered by specialists? (question from participant who reported not being able to access the pain clinic they usually attend and has been directed to A&E for support) • Mention of redevelopment of Lambeth Hospital site in the Plan points to a long-term trend to more people moving into the area, and therefore increasing demand for health services. 	<p>Our local NHS providers are working hard to make sure that people who need care and treatment can get this as speedily and as safely as possible. We are working together to provide patients with the information and reassurance they need to seek treatment if they need it and as soon as they need it. We understand that some people may be worried about whether it is safe for them to attend an appointment, for example, at hospital or at their GP, but we would encourage anyone who feels they need treatment, or who has an appointment coming up not to delay and to contact the relevant service to talk through their concerns and to ask any questions. The hospital websites also have some very helpful information about what to expect – for example, Guy’s and St Thomas’ has produced these ‘FAQs’ or ‘frequently asked questions’ and King’s College Hospital has published some information for patients on staying safe in the hospital</p> <p>Lambeth GP practices are open and have been offering face to face appointments throughout the pandemic, though it is likely that patients will need to have a</p>

	<p>telephone assessment to assess urgency. Having to go to A&E sounds concerning for a pain relief injection, and Lambeth GP Dr Di Aitken offered to speak with the individual to signpost to other options. Dr Aitken also mentioned work to develop improved support for people through the ‘Living with Chronic Pain” initiative in Lambeth.</p> <p>If anyone is having difficulty accessing appointments or services for health and care, please raise your concern with the service directly so that they can help; if you find that a service is not responding or if you are not sure where to start, please contact Healthwatch Lambeth https://www.healthwatchlambeth.org.uk/contact-us , by email to info@healthwatchlambeth.org.uk or by phoning 020 7274 8522</p>
<p>Talking therapies</p> <ul style="list-style-type: none"> • The talking therapies service seems overwhelmed – what other provision is there for people who are struggling with anxiety and stress? 	<p>Lambeth Talking Therapies Service is open and is offering both in person and virtual assessment and appointments. We have checked numbers for our psychological therapy (IAPT) service - referrals and treatments are building up to nearly pre-Covid levels but we do still have capacity.</p> <p>We circulate information on support available to people through different channels including voluntary and community services networks, general practice (GPs) and we will continue to do this.</p> <p>Information on getting support for mental health issues is also available on the Lambeth Together and the Lambeth Living Well Collaborative websites</p> <p>Additionally, Lambeth residents and registered patients can access a range of online resources directly including:</p> <ul style="list-style-type: none"> • Thrive London https://thrivedn.co.uk/resources/ - provides general information and advice regarding emotional and mental wellbeing; as well as specific ideas about how Londoners can practise self-care in the context of stress and uncertainty related to the Covid-19 pandemic • Kooth https://www.kooth.com/ an online mental wellbeing resource for



	<p>children and young people aged 11-19 providing free, anonymous and safe information and advice. The resource can also be accessed by vulnerable young adults aged 20-25 including individuals who have special educational needs, have been involved with Youth Offending Services or have recently been discharged from Child and Adolescent Mental Health services.</p> <ul style="list-style-type: none">• Good Thinking https://www.good-thinking.uk/ has information and tools to help young people and adults aged 20 and over with early signs of stress including anxiety, sleep problems and low mood• One You-Every Mind Matters https://www.nhs.uk/oneyou/every-mind-matters/ the Public Health England webpage has links to apps which can help people look after their physical and mental health such as stopping smoking, eating well and being physically active.
<p>Homeless people and people with alcohol problems</p> <ul style="list-style-type: none">• It's concerning that the draft talks about a scaled back offer for alcohol use when we know some people will turn to alcohol and other substances to help them get through	<p>We don't have any plans to reduce the level of support we can offer to people who have issues with their alcohol use.</p> <p>There is a section in our Covid-19 Recovery Plan for health and care on what Lambeth Together partners aim to do to ensure that homeless people continue to get support to come off the streets and into more permanent accommodation – with ongoing support including for alcohol addiction issues</p> <p>Regarding people who are homeless, or at risk of homelessness, there has been a lot of urgent work to try to get every one into accommodation urgently through the pandemic, with health assessments and specialist services for health, housing, mental health, addictions to support. Work is now focussing on move on into more permanent accommodation. A first point of enquiry is at https://www.lambeth.gov.uk/housing/housing-advice/get-homelessness-advice</p>