

Richmond Health and Care Plan 2022 – 24: *You said/we did*

You said	We did/will do
ACROSS ALL LIFE STAGES	
Would like to see an overarching plan for improving services as well as the focus on life stages.	The Health and Care Plan identifies health areas which systems have agreed to deliver collaboratively to achieve positive outcomes for residents. This, for some health areas include improving services, for example through the use of digital technology.
More detail about how the plan will be resourced (staffing and finance), delivered (with timescales), measured and evaluated.	The Health & Care Plan Summary 2022-24 is a high-level strategy summary. Development of an Implementation Plan will identify actions and deliverables. The Place Based Leaders Partnership Committee will confirm the Project Management function of the Health and Care Plan delivery. The services identified in the Plan are existing services which are resourced.
What processes will be in place to capture people's feedback on the priorities, quality of care and improvement.	The creation of the Health & Care Plan refresh process has embedded an engagement process inviting residents to provide their feedback. The You Said, We Did document captures the feedback and responses.
The pandemic and its impact on health inequalities needs a stronger presence.	Health Inequalities is featured as an overarching theme across each life course.
The need to take a more integrated approach across health and care e.g. people with long term disability are impacted by both health and care.	The Live Well Life Course includes the objective 'Implement a model of care for long term conditions to include prevention, detection, management, and optimisation. This will promote a standardised approach to care and identify and address areas of inequality of access and health outcomes across the borough.'
The needs of people with a neuro disability though identified as a significant proportion of hospital patients are missing from the live well and age well life stages.	Neuro disability services was discussed at a recent Richmond HWB meeting, the action was to facilitate connection between the local lead contact and SWL Integrated Care System (formerly, SWL CCG) Neurodiversity lead officer. A specific neuro development objective has been added to the Start Well Plan On A Page

Healthy active lifestyles should be included in all life stages not just for Start Well	There are initiatives outside of the Health & Care Plan that encourage residents to lead an active lifestyle. It is included in Start Well due to the specific issues identified for children and young people.
The topics in the summary document are not fully reflected in the life stage documents.	Each life course has a Plan on a Page which provides further detail of the priorities, objectives and outcomes associated with the life course.
More reference to the role played by unpaid carers including young carers with specific carer focused objectives in each life stage.	Carers is featured as an overarching theme in the Plan and therefore is addressed in each life course theme.
More partnership working with the voluntary sector with earmarked funding to support this and greater involvement in the delivery of services.	There are a number of projects across the life course which commission the voluntary sector to deliver services. The voluntary sector is embedded in the work of the Health & Care Plan.
Greater focus on the role of technology and occupational therapy to support people in their own homes and in care homes.	The Health & Care Plan acknowledges the increasing role of digital technology to improve health and care of residents.
The plan needs to address digital inclusion or exclusion.	The Health & Care Plan acknowledges the increasing role of digital technology to improve health and care of residents. This is a growing area with some services likely to embrace change through the introduction of the NHS White paper.
More emphasis on active travel, safe walking and cycling infrastructure for all ages for health and climate reasons. The Council's choices about transport infrastructure could improve people's quality of life.	The Health & Care Plan features joint priorities from across health, care, and wider determinant systems. The full version of the Health & Care Plan 2022-24 will feature individual organisation's strategies acknowledging there are many contributors to good health and wellbeing.

START WELL	
Use the family centred approach to achieve the plan's objectives.	Although not specifically mentioned, this is an approach prevalent amongst many of the services involved.
Increase services for CYP mental health that are able to be more flexible in delivery.	The plan includes services across a range of delivery methods including schools, peer to peer, a drop-in centre, and digital
There is a need for better provision of support for young families in conjunction with the NHS. More facilities for families with under 5s.	The Plan On A Page (POAP) include "Improve the early identification of Special Educational Needs (SEND) through improved multi-agency working" and the borough's SEND Futures Plan includes the "First 1001 days" initiative.
There is a need for early diagnosis of the neuro diverse, including dyslexia. Also ADHD and autism to get support earlier for the child and parents.	The POAP include "Improve the early identification of SEND" and "Develop the neuro-developmental service to improve timeliness of assessments and pre-and post-diagnostic support."
Great emphasis on the role of schools in developing healthy lifestyles.	The POAP "Work with all schools implementing initiatives that actively promote healthy weight through healthy eating, regular physical activity ; Maximising opportunities for children to safely walk or cycle to school"
Greater emphasis on support for parents in the first 1,001 days, to promote babies' development and parents' mental health and wellbeing.	The POAP includes: "Promote breastfeeding and safe infant feeding practises to improve nutrition of babies and infants in their first 1,001 days" and "Improve the early identification of Special Educational Needs (SEND) through improved multi-agency working" and the borough's SEND Futures Plan includes the "First 1001 days" initiative. The Health and Care Plan includes an overarching theme of 'mental health' across all life courses.
Greater access to early professional support to help mothers continue breastfeeding beyond 6 weeks.	The POAP includes "Promote breastfeeding and safe infant feeding practises to improve nutrition of babies and infants in their first 1,001 days."

Improve and offer equal access (free) to exercise and fun activities for young people.	The POAP include: "Create more opportunities for children and young people to participate in active play, sport, and adventurous activities , including targeted programmes....."
Request to replace the term "obesity" with "healthy weight" as there is a need to acknowledge and act on the reality of low weight as a growing problem. This needs to be considered as much as high weight.	Agreed - this has been changed
LIVE WELL	
Stronger focus on aftercare support when addressing obesity, to address potential unhealthy eating behaviours.	We are developing a system wide approach around healthy weight management and will incorporate the support for aftercare in our plans
Greater focus on healthy living rather than dealing with just the sickness.	The work we are doing around the early identification of risk factors for the development of long-term conditions aims to engage with those at risk to make healthy choices and to provide them with the support to maintain a healthy lifestyle through targeted interventions
Make exercise and activities in the borough available and free to everyone e.g. Ham tennis courts.	<p>Tennis courts like the one in King George's field (KGF) in Ham is a public tennis court and we appreciate that there is a charge for playing tennis on such public courts across the borough. The Council uses this money to reinvest in the tennis courts. For example, King George's was refurbished about three years ago. There are two types of membership: Family - £55 per year and then all courts are free to be booked. Junior – FREE for under 16's and then they can also book courts free of charge and can play with an adult (e.g., family member). It is also possible to pay and play but the cost is £4.50 for half an hour and as such membership offers better value.</p> <p>Ruils' Healthy Lifestyle Resources can be found via this following link, https://www.ruils.co.uk/media/2958/ruilshealthylifestyleresource-2022-final.pdf This resource has been</p>

	<p>produced to help anyone who would like to improve their health and wellness - whether they are looking for an exercise app, a weight loss programme or an exercise activity or want to engage in local offers [free or paid]. This links to a range of activities across the borough. These include information on the Council's website about how the Council is helping people to move more.</p>
AGE WELL	
Need for greater focus on prevention at this life stage.	There are a range of preventative projects and programmes of work under the objective 'Encourage active, resilient and inclusive communities that promote health ageing and reduce loneliness and isolation'
Include client feedback as part of assessment for paid carers.	We do consider client feedback – both positive and negative- when monitoring care providers
The plan does not address the support needed by people with high dependency needs. Or address the increase in people living over the age of 80 and the increasing demand this population will have on services. There was little reference to care homes except to make them “more digitally integrated” and extra care housing wasn't mentioned.	There are a range of initiatives that support people with higher levels of needs against the objective 'Support people to live at home independently and for as long as possible, including people with dementia'
Need to maintain access to services for older people via telephone and face to face.	All services will continue to offer telephone and face to face options
Improve communication between services and with the patient/user.	We always strive to improve communication between the service provider and the person receiving the service and are keen to receive feedback from service users to know when communication is poor – and also when it is good.

OTHER COMMENTS	
<p>GP services:</p> <ul style="list-style-type: none"> • Concerns around increase in non- clinical roles e.g. social prescribers • Difficulties in getting an appointment or services from GP practices • Viewed as not as accessible to patients since practices moving to online systems. • Lack of skills in mental health 	<p>We will share this feedback with primary care leads to inform future discussions around primary care developments.</p>
<p>Lack of health and care provision in Ham with Ham clinic being underutilised.</p>	<p>Hounslow and Richmond Community Healthcare are delivering a range of community services from Ham clinic including community paediatric medical team, Looked after children's health team, paediatric speech and language therapy services, paediatric occupational therapy services, paediatric physiotherapy service and adult podiatry. Currently the building does not have spare capacity for other services. However if the local health and care plan priorities require a change to the services being delivered then this will be looked at.</p>
<p>Text service at Kingston Hospital is not working properly</p>	<p>This feedback has been shared with Kingston Hospital so they can review the provision of the text service.</p>
<p>Improve commissioning and contract terms for school nursing to enable follow up support for children (and parents) identified as obese or morbidly obese via the National Child Measurement Programme (NCMP)</p>	<p>In Richmond there is a follow-up process to access further support from school health for young people identified through NCMP. School nurses provide additional support to families where identified. This may include nutritional advice, advice on managing weight and exercise.</p>