

Wandsworth Older People's Forum Newsletter



Spring 2017



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WRITING COMPETITION

ARE YOU A WRITER?
WE WILL PUBLISH YOUR
PIECE AND GIVE YOU
AN M & S TOKEN IF YOU
WIN. MAX 200 WORDS
ABOUT ANYTHING.

Deadline June 2nd

Post to
WOPF Ad-
dress (on back
page) or
E mail
Weinstein.
jenny@
Gmail.com



Every year WOPF conducts a survey to find out what readers think about the newsletter and we also ask what issues they think are important for elders. Below are some key points made by readers and how WOPF will respond.

1. 'The colour background sometimes means it is hard to read newsletter.' We will ensure that the background colour is pale enough to make it easy to read the font.
2. 'People who do not use the internet find it hard to find information about services' We will provide a comprehensive list of services with phone numbers in every issue.
3. 'People need services such as cleaning, handyperson and gardening to enable them to stay safely at home'. WOPF will continue to advocate with health and social services for more support of this kind that will prevent accidents and falls.
4. Loneliness is still considered by readers to be one of the greatest concerns for older people. The Forum will continue to work with partner organizations to find ways to reduce social isolation.
5. For the first time this year, readers expressed concern about access to NHS services (although not about quality). However readers are worried about both access to and quality of social care services.



One in six (17%) 65+ year-olds don't give feedback because they are afraid it would negatively impact their care



#careforolderpeople
www.cqc.org.uk/careforolderpeople

The Forum represents older people on a number of consultation groups that are trying to address these issues and we will make sure that your voices are heard.

Wandsworth and Richmond Join Forces



Sandra Storey, Head of Strategic Planning and Quality

in the newly merged Wandsworth and Richmond staff team, attended the January Forum to talk to us about the new structure that has been developed to deliver care services to both Wandsworth and Richmond.

Sandra is responsible for ensuring high quality social care is delivered by home care services, care homes and through personal budgets. She acknowledged that many older people are still not keen on taking responsi-

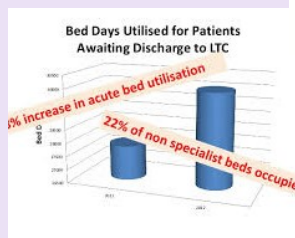


bility for personal budgets and assured participants that managed care was still available to them.

Standards are ensured

by regular monitoring of services, a universal service users survey and by considering and responding to issues that are raised as concerns or complaints by service users or carers.

Sandra is very aware of the current media focus on delayed discharges and insufficient provision of social care. However, it can be hard to recruit carers in London and care agencies are being asked to provide services for very frail people. The Council is currently looking at ways of expanding the availability and quality of social care and is awaiting de-



tails of the Government's Better Care Fund which will pay for integrated social care and NHS services.



Di Manning who previously worked for Richmond has now joined the integrated team and will have responsibility for commissioning care services. She

told the Forum that in Richmond service users and carers are involved in deciding what kinds of services are needed through voluntary sector consultations.

In discussion, Winston mentioned the wonderful support he had received from the Carers' Centre and his concern that some carers do not know where to go for help. Sylvia, who had also been a carer thinks that users and carers should be given copies of the standards that they can expect from care homes and the processes for raising concerns, including time scales.

Sandra said that all relevant documents are available from the Council on request and there is a rating system against which all providers are scored for quality of delivery. Regular monitoring visits are made to



all providers and especially to those who are considered less good. A QA panel reviews all reports and considers complaints or concerns that have been

raised; and a scheme is underway to involve users and carers in the evaluation of services. In response to a question from Jeremy about diverse commissioning, Di said that a hub and spoke system can enable both larger and smaller organizations to thrive. Sandra suggested that Richard Wiles who is the lead on the voluntary sector and should be invited to the Forum.

Bus Travel Wins

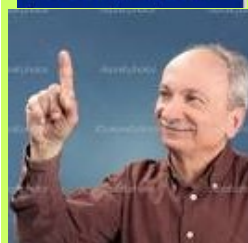
Useful Contacts



Doug Paulley, a wheelchair user who was unable to board a bus because able bodied passengers would not move, won a case in the High Court which now means that bus drivers have a responsibility to persuade other passengers to move to allow disabled people their rights, even if they have to stop or delay the bus to do so. If they don't, the company has broken the law and can be sued.



Priority seat



Our members often complain that school children sit on seats meant for older or disabled people and will not move. WOPF has found that pointing to the images and asking politely and with a smile whether the images represent the people in the seat, ensures that they jump up.

WOPF Bus Indicator Victory

We have come to rely on the real time information at bus stops telling us how long we have to wait for each bus. When members complained theirs was not working Su from WOPF enlisted the help of *Come on Board* who made sure that it was fixed promptly.

KITE—Keeping independent through enablement. This free, time limited service is available if your health deteriorates and you need support to rebuild strength and independence and following discharge from hospital. For more info from home call 020 8871 7707 or ask your GP to refer you. If you are in hospital ask to see the hospital social worker.

Ongoing support at home If you or someone you care for is unable to perform basic daily living tasks such as washing, dressing, toileting and feeding themselves, they are entitled to be assessed by social services for means tested support such as home care or day care or for a personal budget which can be used to purchase the required support. Tel: 020 8871 7707.

Carers If you provide unpaid care for an adult who lives in Wandsworth, you are entitled to an assessment of your own needs and to be offered information and possibly other forms of practical support such as respite care. For more information contact the Carers Centre 020 8877 1200

Advice and Information

CAB Adviceline 0300 330 1169

Tooting library by apt 0208 767 0543

Battersea library (drop in) Monday 10-4, Tue 10-4, Wed 10-12, Fri 10-4

166 Roehampton Lane (drop in) Mon 10-4, Wed 10-12, Thur 10-4, Fri 10-4

Age UK (by appointment) 020 8877 8949

Care4Me info hub 020 8812 6700

Handyman service 020 88778949

NHS hearing aid support

Furzedown Project last Wed in month 2p,-3.30

Age UK 549 Old York Rd 3rd Thur of month 10am-12

Battersea Park Library Last Fri of month 2.30-4.30

St John's Therapy Cent 2nd Wed of month 10-12 30

St. Michael's Day Cent Last Thur of month 10 30-12

30 **Platt Christian Centre** T 020 8780 9330 for times

Brocklebank Health Centre 1st Thur of month 2

30-4 30. **contact Beverley 07501 257443**

Wandsworth Community Transport Help to get to appointments or go shopping or on outings Tel:020 8675 7460.

Voluntary Sector Services

The voluntary sector in Wandsworth does a huge amount to enhance the well being of older people, especially those whose mobility may be limited or those who have been bereaved or who need support to participate in social or health promoting activities. A prime example is Wandsworth Community



Transport who take older people shopping, on leisure outings and to individual meetings and appointments across the borough.

Although a significant amount of the actual work is undertaken by volunteers, an infrastructure and premises or equipment are often required to run the services for which funds are essential.



On Feb 8th the Wandsworth Voluntary Sector Forum organised by Lauren (right) and chaired by Sarah Rackham (left) met to hear more about how the now combined Wandsworth



and Richmond Council staff and their colleagues in the local NHS will be working together to support and promote the voluntary sector.

We heard from Mat Maher, Head

engaging with the community and local groups to discuss ways of working together. He offered to attend a Forum

meeting having heard Lilia give an account of the work of WOPF. Mat said he had been very impressed by the quality and dedication of local voluntary services and would be advocating for us with the Council.

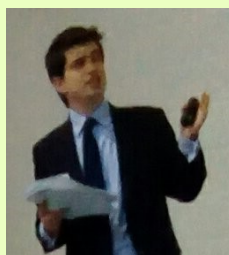


We also heard from Richard Wiles, a long-serving Wandsworth Council Officer and champion of the voluntary sector who will be in charge of commissioning services. He hopes to work with everyone to find new more effective ways of undertaking commissioning that will reduce administrative burdens, increase security with longer contracts but continue to monitor positive outcomes for recipients.

Mick Morrell of the Furzedown Project asked

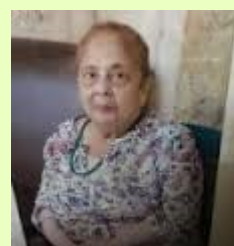


of the Community and Partnerships team that he and his colleagues are in the process of



about time scales for the commissioning process.

Richard said that existing contracts would continue this year with a view to commissioning beginning 2019/20. Sarah stressed the importance of having a clear and transparent process. Amrinder Seghal from the NHS, which will also commission voluntary sector health promotion services, said that there would be a range of models used acknowledging that 'one size fits all' would not work for the sector. Joan Robinson stressed the importance of grass roots involvement as did Colleen Bowen who pointed out that there was no longer a forum for



people with disabilities to be consulted in Wandsworth.

SOCIAL CARE UPDATE

"It cannot be left to council taxpayers alone to try and fix this crisis. Without new government funding for social care, vulnerable people face an ever-uncertain future where they might no longer receive the dignified care and support they deserve. This is not only worse for them but will also heap further pressure on the NHS." This is the verdict of the Chair of the Local Government Association.

A new health and social care tax suggested by Kings Fund is gaining support as the best solution to the current crisis where care home costs are £30,000 a year.

Know Your Human Rights

WOPF attended an excellent conference on Human Rights and Older People organised by AGE UK London on 8 Feb.

The first speaker, Caroline Green, reminded us that the European convention on Human Rights was established after the second World War in 1950 to stop Nazi type atrocities happening again. In 1998, UK passed our own Human Rights Act so that Human Rights issues could be dealt with in British Courts and would not need to go to the European Court. The four most often quoted Rights are:

Right to life, safety from inhuman and degrading treatment, right to liberty and right to family life.

Parliament has to make sure that all the laws they make are compliant with Human

Rights and all public bodies or private bodies that deliver public services are subject to

Human Rights legislation.

The Human Rights Act can therefore be used in Court cases regarding older people such

as whether it is fair to separate a couple who have been married for many years against their will, issues of abuse or neglect in care homes, and dilemmas in relation to people's rights to make their own decisions about where or how they live, as long as they understand the risks.

A number of conference participants expressed concerns about how hard it is to

put these rights into practice in a number of ways. For example there was concern

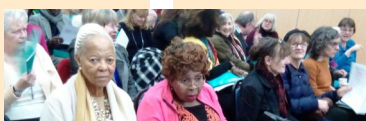
expressed that whistle blowers

who try to expose institutional abuse and neglect can still be ignored; older people and their carers can be too scared of repercussions to make complaints about degrading treatment; and public bodies have the get out clause of insufficient resources to avoid ensuring that dignity is respected.

We heard from Gavin Terry from the Alzheimer's Society

about a Rights based approach to care and support

for people with dementia which demands an end to discrimination, fairer funding and giving people with dementia an equal voice.



Local Crime Update from Su Elliott

Good news - Older people are now getting wise to scams and reporting to the Police rather than being taken in.

Watch out! Bags, purses and wallets are still being snatched in the street. Hot spots are Putney High Street, Putney Exchange and Southside. There has been an increase in thefts by people on motor bikes or scooters swooping in and grabbing bags.

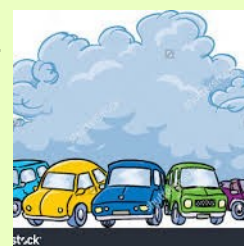
Be careful at the hole in the wall. Cover your pin and do not be taken in by anyone trying to distract you as you are taking your money and card.

Coffee with a Copper for older people was a success and may be repeated in Tooting market.



Air Pollution

Local hot spots are Putney High Street, Tooting High Street, Wandsworth High Street and Clapham Junction. London as a whole is being fined for poor air quality and we know that health is affected. Following consultation, an ultra low emission zone is being introduced in Central London and our Council is working to improve air quality in Wandsworth. Children are urged to walk to school.



FIT, ACTIVE, INVOLVED AND INTERESTED

Asian Women's Association
020 8875 9465

Wandsworth Over 50s Activity Group 07958440808

Share Community for adults with physical and other disabilities. 020 7924 2949

St. Bede's Centre for Deaf people 020 7021 4340

Golf for over 50s 020 8871 2468.

St. Michael's Older People's Activity Centre Battersea 0207 228 0245

Expert Patients group—understand and manage condition or illness 020 8871 5163

Keep on Moving (60+) FRIDAY 2-3PM £3 Southfields Library, Wimbledon Park Road, SW19 6NL

Walk 4 life — free walks Battersea Park Thursdays 10 30, Tooting Common 9am or 12 noon Tuesdays St. George's Park 12 15pm Weds. Roehampton Lane by Shell garage 1st Sunday in the month at 10 30 am. Details 8871 6371

Tai Chi MONDAY 12.30-1.30PM . St John's Hill Community Centre, Peabody Estate, Battersea, SW11

Lunch club with social activities) Thursdays at the Penfold Centre (nr Southside Shopping centre), Call Rachel 07538713409

Sunday afternoon tea parties for people aged 75+ Tel: Alison Minney 020 8150 3154

Furzedown Project for older people—020 8677 4283
Check us out on YOUTUBE

Ramblers 0207 9242949

Hestia Age Activity Centre 020 8767 8426

Katherine Low Settlement meeting place, advice, support, exercise & activities for older people 020 7223 2845/6471

Pocklington Resource Centre for People with Visual Impairments 020 8675 4246

Keep Fit (50+) FRIDAY 10.30-11.30AM St John's Hill Com Cent

Keep on Moving (50+) TUESDAY 10.30 - 11.30AM and FRIDAY 9 45 and 11 15 at The Penfold Centre, 1 Neville Close, SW18 4TJ (opposite King George's Park)

Autumn Rose invites you to their health and well being project: talks and cooking demonstrations.

Joan or Esmie
autumnrose@
balhamsda.org.uk

Tone & Stretch (50+) FRIDAY 11AM-12PM £3 St Joseph's Catholic Church, 218 Roehampton Lane, SW15 4LE

BINGO Tuesdays and Fridays at Furzedown Project 2pm. Transport within catchment area. Tel:020 8677 4283 for inf

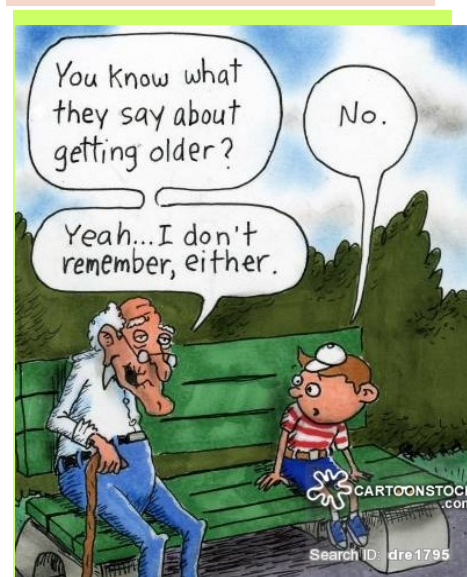
Regenerate-Rise open access day centre, Putney Tel 020 8780 9330

Active Lifestyles for info on a range of fun activities 0208 871 6373

U3A (university of 3rd age) Learning through groups such as language, history, art, theatre, walks 020 8878 5783

Keep Fit for Life (50+) TUESDAY 11AM-12PM £3 Tooting Junction Baptist Church, Longley Road, SW17 9LD

MONDAYS Swim Club at Balham pool (contact Furzedown Project above)



WOPF Annual Report 2016 by Lillas Gillies

Older People's Strategy

The Forum started the year by celebrating the launch of the new Wandsworth Older People's Strategy for 2015 /2020. Unfortunately major changes in the Council temporarily halted WOPF's regular meetings with officers but we hope to learn about progress when meetings resume in Spring.

Forum monthly meetings have provided information on AgeUK Safe Trader list, Wandsworth's service for helping people maintain a safe warm home, keeping safe from SCAMS and the woeful progress towards clean air in London. We also heard from a solicitor about the legal problems we should sort out before it is too late, and from Alzheimers Society about information and help available for people affected by dementia.

Members often report problems finding the right information so we heard about the "Wellbeing Hub" where you can get help to find what you need either on line or ringing 020 8812 6700. We heard from Disability Living Foundation, a national service, now moved into Wandsworth which will give advice on aids and adaptations. We finished the year with a lively performance from Treblemakers, singing some Christmas music with the audience encouraged to join in.

Network Conference

Under the Network programme of organizations working with

older people, we held a well-attended conference in November when the principle speaker was Anna Raleigh, Consultant in Public Health, formerly in Richmond and now in both boroughs. She talked about the health needs in the two boroughs, the differences between them and their current relationships with the voluntary sector. It is anticipated that learning from each other's best practice will improve performance in the joint staff team. There is an Older People's Forum in Richmond and the Wandsworth Forum will have a speaker from it at one of the meetings in 2017.

The newsletter funded by City Bridge has been produced quarterly with 4000 copies distributed by post to the members who have paid a subscription and in packs to libraries, sheltered housing and community centres and to the councillors and MPs. A questionnaire was distributed with each copy this year and the analysis is reported on the front page of this issue of the newsletter.

Outreach Work

A small pot of funds from the Mercers Company enabled the Forum to employ a worker to complete the outreach programme to people in sheltered housing resulting in all schemes that said they needed a service being covered. The hope is that little groups of people will continue to meet after the programme has concluded and be a friendly focus for others. Our outreach

worker was also involved in exploring the viability of setting up a Men's Shed in Roehampton. This had a positive outcome in that further funding from other sources has enabled Age UK Wandsworth to take the project forward.

Representation

Forum committee members are involved in many groups and committees of the Council, the CCG and some all-London groups. The Forum sits on the steering group of the Community Resilience Project, an Age UK programme supported with money from Wandsworth CCG to enable voluntary groups to run exercise and other activity groups to promote healthy living. This is an important pilot and a report on the first year will go to the CCG in 2017 outlining the benefits to service users, the challenges for organisations, especially relating to monitoring and evaluation and recommendations for the future.

Funding

The CCG and the Council are planning to consult with the voluntary sector about commissioning services in the future and a Project Worker based at WCA has been co-ordinating meetings. One possible model is a 'hub and spoke' whereby smaller groups are resourced under the umbrella of a larger organization. The Forum's funding has been confirmed for 2017/18 but new commissioning will start for 2019/20 and we hope that the Forum will continue to be supported as a voice for local older people.



Reg. charity No 1096322

Correspondence to Hon.
secretary

Tel:020 8672 5592

lilias.gillies@btinternet.com

Newsletter editor:

Jenny Weinstein

weinstein.jenny@gmail.com

Membership secretary

Su Elliott

su.elliott2@virgin.net

We're on the Web

www.wandpensforum.org.uk



**WOPF Management
Committee**

Tony Tuck	Chair
Valerie Hambelton	Vice Chair
John Horrocks	Vice Chair
Lilias Gillies	Hon Sec
Pius Gnanapragasam	Hon Treasurer

Judith Crompton, Tom Cox,
Nathalie Gibson-Wilson, Philomena Menton, Patma Patmaseni,
Doreen Brading, Jasmin Elvie,
Ricky Lucock, Winston Gordon,
Jenny Weinstein.

Forthcoming Forum Meetings

April 11th Mat Hay from Trinity Hospice

May 9th WOPF AGM with Richard Wiles

June 13th Harriet Owen from Action on
Hearing Loss

All meetings take place at the Anchor
Church Centre in Garratt Lane 2pm-4pm

Refreshments provided

If you would like to join or re-join the Wandsworth Older People's Forum, please complete the subscription form below and return with your payment of £5 (annual subscription for individuals or organizations) to:

Membership Secretary Wandsworth Older People's Forum
C/O WCEN, DRCA Charlotte Despard Ave, London SW11 5HD.

I wish to join the Wandsworth Older People's Forum
Name...(individual or organization)

.....

Address

.....

.....postcode.....

phone...(h).....

(mob).....

Email.....

I prefer correspondence/newsletter (tick preference)

by post ☐

By e mail ☐

I might be interested to volunteer ☐

I am a UK Tax payer and would like my subscription to
be gift aided. ☐

Signed Date

