



Registered Charity No. 1096322

Annual Review

Annual Report 2012



Liliias Gillies

The Forum has continued through this year with its programme of monthly meetings on topics of interest. Speakers this year have included Adult Care Information Service (ACIS), Tooting Town Centre, Climate Change and its effects, Advocacy, Living Streets, Battersea Arts Centre and the activities of the European

Commission during its Year of Older People. We had time for music in the summer and again at Christmas and for travel with a talk on travels in Texas which generated an interesting discussion on USA. Reports of these have appeared in our quarterly newsletter along with other items of policy changes in health and social care and information on where to get various activities and advice. The newsletter is posted to all who pay the £5 yearly subscription and multiple copies are delivered to libraries, community centres and sheltered housing.

The Forum still receives funding from Wandsworth Borough Council to run the Older People's Network which brings together groups providing services for older people, both the larger ones, now designated Hubs, and the many smaller ones which provide a host of local opportunities for companionship and information. The Forum also has funding for an Outreach manager who visits these small groups and helps them to constitute themselves so that they can apply for funding. This has given encouragement to many fragile groups and has resulted in more activities. These groups, some in sheltered housing, cater for many people who do not wish to travel far from home but enjoy meeting others and benefit from the exchange of information and chat in these meetings. There are twice yearly conferences for the Network. In March 2012 one was held in the Civic Centre and, with the help of council and Primary Care Trust, speakers toured tables of 8-10 people, enabling interchange between providers and receivers, or possible future receivers, of services.

The Forum Committee and the Network Steering Group keep an overview of how services are provided and this can give warning of difficulties. Shortage of funding for day centres, both those designated as Hubs and continuing to receive

funds and those no longer receiving funding continues. Mac Downes, the Outreach Manager, maintains contact with many of these groups and has helped draw up successful grant applications for 13 groups in early 2012 and further applications are in the pipeline. The Forum wishes to continue and, if possible increase, this level of outreach and has submitted a first application for a future grant.

A constantly repeated cry is that "I did not know". People generally do not know where to ask for help about social care until a need arises and then they start to look around. Fortunately a number will start with AgeUK and AgeUK Wandsworth will be able to help. Looking up older people or wandsworth social care on the internet should get you to ACIS. Wandsworth Council's information service. Great efforts have been made to ensure its information is accurate and widespread, that a web-search is easily done and that there are enough people to answer the phone. This needs testing and the Forum will be glad to hear of your experiences (wandpensforum.org.uk) or 020 8672 5592).

The Forum sends representatives to a number of consultation meetings with the Primary Care Trust and the new Clinical Commissioning Group, St George's Hospital and Adult Social Services. The new leader of Wandsworth Council, Cllr Ravi Govindia, spoke to the 2012 AGM and officers of the Forum have regular meetings with the Director of Adult Social Services. The Forum is represented at meetings of the Greater London Forum for Older People, at the London Strategy Group for Older People and at AgeUK and other national ' conferences.

Liliias Gillies

**WOPF
Annual General Meeting**

Tuesday April 9th at 2pm

Cllr Adrian Knowles: Mayor of Wandsworth

Healthy Air

Those of us of retirement age remember the fog of the 50's with its unhealthy air and 29,000 preventable death, 4000 in London. This led to the Clean Air Act and people changing their heating fuel to gas or electricity.

A lot of the pollution now is invisible nitrogen oxides and particulate matter, PM10. This is still dangerous especially to children who grow up with damaged lungs and adults with lung already damaged by smoking or pollution. These pollutants often break legal limits. Caroline Lucas, MEP, in commenting on this says it is not just Central London but over 250 places across the country and DEFRA has not plan for addressing it.

The Healthy Air Campaign aims to raise public awareness, to encourage behaviour that helps reduce air pollution and exposure to it and to persuade all levels of Government to take action to ensure UK fully complies with air quality law. Maria Arnold came to the November meeting of Wandsworth Older People's Forum to raise our awareness about it.

The Forum is represented on Wandsworth Environment Forum which had a meeting on air quality in Putney High St, the place with the highest levels in Wandsworth although there are others which are approaching these levels. The Council has appointed an Environment champion, Cllr Lockyer, who is very keen to get these high levels of pollution reduced. London Transport has promised to upgrade a number of the buses using Putney High St to vehicles with improved emission control.

Questions were asked about babies in buggies low down near the pavement level. Maria agreed there were probably more particulates at low levels. Were the government following EC guidelines? Probably not and the Government are questioning whether the EU or the national government has more power in this area. Does the high cost of public transport not deter people from using it and lead to more people using their cars? Maria agreed and said higher subsidy does lead to less private car usage. Some people in west London, including Putney get a sticky substance under the flight path. Trees on the streets do help to reduce pollution.

Bus Days

A safe introduction to independent travel in London

What are Bus Days?

Bus Days provide disabled Londoners with the opportunity to experience independent travel on a London bus in a safe and controlled environment. An out of service bus will follow a pre-planned route and participants can board and alight the bus along the route accompanied by Transport for London (TfL) travel mentors and members of the Safer Transport Teams.

Can I come and see what goes on?

You are welcome to come and see a bus in action by contacting the Travel Mentoring Team to make arrangements they will put you in touch with the organiser in your Area.

In Wandsworth the group meet the last Thursday of the month.

Travel Mentoring Service
London Dial-a-Ride
Progress House
5 Mandela Way
London SE1 5SS

Phone 020 3054 4361
E-mail :travelmentor@tfl.gov.uk
Website:tfl.gov uk.





Liliias Gillies

Clinical Commissioning Intentions 2013/14

The Clinical Commissioning Group (CCG) is approved to commission Healthcare in Wandsworth from April 2013 and its intentions have been published. These follow the Joint Strategic Needs Assessment and the Health & Well-being Strategy already published. The following is a summary.

Patient and Public Involvement (PPI)

- A Patient and Public Clinical Reference group has been appointed which will ensure that the CCG engages with both patients and public in a measurable and active way. This group is chaired by Jeremy Ambache and one of the members in Ricky Alcock, a member of the Forum Management Committee. Patients of GP practices can join their Practice Participation Group and each of these will send two representatives to one of the 3 locality Consultative Groups (Wandie, Battersea and Putney). There will be help for people with long-term conditions like asthma and diabetes to be able to understand and monitor their conditions themselves and reduce the need for emergency visits to hospital. There will be more community-based healthcare services and services closer to the patient's home. The CCG will work with Health Watch, to be set up after April 2013.

Other priorities include:

Falls

- Enabling GPs to identify patients at risk of a fall or of developing osteoporosis;
- Community pharmacies providing medicine reviews and falls risk assessment;
- Increased referrals to the Integrated Falls and Bone Health service and also more bone scanning facilities.

Carers

Supporting carers is critical to the agendas of prevention and integration. The CCG will:

- Continue to fund Crossroads South to deliver respite to adult carers and may extend to young carers;
- Explore the development of a Locally Enhanced Service for GP practices to ensure that carers are better identified and receiving appropriate care and support;
- Work with carers to ensure that shifts to more community-based care do not adversely affect carers.

As the lead commissioner for St George's, Wandsworth CCG will play a lead role in buying and negotiation over services with the hospital during 2013/14, working with the South west London Commissioning Board and the National Commissioning Board. The CCG also will provide a leadership role in support to St George's in its bid to become a Foundation Trust. It is also working closely with St George's to ensure that its services, clinical quality and strategies all reflect the priorities of the local health economy.

The Forum submitted comments on these intentions. These included ensuring that people with mobility difficulties can get transport to GP surgeries and local clinics as they can to hospitals and older people who cannot get out on their own do have opportunities for social interaction with other people.

Liliias Gillies



Ludwig van Beethoven

(baptized December 17, 1770 - March 26, 1827)

“He is perfectly entitled to regard the world as detestable, but that does not make it any more enjoyable for himself or anyone else” are the words of Goethe exasperated at Beethoven's behaviour. Indeed, Beethoven's inexcusable behaviour that makes it impossible to see how he could have created such sublime music and the self inflicted, alcohol sodden squalor he lived in his last years clashes with the fact that he was composing the immortal Ninth Symphony at the same time.

Rogue Traders

What or who is a rogue trader? Sue Cox of Wandsworth Council's Trading Standards Department told the January meeting of the Forum that it was anyone who comes unexpectedly to our doors offering to do anything, fix anything, such as roof, chimney, gutters, painting or gardens. Unfortunately there are quite a few people who travel around pretending to be working in the road and to have seen something wrong. They offer to fix it, just out of the goodness of their hearts, but of course for money. "It won't cost much" because they have material in the van that will do the job. They can be very friendly and sound very helpful.

But be wary. If people come unexpectedly don't be taken in. They are out to rob you. It will usually turn out that they ask for more money. "It was a bigger job" Their purpose is to rob you.

It will usually turn out to be a bigger job putting right what they have left. They will want cash. If you haven't got it they will probably offer to take you to the bank. If you pay them they or others, will come back again.

If there is work to be done get a reputable trader. Only get work done by a trader that you know or is recommended. The Council have lists of responsible traders you can trust or you can get recommendations from friends or neighbours.

If someone comes to your door offering to do a job "that they just happen to have noticed needed fixing" tell Trading Standards (8871 7720).

Sue Cox also reminded us that we must never tell anyone our pin numbers or other personal details. Banks will never phone and ask you for your pin number.

Some tips to remain safe.

- Have a door sticker to discourage callers
- Register for telephone and mail preference service
- Tick boxes saying you don't want offers
- Dispose of papers carefully
- Get in touch with Trading Standards (8871 7720) quickly if you feel you have been the subject of a con or a scam.

Age Action Alliance



The Energy Advice Service offers householders **information on Green Deal and ECO eligibility, available measures and potential service providers. See contact details below.**

The Energy Saving Advice Service provides impartial energy advice to all households. Tel: 0300 123 1234 (local rates apply) Internet: www.direct.gov.uk/saving-energy.

Home Heat Helpline provides energy advice on benefits, information on home insulation and special payments options your electricity or mains gas supplier provides to help those struggling with their fuel bills. Tel: 0800 33 66 99 or Text phone 0800 027 2122

If you are having difficulty paying for fuel supplies contact your supplier in the first instance. Alternatively contact Citizens Advice for impartial advice on fuel debt. Tel: 08444 111444 or Text phone: 08444 111445. internet: www.citizensadvice.org.uk.

The National Debtline (Tel: 0808 808 4000) and the Consumer Credit Counselling Service (0800 138 1111) also provide free services.

Wandsworth TECS

TCES (Transforming Community Equipment Services) has been live in Wandsworth since August and so far we are pleased to say that the model is working well.

Now, when people are assessed by the Council or by Health services, they have the choice of visiting a number of local retailers to redeem their prescribed equipment (Simple Aids to Daily Living) at a day and time that suits them. People have shown a willingness to pay a small amount to 'top up' or upgrade to items that are more pleasing to them (for example, padded raised toilet seats).

We have 18 accredited retailers within the borough and more are hoping to join us. All the retailers have been trained and approved by the council, and many display Simple Aids to Daily Living for people to look at.

This isn't just proving a positive outcome for people who have had their needs assessed by the council/Health, but for people who wish to privately fund. Private funders will find that there are many items in stores around the borough that they may wish to purchase without the need for Council/Health involvement, and that the staff within the retailers have a good knowledge on the equipment available, or are able to signpost on for further assistance if needed.

We are very much hoping that the model will continue its success in promoting choice and independence to older people and people with disabilities around the borough.

If you have any questions regarding TCES (The Retail Model) then please don't hesitate to contact Emma Tourte (TCES Business Change Manager on 020 8871 6983).



OUR HOME VISITING SERVICE

At Paul's Cancer Support Centre we try and understand how you might be feeling if you have a diagnosis of cancer. Perhaps you are feeling unwell or undergoing treatment and are house bound and would welcome some complementary therapy at home. We also offer this service to those who are caring for someone with cancer at home.

How it works...

You, your carer, or your doctor or nurse, can contact us requesting a visit to your home. The Home Visiting Service manager will then visit you and talk through the service. Following this visit we match you with a volunteer practitioner in the therapy of your choice. You can expect to receive a course of six treatments free of charge in your home.

Home Visiting volunteers

All our volunteers offering massage and reflexology are professionally qualified and complete a 40 hour training course with Paul's Cancer Support Centre to equip them with the necessary skills for home visiting.

To refer yourself or to make a referral

Please call us on 0207 924 3924 or referral forms can be downloaded from www.paulscancersupportcentre.org.uk Please contact Ruth Wooldridge, HVS manager or Clare Unwin, Administrator, via the Centre number on 020 7924 3924 or email us at: hvisits@paulscancersupportcentre.org.uk Registered Charity Number: 1128295

Voluntary Work In Cambodia Oct 2009 to Dec 2012

by Kandiah Pathmaseni (Pathma)



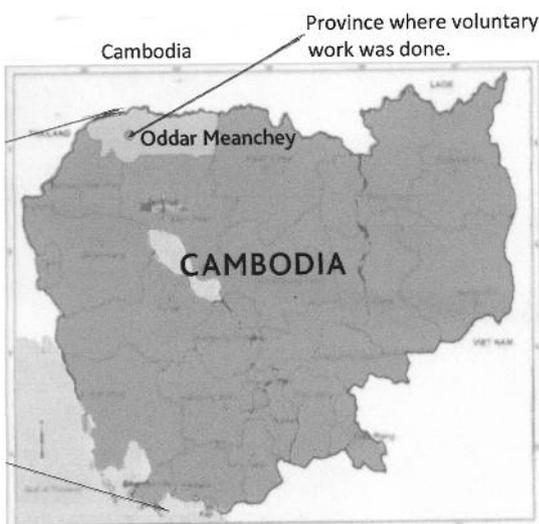
My volunteer placement by VSO (Voluntary Service Overseas) was in Cambodia. VSO is a leading independent international charity involved in fighting global poverty. It does not fund countries, but it works by sending skilled and experienced personnel to countries to assist in needed development.

Cambodia is the poorest country in South East Asia, a country which was war torn for 30 years. The country experiences hot and rainy seasons - 6 months each in the year. It is mainly a rice cultivating country. There are 24 provinces in Cambodia. Phnom Penh is the capital.

I was posted to a very remote rural Referral Hospital (about 500 kilometers from the capital) in the North West in the Province of Odder Meanchey, sharing the border with Thailand. This province was the onetime stronghold of the ruthless regime of Pol Pot and Khmer Rouge regime. This fact explains the poverty and illiteracy in province. There are no buses or trains in this province and there is no postal service. Transport is by motorcycles and cabs. There are no land line phones and the mobile phone is the main source of communication. I communicated with the rest of the world by e-mail. Internet cafes number to only two in the entire province. Living conditions are harsh. Life and work became a huge challenge for me.

Cambodia resonates with other developing countries across the globe, where Public Health plays a very significant role in the state's health system. What follows is based on my knowledge and work since my placement and is a reflection of the status of this hospital only.

The hospital performs poorly due to lack of adequate supplies of medicine and equipment and other necessary items. There is a shortage of adequately qualified and / or trained staff. Poor work ethics, lack of empathy, lack of good governance contribute to the



poor quality of patients care. The care anomalies/discrepancies are monumental. I was given to understand that these are results of unfair and poor wages.

My advisory role was to support management in the hospital to progress towards the attainment of millennium goal of providing quality health service, especially in maternal and child health, nutrition, accessibility to health facilities by the poor, and in the reduction of barriers experienced by rural communities to good health.

I found myself to be part of an unfortunate hospital environment. My feelings for the sick and poor were overwhelming that against my better judgment, I decided to face the challenges, hoping that appropriate and planned actions could make a difference and possibly be sustained. The constraints were many - most significant was the (Khmer) language barrier and the lack of cooperation and willingness of staff for change or improvement. I was assigned a part-time interpreter/translator to cope with the language. I combined my advisory role with hands on clinical practice. I realized that the hospital management system that was in operation was weak. It was a hard task to change mind sets which have been in situ for decades.

Practices of patronage and corruption are common, coupled with status and power to over-rule fairness, merit or reason.

Also, I campaigned for Better Health by delivering Health Education to patients carers and visitors. The topics included Hygiene and Sanitation, Nutrition, Infection Control, Family Planning and commonly prevalent diseases - Tuberculosis Malaria and HIV/AIDS.

ACTION ON HEARING LOSS

Action on Hearing Loss is the new name for RNID. Our name has changed, but our vision hasn't - a world where hearing loss doesn't limit or label people, where tinnitus is silenced and where people value their hearing enough to look after it.

We also have a new website at www.actiononhearingloss.org.uk

Do you wear NHS hearing aids?

Hear to Help service in Wandsworth.

This free service can help you manage your hearing aids more effectively. We offer general maintenance, batteries and advice about how to get the best from your hearing aids. We run 6 drop in clinics around Wandsworth that take place once a month or we can visit you at home.

The service is run by the Charity - Action on Hearing Loss and is managed by a Community Support Officer, and a small team of volunteers. We work closely with the audiology departments at St George's Hospital and Queen Mary's Hospital

For more information please contact:

Beverley Leach - Community Support Officer on 07501 257 443
email at beverley.leach@hearingloss.org.uk

We are also currently looking to recruit more volunteers in order to support more people and develop this much needed service. If you are interested, please contact Beverley Leach, as above.

Dignity in the Capital

This was a huge conference in Woburn House extremely well attended and very good but very long! It started with a long account by Gillian Buck about her mothers treatment in hospital which was so mind-bogglingly awful it was almost unbelievable. It prompted her to become very active in the Commission on Dignity in Care for Older People.

We then had the perspective of Yvonne Franks, Associate Chief Nurse and Programme Director for Older People, NHS London. There are "6 Cs" they want to implement, including Care, Compassion, Courage (to whistle-blow, among other things) and how they need to drastically rethink their training methods. To deliver dignity it would help if there was high staff satisfaction, then the outcomes are better for patients. The problems are financial and "target and initiative overload" and there are problems with recruitment, bureaucracy and lack of communication. Among other initiatives they want to introduce a Friends and Family Test to measure the standard of care, which will be read by, and acted on by the practitioners and judged by the family and friends as to whether improvements have subsequently been made. They need to get pride back into being a nurse and nurses must embrace new ways of working. She said person-centred care was hard to do in hospitals but it must happen.

AgeUK has written a Toolkit "Dignity in the Capital" - I have a copy. The workshops dealt with Dignity in Care Homes, hospitals (again), homes and in daily life. A few of the solutions that we all came up with:

Hospitals: a clearly written discharge plan with a trouble-shooting plan for the patient to take home; feedback forms (about wards as well as the hospital in general); more recognition that people may not have family so friends/neighbours need information; advocacy etc for people who have no-one.

Care Homes: Language skills for staff; unannounced and night visits if possible to see the lay of the land; training around dementia; how efficient is the access to GPs; much more stimulation in everyday life and a way of monitoring that; a decent wage for staff; use volunteers and the community; "Dignity Champions" and anonymous surveys. (Lambeth is training its Councillors on what to look for when they visit.)

Care at Home: Proper pay (again) - London Living wage; improve complaints procedure; educate about scams.

Daily Life: Town centres with benches, toilets, good lighting and well maintained pavements; educate younger people with inter-generational projects and involve school governors and parents; complain to MPs and Councillors.

In the rest of the meeting there was a speaker on advocacy - it's expensive but well worth it, and Dianne Jeffrey (Commission on Dignity in Care) spoke about their new brochure "Dignity in Care" which has 37 recommendations.

Again, I have a copy.

Su Elliott



St George's Medical Student Home Visits

On behalf of the Section of Geriatric Medicine at St George's Hospital University of London, I am writing to ask if you would accept a visit(s) from our St George's Students.

This is part of the students' second year training in Ageing, Impairment and Disability. The visit should last only about half an hour to talk about your life experiences. They will take notes from which they will produce a learning document (which is not put on record and is treated as confidential). This helps our second year students acquaint themselves with older people.

The dates this year are: Tuesday 12th March, Tuesday 19th March, Thursday 18th April, Thursday 25th April, and start at 2pm.

If you would like to take part please write or telephone me with your name and address, and if possible your phone number at:

Mrs J.Huxtable Administrator Geriatric Medicine (CDS)
St George's University of London, Cranmer Terrace,
London SW17 ORE. Tel.No. 020 8725 5327.



Home Delivery Library Service

A selection of books or talking books to suit you can be delivered to your home once a month, between 9am and 5pm Monday to Friday.



(020) 8871 6350

www.wandsworth.gov.uk/libraries



Walk Leader Training

Wandsworth Council would like to start a walking group in Wandsworth specifically for older people as part of their Walk4Life programme. Walk4Life is a programme of free regular walks in the borough that are led by volunteers and supported by the council.

The new walks would be short (under 1 hour) and aimed at people that want to start being more active. We are looking for a small group of volunteers to lead these walks, you don't need to be a good walker, or super fit - just willing to get involved and help your community. The location, and timing of the walk is flexible and usually decided by the volunteers.

Full training and support will be offered by the Council. For more information please contact Nick Atkins, Sport and Physical Activity Officer on 0208 871 6373.

Church Lunches

at
East Hill United Reformed Church
Geraldine Road S.W. 18.

Every Tues & Thurs at 12 noon
3 course lunch cost £3

No charge for the music or tea/coffee
Call Rev Andrew on
07957 817 702 / 0203 556 8658
Booking is necessary

Wandsworth Arts Festival

Wandsworth Arts Festival runs from the
3rd May to 19th May.

Will be host to The Shimmy
from Putney Bridge to Wandsworth Park
with live music, performance,
dance and drama.

Attendance is Free

For more information visit
www.wandsworth.gov.uk/artsfestival or email
arts@wandsworth.gov.uk
Tel: 020 8871 8711

Things to do ..

.. places to go

St Michael's Centre
St Michael's Church Hall
Cobham Close SW11
Tel:020 7228 0245

Regenerate-RISE
Platt Christian Centre
22 Felsham Road SW15
020 8780 9330

Furzdown Project
91/93 Moyser Road SW16
020 8677 4283

Hestia Age Activity Centre
966 Garratt Lane SW17
020 8767 8426

Hestia Age Activity Drop-in
St Barnabas Church
Lavenham Road SW18
020 8767 8426

Asian Women's Association
Women only
Mantle Court Mapleton Road SW18
(020) 8875 9465

Men's Sheds.

Like the shed at the bottom of the garden where a man may retire to make or mend items Men's Sheds are usually permanent bases for more people with shared tools, facilities and materials.

A growing movement in this country that brings older men together, for further details see www.menssheds.org.uk or call 07757024749

Is there anyone in Wandsworth would like to start something on these lines?



MEMBERS MEETINGS

All at Anchor Church Centre,
273 Garratt Lane, SW18. 2pm-4pm
Buses 44 and 270 pass the door

Tuesday 12th March
My Family at War - Jeremy Weinstein

Tuesday 9th April
ANNUAL GENERAL MEETING

Cllr Adrian Knowles, Mayor of Wandsworth
Cllr Jim Maddan

Tuesday 14th May
Beverley van der Molen - Paul's Cancer Support Centre

Tuesday 11th June
Carole Heagney - Watch

Meetings are held the second Tuesday of each month
(except August)

Wheelchair Access, Loop System, Refreshments
All are welcome - bring a friend

If you want to join the Wandsworth Older Peoples' Forum,
please fill in the subscription form below and return with
your payment to:

Membership Secretary, Wandsworth Older Peoples' Forum
WCEN inc. DRCA, Charlotte Despard Ave. London SW11 5HD

I wish to join the Wandsworth Older Peoples' Forum.

Individual Membership £5 per year

Name

Address

..... Postcode

Telephone:

Organisation Membership £5 per year

Organisation Title

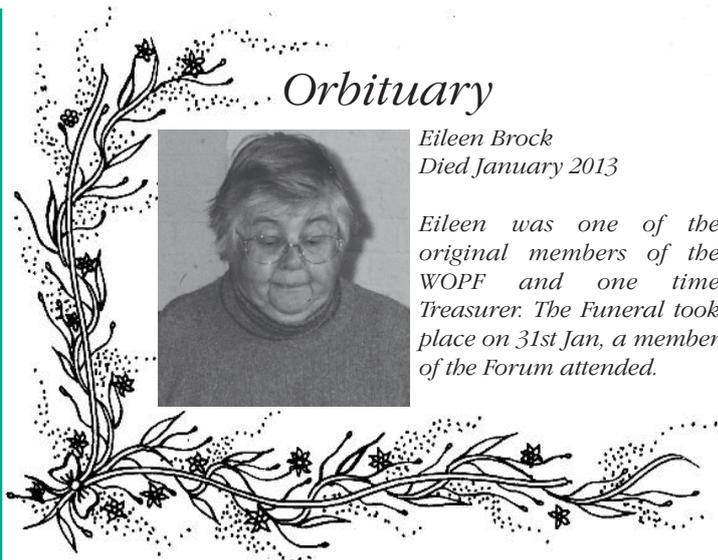
Contact name

Address

..... Postcode

Telephone:

Cheques payable to 'Wandsworth Older Peoples Forum'



Orbituary

Eileen Brock
Died January 2013

Eileen was one of the original members of the WOPF and one time Treasurer. The Funeral took place on 31st Jan, a member of the Forum attended.

What is 111?

It's a new NHS telephone number being introduced to help make it easier for you to access local health services. You can now call 111 when you need help fast but it's not a 999 emergency.

You will be assessed, given advice and directed straightway to the local service that can help you best. That could be A&E, one of our urgent care centre, an out of hours GP, a community nurse, a walk in centre, emergency dentist or a late opening chemist.

You can ring the 111 number 24 hours a day, 7 days a week, 365 days a year. Calls from landlines and mobile phones are free.



NEWSLETTER

Editorial Team

Editor: Doreen Brading
email: brading808@btinternet.com Tel: 020 7223 9728
Website: www.wandpensforum.org.uk

Correspondence to Hon Secretary

Lilias Gillies, 6 Fircroft Rd, London SW17 7PS
Tel 020 8672 5592 (and FAX)
e-mail lilias.gillies@btinternet.com



Affiliated to National Pensioners Association



WOPF voice for older people in Wandsworth
Funded by Wandsworth