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NEWSLETTER

www.wandpensforum.org.uk

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December 2006

FREE

Wandsworth Older Peoples Network

Report on Work of Steering Group April 05 - March 06

There have been 6 meetings of the Steering Group and 2 conferences for all groups of, or working with, older people

Threats to services for older people just beginning to be frail, and/or finding getting around more difficult, have been of grave concern. The withdrawal of Council organised home care for older people assessed as at low risk was the subject of consultation by the Council in 2005. The Network said that it was wrong to do withdraw from providing this service, as a few hours weekly of home care can make a great deal of difference to an older person beginning to feel unable to cope with all the daily-living chores. It can prevent them deteriorating further by the isolation and helplessness they feel. Older people do not trust commercial agencies and would much prefer the Council to employ the home carers or at least do the contracting and monitoring of the providers. Employing someone involves a lot of factors a slightly frail older person cannot cope with.

The further withdrawal of funding for lunch clubs is also a threat to services which can prevent isolation in older age- The Network has pointed out that a club, where a hot lunch can be had and friendly people can be found to speak with, can be a lifesaver for an older person who is finding it difficult to cook and shop for themselves. The Council thinks everyone should use the leisure centres and the libraries but these can be lonely activities. You probably do not talk to anyone and you are not likely to meet the same people on each occasion. The libraries and the leisure centres are certainly not going to notice if some one does not turn up or is not caring for his- or herself We supported RISE in its efforts to get funding and a new centre has been started by that organisation in Putney to replace Robert Joy. We regret the closure in Tooting of Fairlight where there is no local replacement.

The Steering Group has had regular reports on local health services. The closure of the inpatient beds at

Bolingbroke Hospital was of concern as is the long wait for a report on its future. The remaining services there, outpatients, physiotherapy, X-ray and day hospital, are much valued for their shorter waiting times and for the ease of using the smaller site. Comments were made on the information to be made to patients prior to the opening of the new hospital at Queen Mary's Roehampton in June 2006. Age-related prescribing is a worry in that expensive drugs may be withheld from older patients. Questions have been asked about this but no reply has been forthcoming. "Choose and book", the new arrangements to allow patient choice in the timing of hospital appointments, was explained by a spokesperson from the PCT at the conference held in February 2006

A questionnaire was circulated with Wandsworth Pensioners Forum newsletter in December 2005 on how people perceive the moves to make Wandsworth a safer place and a stronger community in which to live. At this time there only eight wards (out of 20) with Safer Neighbourhood Teams. These had still to make



Wandsworth Older Peoples Network (cont.)

an impact. People were still asking for more visible policing. Isolation was a problem for many of the respondents. Many do not get out much unless accompanied and do not have many visitors. There was much concern about the reduction in home care provision. The loss of lunch clubs and local afternoon groups was also mentioned. Difficulties in booking Dial-a-Ride and taxis with Taxi-card were reported. The report on the response was sent to the Council, the PCT and the Local Strategic Partnership

There have been some improvements as a result of the report of the questionnaire. Some five officers from the Safer Neighbourhood teams came to the February conference to explain their role and that shortly, now implemented, there would be teams in every ward. The Council started holding "Active Days for over-60" at the Civic Centre, with stalls from many local groups, to encourage people into taking up local activities when retired, Local Development groups were set up in Wandsworth South, Battersea and Putney/Roehampton and funds were made available for a coordinator based at Age Concern to facilitate these. The aim is to encourage the generation of local self-help groups. So far there has been rather limited participation in the groups and activity is being generated by the larger organisations which cover the whole Borough but it is hoped that there will be generation of new activities. Some funds were made available to the Wandsworth South group to aid new activities and these have started already.

The Council has declared its wish to support the Older People's Network with finance and with regular meetings with Councillors. So far there have been discussions but no conclusion as yet. The Forum newsletter, at present circulated to paid-up members of the Forum, to Councillors and MPs and also to all clubs and sheltered housing, is a vital part of the work of representing the views of older people and reporting on these. It is not funded at present and cannot be continued without a source of funds. The Conferences which have been held at approximately six-monthly also need funding. The Network is continuing to meet and to raise issues with authorities and we hope that funding can be found to enable that to continue.

Lilias Gillies
Network Facilitator



Contact the Elderly



Contact the Elderly is a small national charity, founded in 1965, that aims to alleviate the acute loneliness of older people (aged 70+) who live on their own by organising monthly tea parties. We are giving those who have little or no support from family or friends and who can't get out on their own some regular companionship and something to look forward to - a real lifeline for people who spend day after day on their own with nobody to talk to.

There are 60 groups in London at present, each consisting of about 6-8 older people, 3-4 volunteer drivers and up to 12 hosts. The concept is simple but effective: One Sunday afternoon a month small groups of older people are being picked up by their volunteer drivers and taken to a tea party at the home of a volunteer host (each month at a different place). They will enjoy something that most of us take for granted - a cup of tea, a slice of cake and a chat in a friend's house.

What better way to spend a Sunday afternoon, you think? Well, helping us is so easy !

We are currently in urgent need of new volunteer hosts and drivers in the Wandsworth area, so if you think you would enjoy being a volunteer driver (spending just a few hours each month) or a host, hosting a Sunday afternoon tea party just once or twice a year, then please get in touch.

It doesn't matter how big your car is, as long as you are reliable and can commit yourself to a few hours each month. As a host, all you need is a downstairs toilet, easy access into your house (or garden) and enough space to seat a group of about 12 people. The size of the room doesn't matter so much, as long as everybody can sit comfortably. In fact, from the feedback we are getting from our groups, small and cosy works really well.

To find out more and to get an application pack, contact us on Freephone 0800 716 543 or email our London Development Officer: mai.ke.neuhaus@contact-the-elderly.org.uk Alternatively, you can check our website: www.contact-the-elderly.org.uk

Community Partners

Wandsworth. Council Social Services is seeking to recruit users of social care services and carers or people who have been carers as Community Partners. The role would be to help in evaluating services in a variety of ways... working with other service users and doing 'interviews to find out what people think of services. Training will be provided. Further information from Jim Cowan (8871 8190)

Spectacular New Tile Panel at the De Morgan Centre

William De Morgan, the great 19th Century ceramic designer was commissioned to design tile decorations for the interiors of 12 P&O liners. Sadly, all the ships are lost and with them the important tile panels which adorned the public areas in the ships. A very small number of duplicates of the largest panels were made by De Morgan, in case of disaster during installation. Up to now, only three of these were known to exist. Now, a fourth has come to light and on 4th October it was on sale at Sotheby's London.

The De Morgan Centre was very anxious to add it to its superb collection of De Morgan's work, since it lacked such a panel. Application was made to the Heritage Lottery Fund and the Art Fund, and they agreed to

grant the money for the purchase of this unique work of art. The Centre was successful in its bid and the panel will be installed after a little conservation work, by the New Year. The illustration in black and white can't do justice to this delightful panel, comprising forty separate tiles.

It is hoped that everyone will come and see it in its new home and that those who have not yet discovered the De Morgan Centre will do so.

The Centre is open Tuesdays and Wednesdays from 12-6 and Fridays and Saturdays from 10-5. Admission is free and disabled access is excellent.

The Centre is at 38 West Hill, London SW 18 1 RZ Tel: 020 8871 1144 and full details are on the web site at: www.demorgan.org.uk

Kate Catleugh: Trustee



Veterans Medal

Sadiq Khan MP has recently launched a campaign in Tooting to encourage Veterans to apply for the Veterans Badge..

Who is entitled to the Veterans Medal?

Men and women who served in HM Armed Forces up to and including 31st December 1959. Widows and Widowers who are in receipt of a War Widow & Widowers Pension.

Other groups who are entitled are the Cyprus Regiment, Merchant Navy, Seamen who took part in military action, the Home Guard and Polish Forces under UK Command.

The Veterans Medal is a survivors badge which is intended to be worn on civilian attire. This is only a small token of the huge debt we owe the wartime generation, but is a really good opportunity for us to give our thanks to those who served.

To apply you can ring Sadiq Khan's office on 020 7219 6967

Tuppance a Week

The National Pensioners Convention has launched an appeal to all organisations to encourage members to donate. approximately the equivalent of two pence a week - £1 a year - for the NPC when they pay their annual subscription.

Members, of the Finance Working group believe that if every affiliate were to adopt and act on the slogan "Tuppance a week" the NPC would be well on the way to becoming financially solvent.

I hope that you will support this appeal and that your members will agree that the NPC's work on behalf of pensioners is well worth an individual contribution of "Tuppance a Week"

CPPIH

Commission for Patient & Public Involvement in Health (CPPIH) contact for St George's and WPCT forums is Joanne Goudi, Connect House, 21a Willow Lane, Mitcham, Surrey CR4 4NA, Telephone Local Rate 0845 1204 3107 Email ForumSupport.Inhouse14@cppih.org

Bolingbroke Hospital

Press Release Issued: 10 October 2006

Today we will start a four week engagement process with our staff and stakeholders about where to provide the services that are currently being provided from the Bolingbroke Hospital in Battersea.

Once we have feedback from everyone involved with the Bolingbroke Hospital, St George's Healthcare NHS Trust will make a decision about whether to go out to formal public consultation on where to provide these services.

The quality of care at the Bolingbroke is excellent and now deserves the best possible environment to be provided from.

There are no plans to close or cut these services, only provide them in the most appropriate places for the patients and residents of Battersea and in the most cost effective way possible.

We are committed to providing and improving local health services for people living in Battersea and the rest of Wandsworth.

1. St George's Healthcare NHS Trust provides services from St George's Hospital in Tooting, Bolingbroke Hospital in Battersea and the Wolfson Neurorehabilitation Centre in Wimbledon.

2. The Bolingbroke Hospital currently provides the following clinical services:

- Day Hospital for older people
- Outpatient department
- Imaging and breast screening department
- GP out of hours surgery
- podiatry*
- community dental service*

*provided by Wandsworth Teaching Primary Care Trust

For more information on the Bolingbroke, a copy of the Bolingbroke discussion paper, a question and answer sheet and an email address to send feedback to, please visit our website www.stgeorges.nhs.uk

Looking after me

Local health services will be having training sessions for people with long term conditions to help them understand their condition better, what makes them feel better and what makes them feel worse and how they might look after themselves better. The programme is called the Expert Patient Programme.

There are sessions for people with long-term conditions, and separate sessions for carers who look after someone with a long-term condition. Information about the training may be had from Kiron Kurien or Colin Smith at the PCT (colin.smith@swlondon.nhs.uk). There is more information on the PCT website or a national one www.expertpatients.nhs.uk

Information about health services locally can be had from PALS (Patient Advice and Liaison Service.) at Queen Mary's Hospital (8355 2980)

Needs of Older People Refugees or Asylum Seekers

Wandsworth Older People's Network Consultation Meeting on Needs of Older People who are Refugees or Asylum Seekers

Summary and Conclusion

The September meeting of the Older People's Network was a consultation with groups which might be aware of older refugee/asylum seekers. Out of 120 groups to whom invitations were sent seven said they had groups of older refugee/asylum seekers and would come. Others did not know of any older refugee/asylum seekers but were interested in the findings of the meeting. A good discussion was held and a number of particular problems emerged.

1. Lack of money which meant they were often unable to buy sufficient food and did not have warm homes or warm clothes but also that they could not go on a bus or make a phone call;
2. Many had health problems- There was a health visitor specifically appointed to help refugee/asylum seekers. She said that community health staff would always try to work with a professional interpreter's either in person or on the phone. She admitted there could be problems when staff thought they had been understood but had not been. A representative of Wandsworth Interpreting Service emphasised that its interpreters were always available and the Service also had drop-ins for different languages each day.
3. Many would like English lessons but ESOL classes were only available for younger people who would be seeking work.
4. There was a general desire for meeting places where they could be warm and meet others speaking their language over a cup of tea.

The meeting heard about the proposed Asylum Welcome at St Andrews Church, Earlsfield, due to open on 28 September. This will be run by South London Refugee Association and volunteers are being currently recruited and trained. This will be on the model of Merton Asylum Welcome which has been running in Colliers Wood for some time. There is also a Tamil Welfare Group drop-in at Lola Jones Hall every second Thursday morning.

Lilias Gillies

A Dinah Saw

Dinah saw a dinosaur.
The dinosaur saw Dinah.
Though Dinah's not a dinosaur
The dinosaur's a diner.
As Dinah saw

Age Discrimination

AGE
Concern

What is this new law all about?

If you're being discriminated against because of your age, as of October this year, for the first time, you will have the right to take legal action.

On 1st October 2006, a new law - The Employment Equality (Age) Regulations 2006 - comes into force in England, Wales and Scotland (similar legislation is in force in Northern Ireland from 1st October 2006).

The Regulations will provide protection against age discrimination in employment, training and adult education, for people of all ages.

The new law makes it unlawful in most circumstances for an employer to treat you less favourably than a younger colleague, because of your age. This includes in recruitment, promotion, terms and conditions, redundancy and dismissal. But there are some exceptions and situations when an employer may be able to justify discrimination. There is a new retirement procedure which employers will have to follow. Employees will have the right to request staying on past the employer's retirement date. People over age 65 will now be able to claim unfair dismissal, statutory redundancy payments and statutory sick pay as the upper age limits for these are removed.

The law applies to training and education as well as employment. This includes adult learning, further education, higher education such as university courses, and offer training which provides skills related to work. But the new law provides limited protection for people over 65, particularly when it comes to recruitment and forced retirement.

Free mini-guide to age discrimination at work,

You can download all the information in this section in our mini-guide to age discrimination, or you can order a copy from our freephone Information Line on 0800 00 99 66

Housebound Learners

Sindi Hearn is the Development Manager for Housebound Learners, a small charity delivering adult interest based courses across Wandsworth. We are always looking for new volunteers, home students and tutors to deliver our arts and history courses if you know of anyone interested in the scheme please let us know on the following telephone no: 020 7228 2752.

www.hblearners.org.uk

Cleaner & Economical Energy

The increase in levels of carbon dioxide (CO₂), the end product of excessive burning of heritage fuels such as coal, gas and oil, is responsible for the Earth's enhanced greenhouse effect, trapping heat from the Sun in the atmosphere and building up global warming. Since the beginning of the Industrial Revolution, the increase in the amount of carbon dioxide in the atmosphere is estimated to have estimated at one third and has become vital to reduce our use - too fast - of heritage, non renewable fuel, produced over millions of years by the Earth.

In her talk to the Forum on October 10, Sue Flint discussed ways to reduce our personal waste of energy in the home, thus doing our bit to combat global warming, plus, in consequence, benefiting from lower power bills by cutting down on the use of heat-producing devices like electric and gas heaters, as well as kettles (always heat the correct amount of water), toaster, dishwashers and tumbler driers. This can be done via relatively simple means, such as keeping the heat indoors by using simple and cheap insulating like doors insulated by plywood, using correct bolts to prevent them from warping and keeping them closed as much as possible. Another efficient way of heat insulation, avoiding expensive and a long term amortization double glazing window panes is applying doubling glazing pack kits, sold in DIY outlets - or even shrink wrap and taping. Key holes, a source of drafts, should be covered on the inside by Sellotape or appropriate covers. Attic insulation is an important point and using inverted pelmets to encase the lower parts of curtains, and energy saving lamp bulbs is a must for all light fixtures.

An important point is keeping track of the pay back of the measures taken via an energy balance that provides a realistic idea of all conditions. A record of power meter readings allows you to follow your track record in saving energy as well as keeping a tight control on your gas and electricity bills, frequently reckoned a average by utilities.

NHS CALL 24 HOURS ON
0845
Direct 4647

NHS Direct is a 24 hour nurse-led helpline providing confidential health advice and information. It is staffed by qualified nurses and health information advisors. Calls are charged at local rate and for patients' safety, all calls are recorded.

NHS Direct is also available on the internet, providing healthcare information and advice at - www.nhsdirect.nhs.uk

New Design for Older Peoples Health Services

Around six months ago, Wandsworth PCT, very much in the red, was challenged to sort itself out, reorganising its service delivery without affecting the level of service. In her talk to the Forum on October 10, Allison Benincasa outlined the proposals for an updated scheme, with a new focus on Care Groups, teams supporting the development of more efficient use of resources by means of cutting out the waste.

A central element of this is a new concept, the introduction of Community Matrons as service providers. Community Matrons are highly qualified nurses having to reach 56 different competences to allow a safe management of health, such as provision of services in the home, avoiding hospitalisation whenever feasible Wandsworth will deploy 12 Community Matrons across the borough, to be attached to District Nursing teams. Under the new scheme, a wide range of services will be accessible through a single phone call, instead of the multiplicity of contacts (for instances, through GPs, etc) currently required to access a District Nurse. If hospitalisation should be needed to optimise health treatment, it could be provided through a community hospital under the control of a Case Manager, whom will also take care of the patients social needs.

Another new feature, intended to cut the undergrowth and remove the fog that currently prevents older people from having an efficient health service, is the deployment of an Older Peoples Pathway of Care, which will reduce the time delay in accessing required services (for instances, after a fall treatment), basically consisting of improved communications.

Under a Single Assessment Process, a single professional (a physiotherapist, a social worker, etc) will control the process of "health management. For instance, a call for specialised equipment can be carried out from the home by the professional through a laptop computer and the information will be circulated to all involved in the case, thus setting up a relay for the transference of information between all professionals and all involved will be aware of the development of the case. The patient's medical records will continue to be kept by his GP, but specific, non confidential data will be accessible by every professional that requires it. If key professional are absent from the loop (for instance, away on holidays, the flow will be re-routed to the other elements involved.

In order to preserve the patients right of confidentiality, GP's will have clearly defined levels of access to records. Anything told in confidence to a patients GP will remain in confidence, data obtained via laptops at the home merely consisting of that provided on current forms, with no confidential information.

The new management structure for the provision of older peoples health services aims at eliminating the artificial barriers that now obstruct its efficient application, integrating the points of provision instead of, for instance, the current separation, between intermediate care and district nursing.



Bedford House, 215 Balhan High Road, SW17 7BQ
Tel: 020 8672 8672 1043 / 3649
Email: wis@wandsworth.gov.uk

Do you live in Wandsworth? Have problems with English? Do you know of people who may have limited English and could use our help? If so, please pass this information on.

If you have limited English:

- You can ask for an interpreter when you need to
- speak to Council services.
- You can ask for information in your own language.

If you speak Bengali, Gujarati, Hindi, Punjabi, Somali, Tamil, Urdu and need help with English then visit us at Wandsworth Interpreting Service (days and times below). We can arrange appointments for other languages.

Our walk-in service:

- Is for Wandsworth residents
- In-house interpreters will help you fill-out forms, read letters - anything to do with public services.
- Call public services for you.

Bengali	Mon-Fri	9.00-13.00 & 14-16.30
Gujarati	Mon-Fri	9.00-13.00
Hindi	Mon-Fri	9.00-13.00 & 14-16-30
Punjabi	Mon-Fri	9.00-13.00 & 14-16.30
Somali	Tues-Thursday	10-00-13.00
Urdu	Mon-Fri	9.00-13.00 & 14-16-30
Tamil	Thurs	10-00-13.00

Do you have business or run a voluntary group in Wandsworth or surrounding areas? Have problems communicating with your customers?

- We can provide you with interpreting at your choice venue (at a moderate cost).
- We can provide you with translations in 80 languages.
- If you are a public or voluntary service you can refer your customers to the walk-in service described above.
- We can advise you on how to reach 'isolated' groups or on how to work with interpreters / translators.



Obituaries

Betty Lewis



We are sad to record the death of Betty Lewis on 22 August 2006. Betty, for at least the last ten years, devoted a great amount of energy to working with Wandsworth Access Association. The Association worked with Wandsworth Borough Council and

London Transport in trying to make new and existing buildings and public transport more accessible for people with mobility difficulties. Although the Access Association is for all ages I found her a reliable informant and a good colleague in my work as Wandsworth Pensioners Forum Honary Secretary. I know many people found her wide knowledge of where to get help and information of great value.

Betty began her working life as a scientist, working on plant genetics, working in London in University College in Wales at the Plant Breeding Station and later with the Nuffield in London. She met and married Eddie Lewis in Wales and came back to London with him. After the birth and early childhood of her son, Rhys, she trained as a teacher working in Mayfield and at the Study in Wimbledon. Arthritis stopped her teaching but it did not stop Betty. She tutored, marked exam papers and took a course in psychology.

She will be sadly missed in the voluntary organisation world in Wandsworth.



John Young



John Young brewer and philanthropist and a good citizen of Wandsworth, died on 17 September 2006. Sad to relate it was the day of the last brew at Wandsworth. Young's brewery has moved to Bedford, with merger with Charles Wells. Probably that is the last industrial producer to move from Wandsworth-

The dray horses, delivering the beer to the local public houses will be a miss in the steets of Wandsworth

John Young was a good friend to Wandsworth Pensioners Forum, having twice funded an issue of the newsletter via. Youngs Charitable Trust He took a personal interest in the projects the Trust helped, sending The cheque with a hand-written note and good wishes.

John Youngs, family began their brewing in Wandsworth in 1831 when the brewing business around the Ram Inn was bought by Charles Young, great, great, grandfather of John Young. The beam, engine, installed in 1835 to provide power for the brewery, was still being kept in working order as the brewery closed and could be used if the electricity supply failed.

A QUESTION OF TIME

Too slow for those who wait
Too swift for those who fear
Too long for those who grieve
Too short for those who rejoice
And, for those who love -
Time is eternity.



MEMBERS MEETINGS

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

Tuesday 12 December
History of Labour Party
& Gina Walker on piano and guitar

Tuesday 9 January 2007
Preparing Development Plans

Tuesday 13 February 2007
David Ward - talking about music

Tuesday 13 March 2007
AGM €2pm
Justin Greening - MP for Putney &
Sadiq Khan MP for Tooting

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 Pensioners' Forum,
please fill in the subscription form below and return with
your payment to:

Membership Secretary, Wandsworth Pensioners' Forum
27 Garrick Close, London SW18 1JH

I wish to join the Wandsworth Pensioners' 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 Pensioners Forum

Subscriptions 2007

Subscriptions for 2007 will be £5 due from 1st Jan,
£5 for individuals and £5 for organisations

As Wandsworth Pensioners Forum is now a charity
a Gift Aid Declaration made by taxpayers will
enable the Forum to claim tax back on what you
pay as subscriptions and on any donations made.
Please fill out a Gift Aid Declaration if you pay tax
and help the Forums funds.

Anchor Church Centre Friday Drop-in for Older People

**Coffee and chat
followed by lunch**

**Every Friday from
12 - 1.30pm
(except school holidays)**

**273 Garratt Lane
SW18
Cost £2.50**



NEWSLETTER

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