



# NEWSLETTER

Editor: Doreen Brading  
Deputy Editor: Philomena Menton  
December 2007



Registered Charity No. 1096332

## Wandsworth Older People's Network

Report October 2007



Lillas Gillies

**funding came from the Government via Wandsworth Community Empowerment Network.**

**The Wandsworth Older People's Network was launched in February 2004. A Steering Committee with representatives from some 20 organisations has met regularly every two months. Conferences have been held six-monthly with attendance from representatives of a wide range of groups for older people. For the first three years**

Wandsworth Pensioners' Forum was invited, by Wandsworth Council, last year to continue facilitating the Network and through it to represent the voice of older people to the Council and to represent older people on the Local Strategic Partnership. The Network has been constituted a subcommittee of the Forum, which has charitable status. The Forum decided at its recent AGM to change its name to Wandsworth Older Peoples Forum.

A number of guests have talked to Steering Group meetings on topics including Nizam Chowdhury of Age Concern's Agency Information Service, the Continence Service User Group and Rosemary Chapman, Help the Aged Development Officer, West London. Regular reports are given on health service matters by Andrew Craig and Barbara Willerton. Becca Jones of Age Concern gives news of the new Local Development Groups

Six monthly conferences have been held for representatives of all groups for older people. The last conference in April 2007 heard Joe Oldman of Help the Aged talk about Housing Options for Older People. He had written a report on this subject which is available from Help the Aged. Government policy is for older people to be helped to remain in their own home for as long as possible and there are many schemes which help them to do so. The Occupational Therapy can organise many aids and adaptations and Age Concern Handyman can help with small maintenance jobs.

House Proud and Home Improvement Agency will help people in Wandsworth arrange big maintenance and adaptations and equity release to fund these if that is necessary.

Discussions were held both at the conference and in the Steering Group and comments were sent in regretting the proposed removal of people at moderate risk from Council-provided social care. The council is now implementing that and assessments are going on and a large number of older people will have to organise their own care and pay for it Age Concern Agency Information Service can help with advice about possible providers- The Council will have a report on the effects of this change in January

Direct Payments are available for people assessed as eligible for Council-provided care and this will enable them to organise their own care and appoint their own carer. Penderels, a not-for-profit agency, will help with the aspects of recruitment and national insurance etc if people want it. It will help some older people who want to be more independent but not others who would probably be happier with the Council organising and monitoring their care.

Many older people have joined in Active Days and many have organised small groups doing a variety of things in halls, clubrooms, and their own homes. Active Days has been a huge success but it does not cater for those who used the lunch clubs, now closed.

cont. on page 2



The Forum  
wishes all members  
and friends a very  
Happy Christmas and  
a Healthy New Year

## Wandsworth Older People's

### Network cont. from page 1

Older People are now represented on the Local Strategic Partnership by Lillias Gillies. This committee has a wide representation from Council, Primary Healthcare Trust Town Centre Partnerships, the Police and voluntary organisations and has reports of what the various authorities are doing as well as what is proposed. It has the job of deciding what the priorities for action for the next year should be. The last meeting had reports looking forward to preparing an older people's strategy for the Borough- The previous Community Strategy rather left out older people, probably because half the population of Wandsworth is aged 20-39 and only 11% are over 60, very different from the rest of London. The revised Community Strategy is planned to have a greater focus on older people covering every aspect of life and how to make it better. It is up to people to say what they want. The Conference will be a chance for everyone to have their say.

The Steering Group have drawn up a list of issues which require attention during this year. These are:

- Community Drop-in centres with a target of one within easy access of every part of the Borough;
- Accessible GP practices, dentistry and chiropody
- Interpreting
- Pavements, not irregular and without cyclists and litter,
- Age Discrimination;
- Involving residents of sheltered housing and care homes;
- Housing transition for older people and the need for advocacy,
- New Community Strategy, particularly for older people;
- Buses, rapid acceleration/deceleration and steps level with pavements.

Discrimination issues which have been raised with the Network have been that at some supermarkets it is not possible to get cash with signature for blind people and paying bills by cash requiring an extra administrative charge. Help the Aged and Age Concern England have produced a report on the difficulties experienced by older people in getting car and travel insurance. It is best to shop around as there are very large differences between insurance providers. A seminar was held in June on "Driving Safely when Older". Those attending said they felt more confident after the session which was led by an instructor from the Driver Safety Agency

Visits have been paid to a number of groups, St Barnabas SW18 and St Barnabas SW12, Wandsworth Bengali Welfare Association, Age Activity Centre, Tooting Neighbourhood Centre, Graveney Day Centre and Furzedown Project. Phone conversations were held with Housebound Learners re their financial position,

**Lillias Gillies**  
**Facilitator**

## New Complaints System

### *Government launches consultation on new streamlined health and social care complaints system*

**The Department of Health has launched a consultation paper on a new approach to dealing with complaints in health and social care which will make it easier for people to complain when things go wrong.**

The consultation document sets out a new more locally focussed system, one where it is in the interests of health and social care organisations to listen to people's experiences, be more openly responsive and improve services accordingly.

The new unified health and social care arrangements aim to:

- resolve complaints locally - there will be a more personal and flexible approach to handling complaints
- ensure early and effective resolution, and robust handling of all cases not just those which are more complex
- make sure people with complaints have access to effective support - this is particularly important for people who find it difficult to make their views heard
- give people the option of going direct to their primary care trust with a complaint about their GP, instead of complaining directly to the GP
- give people the option of going direct to their local authority with a complaint where the care has been arranged by the local authority
- ensure organisations improve the services they provide by routinely learning from people's experiences.

With the emphasis on effective and robust resolution and with independence available through the Ombudsmen, the additional independent review of complaints handling, currently carried out by the Healthcare Commission will no longer be necessary.



**WANDSWORTH  
INTERPRETING  
SERVICE**

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

# Reshaping Health Services in Battersea and North Wandsworth



Freddie Roth

**I**n her talk to WOPF on 9 October, Mary Palmer, Project Manager, with the support of two colleagues (Graham McKenzie and Caroline Weller) outlined the two-stage process for Wandsworth PCT and its stakeholders (the older people in the borough being one of their major components) aimed at reshaping the way health services are provided in Battersea and north Wandsworth. The latter area presents a critical challenge in providing services, as it contains three of the most deprived wards next to three of the most affluent wards in the borough. Overall, the targeted area presents a high degree of diversity in its residents, which include the traditional population (the long-term residents and the elderly), young professionals (aged between 20 and 24) and a large immigrant population, which could even be unaware of the manner of health service provision.

Currently, the first stage is taking place and is due to end on 5 November, and consists of preliminary gathering of data to underpin a Public Consultation, to start in January 2008. The project aims at improving the delivery of health services and applying more effectively NHS resources. The ideas and comments obtained in the preliminary consultation will be applied to ensure that the project is on the right track and that services are provided appropriately now and in the future. Issues focussed included:

- Existing NHS services in the area.
- The health needs of the population.
- Building and sites where the NHS provides services and how they could be in the future
- The aspect of providing services locally, not requiring long, exhausting trips to major hospitals (e. g., in local surgeries).

The initial ideas resulting from the study can be briefly outlined according to the following three models:

Model 1: The Network Model. Basically consisting of developing health services at existing sites, with an according increase in the number of services available at GP practices or health centres.

Model 2: Multi-Disciplinary Health Centre. This would correspond to developing a single multidisciplinary health centre in the area. Such a new building could provide resources ranging from GP services to some outpatient and minor surgery clinics, plus allied services such as pharmacists, opticians and dentists. All GPs in the area would refer their patients to this centre.

Model 3: Multi-Disciplinary Health Centre with GP Cluster. Essentially the same centre as in the previous model, augmented by GP clusters, viz. groups of practices that work together to provide a number of services for all their patients.

The area targeted covers the services provided in the wards of Queenstown, Latchmere, St Mary's Park, Northcote, Fairfield, Shaftesbury and the northern half of Wandsworth Common. This includes most of the area with postcode SW11 and parts of the areas with postcodes SW8, SW4 and SW18, and people living in these areas should participate in the consultation.

To obtain further information, refer to:  
[www.wandsworth.nhs.uk](http://www.wandsworth.nhs.uk)  
or contact the communications team at:  
Telephone: 020 8682 6835  
Fax: 020 8682 5846  
e-mail: [comms@wpct.nhs.uk](mailto:comms@wpct.nhs.uk).

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## Older Peoples Strategy for Wandsworth

Wandsworth Council is aiming to prepare a strategy for older people and wants to know what older people want to say. The Council has two papers which give background information WBC- 07 - 816 and WBC 07 - 836 which can be had from the Council's website or from the Committee Section at The Town Hall. The Forum has had a number of meetings and a conference for all older people's groups and a paper has been prepared and will be submitted to the Council. It is not too late to add your thoughts. Send them to the Council (Chief Executive's officer) and copy to the Forum or telephone Lillias Gillies (8672 5592).

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## Paying for Care

The Government is about to consult on care costs and whether the current system of paying where the person receiving care or their family pays the bulk of it depending on means testing. Both the Royal Commission and the Wanless report have recommended different schemes but so far the Government have not accepted them. Nursing costs are paid for under the NHS and with certain illnesses the NHS provides the service but not for dementias. Why not? Is it not an illness like any other?. It is unlikely the Government will provide all the cost and the Council's eligibility criteria gets ever tighter. Scotland's government has set a more generous example.

If you have a view tell your MP. Write to him or her at the House of Commons, SW1A 1AA.



Wandsworth

## We have moved!

Our new address is:

549 Old York Road  
Wandsworth  
London SW18 1TQ  
T 020 8877 8940  
F 020 8877 8954

We will be holding an opening event which will be an Art Exhibition / Auction Evening on 13<sup>th</sup> November at our great new offices.

If you would like further information about attending this event please contact Hicky Kingsbury on 020 8877 8959 / [hickyk@acwandsworth.org.uk](mailto:hickyk@acwandsworth.org.uk)

For information and advice on issues affecting older people:

### Age Concern

Tel 0800 00 99 66  
[www.ageconcern.org.uk](http://www.ageconcern.org.uk)

### Help the Aged

Tel 0808 800 6565  
[www.helptheaged.org.uk](http://www.helptheaged.org.uk)

Both Help the Aged and Age Concern England sell insurance with no upper age limits.

Contact Help the Aged Insurance on 0800 41 31 80

or

Age Concern Insurance on 0845 712 5816.

# Wandsworth Museum

The Courthouse, 11 Garratt Lane, SW18 4AQ

Tel: 020 8871 7074

E-mail: wandsworth

[museum@wandsworth.gov.uk](mailto:museum@wandsworth.gov.uk)

Website: [www.wandsworth.gov.uk/museum](http://www.wandsworth.gov.uk/museum)

Open: Wednesday - Sunday 1-5pm

Closed Monday and Tuesday

**From 1st January 2008 the Museum will remain closed while building alterations are completed at the West Hill Library Building**

## Recycle your batteries



A new recycling service allows residents to deposit used batteries at 21 collection points across the borough. Household batteries that can be accepted for recycling are D, C, AA, AAA, 9V and button cell and include both rechargeable and non-rechargeable types.

“Most batteries contain heavy metals, which if disposed of incorrectly, can pollute soil and the water table, and endanger human health. Using these new recycling bins can avoid these problems and stop this environmental damage.”

Batteries can be safely deposited for recycling at all the borough's libraries and leisure centres as well as the town hall concourse.

For a list of locations visit [www.wandsworth.gov.uk/recycling](http://www.wandsworth.gov.uk/recycling).

# BAC: Phoenix Rising



Tony Tuck

**I**t is always good to have the opportunity to celebrate success, especially when that success arises from the ashes.

So let us celebrate the success of Battersea Arts Centre (BAC) - a jewel in the Battersea Crown. Not only has its future been secured for the next century, but its present is aglow with the 'full house' signs of success.

Earlier this, year there were threats that the lease on the building would not be renewed beyond May 2007 and that all financial support from Wandsworth Council would be withdrawn. But Jaw Jaw has won over War War. Through long discussions and negotiations with Wandsworth Council it has now been agreed to give BAC a 125 year lease on the building (the former Battersea Town Hall), to agree that BAC will undertake repairs & maintenance and that the rent for the building will be a de facto peppercorn the first 10 years of the lease (In practice it is likely that a rent will be notionally charged, but covered in entirety by a council grant) In addition, the council will continue to fund youth theatre work to the tune of £85k pa.

The length of lease will over the years enable a wide range of fundraising to cover the high cost of repairs and maintenance. It will also provide a secure base for the BAC operation of providing 'surestart' type nursery for theatre in Britain (and Europe). A security that will be welcomed by all lovers.

As Nick Starr, The BAC Chairman, put it: " This... will give us the freedom to press forward with a range of ambitious plans for the venue. Our dream is to make Battersea the most dynamic arts space in the country"

The second leg of success is the current run by Punchdrunk of "The Masque of the Red Death" This has won huge plaudits & praise from almost all theatre critics (save for the Guardian's Michael Billington) and the long run planned to February 2008 is now sold out.

As Susannah Clapp, of the Observer puts it under the heading "Punchdrunk's Masque of the Red Death turns the BAC into a carnival of sumptuous horrors"

"with the help of the inspired architect Steve Tompkins, Punchdrunk have commandeered the massive, Victorian BAC to evoke Edgar Allan Pow's gothic horrors.

Spectators blaze their individual trails through the building. ...the world of Punchdrunk, a take-you-over, tip-you-up, drench-you-to-the-gills experience which is one of the best things to happen to the theatre in the last 10 years."

BAC has this year turned ashes into diamonds. A huge hooray should echo throughout the rafters of this splendid budding for decades to come.

Tony Tuck

## Heritage Service

### Altenburg Gardens

#### Name Change

From 1st October 2007 the Local History Service will be called the 'Heritage Service'

#### Location

The Local History Service reception and general information point will move to the Reference Library on the ground floor from 1st October and the current Local History Service room will be used for detailed enquiries and research purposes only.

#### Opening Hours

The Local History reception and general information service will be available when the Reference Library is open but detailed and in-depth research enquiries will be by appointment only.

#### Appointments

You can make an appointment with the Reference Library staff to access items from the Heritage collection after 29th September 2007.

**NHS** CALL 24 HOURS ON  
**0 8 4 5**  
**Direct 4 6 4 7**

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](http://www.nhsdirect.nhs.uk)

# African Experience



Over 150 local residents turned up to a Black History Month event at the Peabody Clapham Junction Estate. A Journey through African lives provided a background to the history and experiences of African people with displays, music, song, food and talks. Alex Pascal - will know for his Involvement in the setting up of the Notting Hill Carnival and his Radio Programme - Black Londoners said "It was wonderful to have the event an the estate and see all the local people taking part - he hoped to see the event back again next year".

*Would you like to share  
your life story?*

*Local oral historian Mike Turner  
will be gathering life stories of  
Wandsworth residents to form the  
basis of a book, exhibition or  
theatre piece.*

*If you would like to be part of  
this exciting project and are  
willing to share your story,  
please contact Mike -*

**Tel: 020 8878 0825**

**Email: [myket2@btopenworld.com](mailto:myket2@btopenworld.com)**

**AGE**  
*Concern*  
Wandsworth

**Active Days**

## Correction

**Direct payments  
Penderels Trust**

**1a All Saints Passage,  
London SW18 1EP,**

**the correct  
number for  
Penderels Trust is  
020 8875 8305/6**

**CARE** Information Centre  
*Line* for Wandsworth  
HEALTH AND SOCIAL SERVICES

**020 8875 0500**

Minicom: 020 8643 8985 Fax: 020 8643 8531

[www.careline.org.uk](http://www.careline.org.uk)

e-mail: [careline@clara.net](mailto:careline@clara.net)

Monday to Friday 10am-8pm

Saturday 10am-1pm



**In August Peabody Estate Clapham Junction provided another afternoon of fun and entertainment at their 'Barn Dance'**

The STARS OF MUNSTER played and young people from the estate formed a small but impressive choir, and older ladies entertained with a selection of popular songs .

The St Johns Hill Line Dancers (which includes several members of Wandsworth Older Peoples Forum ) gave two performances.

It was all rounded off with a cream tea and some excellent raffle prizes .

## ESOL

ESOL class starting Thursday 15 November from 1-3pm at Wandsworth Asylum Welcome, St Mary's Balham, Balham High Road, London SW12 9BS. The class is provided by Horizon Education and Training Centre. Classes will be held both at Wandsworth Asylum Welcome and the Horizon Education and Training Centre in Tooting. Registration fee is £20 for people on benefits. For more information please call Horizon Education and Training at 020 9672 4445 or email [admin@htec.org.uk](mailto:admin@htec.org.uk) For a map please see [www.slra.org.uk/wandsworth.php](http://www.slra.org.uk/wandsworth.php)

## SCOTSLINE

**0800 652 2989**

A helping hand for Scots in London

**[www.royalbritishcorporation.org.uk](http://www.royalbritishcorporation.org.uk)**

3, King Street, Covent Garden  
London WC2E 8JS

## Guidance on Food Served to Older People in Residential Care

**T**he Food Standards Agency has published (30 October 2007) a paper that Provides guidance to care homes for older people who do not have nutritional requirements due to illness or disease. It aims to support the wider care standards and provide the of assessment for residents, their family, care home staff and those responsible for commissioning and monitoring standards. Although the guidance covers the many thousands of people who eat food provided by to public sector, including hospitals and residential care homes as well as workplaces, it is of general interest, as it covers common sense eating habits that can be followed by the general public, easily adapted to eating healthily at home.

The guidance is based on existing Government advice and is part of the Agency's contribution to a wider cross-Government approach to the purchase and provision of food in the public sector.

Of interest to our readers is the fact that the guidance provides documents that can be used as practical advice. in the form of two weekly sample menus based on dietary references for older people in residential care and three sample menus that meet the guidelines for adults. Although these documents are intended to contain details of the supporting evidence, they also show - as all publications on to subject do - they once again underline the fact that healthy eating does not have to be boring - not at all. It looks very attractive in the Example Menus for Adults (men and women) 19-74 years that are quoted as supporting evidence for the guidance and prepared for the Foods Standards Agency by Luci Daniels last September (Reference NUB 246),

So there it goes: eating healthily can be quite attractive and literally lifesaving Of course, most of us will have to give up some of our 'binge' eating habits, but it will be worthwhile



# MEMBERS MEETINGS

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

## Tuesday 11th December

Contact the Elderly and  
Christmas Tea Party and Carols with John Woodhouse

## Tuesday 8th January

Mrs Elizabeth Howlett GLA

## Tuesday 11th February

Claude Moraes MEP  
Europe is increasingly important in our lives and has a  
counterweight in the world to USA, Russia and China

## Tuesday 11th March

tba

## Tuesday 8th April

Annual General Meeting

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 Pensioners Forum



# 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

## Subscriptions 2008

Subscriptions for 2008 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.



# NEWSLETTER

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