



Older people's strategy

Our vision for 2020

Wandsworth Council - July 2015



Introduction

This pack sets out our vision for older people in Wandsworth up to 2020.

It refreshes the Wandsworth Older People's Strategy 2008 to 2013, sets out our key achievements up to now and sets out what we plan to do next.

Section 1: sets out the local context.

Section 2: sets out our progress and forward strategy under the “dimensions of ageing” as set out in both the 2008 strategy and used in this refresh.

- **Dimension 1:** Health and healthy living;
- **Dimension 2:** Housing and the home;
- **Dimension 3:** Living in a supportive and inclusive neighbourhood;
- **Dimension 4:** Keeping connected;
- **Dimension 5:** Getting out and about;
- **Dimension 6:** Income

Section 1:

The local context

- People are living longer and expect to be healthy and active well into old age.
- Currently approximately 9.0% (28,600) of Wandsworth's resident population are people aged 65 years and over. Census data shows that a quarter (25.3%) of the population aged 65 years and older is from Black and Minority Ethnic (BME) groups. In the next 5 years the number of older people is projected to increase by 4.2% to 29,730. The largest increase in terms of numbers, 995, will be in the 70-74 years group and as the cohort ages beyond 2020, into older age, there will be a corresponding increase in the need for appropriate health, social care and community services.
- The number of older people in Wandsworth is set to rise at a faster rate than the overall population - 4.2% as opposed to 3.8%.
- Four out of every five people aged 65 years and older have at least one chronic illness such as diabetes (King's Fund 2013).
- Whilst many older people maintain a healthy weight, the number of people that are obese reaches its peak around retirement age. Around this time people also develop other illnesses.
- In London, Wandsworth has the fifth highest rate of emergency hospital admissions due to an injury from a fall.
- Primary health care access for older people in the community is better than the access for older people in care homes.
- It is thought that over 2,000 older people have dementia in Wandsworth.

Section 1:

The local context

- There is a higher risk of death in cold homes. For example, low indoor temperatures increase the chances of developing heart disease.
- In Wandsworth, from 2009 to 2012, there were 363 extra deaths over the winter (156 deaths 85+ years), one of the highest excess winter deaths figures in London.
- In Wandsworth, last year almost half of all fraud victims were aged 65 years and over.
- Each month there are around 10-12 reported instances of telephone fraud (bank details and pin numbers fraudulently obtained).
- Currently over 10,000 older people live alone in Wandsworth.
- In Wandsworth 9,000 people aged 50 years and older are an unpaid carer.
- Over 35,000 residents have an Older Person's Freedom Pass enabling free travel on public transport across the capital.
- Almost a fifth of older people in Wandsworth are on low incomes.

Section 2

The dimensions of ageing

Dimension 1

Health and healthy living **What we have done so far**

- We said we would help people stay healthy by preventing falls and improving bone health.
- We said we would improve services and outcomes for people with dementia.
- We said we would join up services to provide improved end of life care.
- We said we would reduce emergency admissions to hospital.

Dimension 1

Health and healthy living - what we have done so far

Conducted Wandsworth falls and excess winter deaths needs assessments so that we have a better understanding of the needs of our older people.

Enhanced and redesigned the integrated bone health and falls service, with significant additional investment.

Expanded the fracture liaison service at St George's Hospital thus increasing the number of patients supported by the service and reducing the risks of further fractures.

Undertaken work in primary care to identify and assess those at risk of falling, and developed local prescribing guidelines in primary care for patients at risk of developing osteoporosis.

Established a single access point for people to receive help with keeping warm in winter – Wandsworth Housing Adaptations and Repairs Forum.

Distributed 450 cold weather packs.

Undertaken energy efficiency installations through Age UK Wandsworth Handy-person service.

Improved uptake of flu vaccination to over 70%

Launched Wandsworth Memory Assessment Service, to provide better diagnosis and treatment for people with dementia.

Launched Wandsworth Communication and Behaviour Support Service, to provide better care to people living in care homes who have dementia.

Five Wandsworth Nursing Homes achieved full accreditation with Gold Standard for end of life care. Implemented Coordinate My Care, a web based sharing of records to help avoid inappropriate admission to hospital at end of life.

Re-modelled our urgent care centre to provide better triage and appropriate referral for emergencies.

Operated successful community wards to provide multi-disciplinary teams to treat people at home rather than admitting them to hospital.

Enabled re-start of social care packages following discharge from St George's provided needs have not changed.

Dimension 1

Health and healthy living **Our vision for 2020**

1. Older people should be able to live a healthy and active life and to maintain independence for as long as possible.
2. Older people should have access to good quality information and have increased skills and confidence to better manage any health conditions they may have at home.
3. Older people should have access to high quality and personalised healthcare and support when needed.
4. Older people should only be admitted to hospital when hospital is the only setting able to meet their health needs, and at these times should expect that their stay in hospital is for the shortest possible time.

Dimension 1

Health and healthy living **Our vision: What does it mean?**

- We will continue to encourage and support people to live and maintain a healthier lifestyle. We will continue to work to reduce the risk of falls and injuries due to falls and promote good bone health. We will continue to work to reduce the number of winter related deaths in Wandsworth.
- We will ensure older people can be confident that their end of life wishes will be respected and care is coordinated to meet individual need. We will support older people to reach optimum independence as a result of improvements in the ways we assist people to avoid or recover from injury and illness. We will work to enable people to manage their own condition where appropriate. We will ensure there is clear information about our local healthcare and support services, how to access them, including any eligibility criteria and what to expect from them.
- We will support GPs to be able to spend more time with their most vulnerable patients. We will build on work we have already done to improve primary care services to make them easier to access and more responsive to need.

Dimension 1

Health and healthy living

Our vision: What does it mean?

- We will deliver improved services for people with dementia and their families and carers to enable people to live well for longer.
- We will work together with our local care home providers and other stakeholders to support improvements in care, well-being and outcomes for people living in our local care homes. We will work to ensure that those people living in care homes have access to the health care services that they need.
- Building on the community ward model, we will re-design our community adult services so that multi-disciplinary teams can deliver care to more people at home in an emergency. We will continue to look for ways to integrate health and social care and in particular to work on the pathway out of hospital to ensure that people can return home as soon as possible.

Dimension 2

Housing and the home What we have done so far

- We said we would improve the equity of access to quality sheltered and extra care housing.
- We said we would improve services to enable people to live independently.
- We said we would make services more personalised and improve choice and control.
- We said we would improve support to carers.
- All of the council's sheltered housing stock meets the decent home standard. 96% of sheltered housing residents feel very safe or quite safe in their home.
- 2008 saw the first purpose built extra care housing unit at Chestnut House. We now have 75 extra care units in the borough.
- 1100 people receive Watch Lifeline services each year. 212 telecare installations made during 2008/13, 396 adaptations through Disabled Facilities Grants and 547 adaptations to Council premises.

Dimension 2

Housing and the home - What we have done so far

- Home care services re-commissioned in 2011 and subsequent introduction of electronic monitoring of care staff, thus taking into account concerns amongst users about time spent with users and continuity of care.
- Developed Keeping Independent Through Enablement (KITE) service, to support people after they have been ill at home or in hospital. 57% of people who receive an enablement service do not need an on-going service afterwards and 24% need a reduced service.
- All those who are able to do so receive self-directed support.
- Introduced Transforming Community Equipment Service, which now provides a prescription for aids and adaptations which can be used at a range of providers, allowing greater choice and removing the need to wait for a delivery.
- Produced a five year carers' strategy and commenced procurement of a new Integrated Carers' Service to be up and running in 2015.
- Commissioned a programme of safeguarding in care homes, informing people of the quality they can expect and how to report abuse and offering one-to-one meetings to talk confidentially.

Dimension 2

Housing and the home

Our vision for 2020

1. Older people should be able to make informed choices about where they live.
2. Older people should have accommodation options appropriate to their needs and the needs of their household, e.g. smaller homes, extra-care and care homes.
3. Older people should live in accommodation which meets the Decent Homes standard and is energy efficient.
4. Older people should have access to care and support and independent living equipment and adaptations which are appropriate to their needs, promote their independence and wellbeing and over which they have choice and control.
5. Older people should be free from harassment and abuse where they live.

Dimension 2

Housing and the home **Our vision: What does it mean?**

- We will ensure that there is universal information about housing options, including for those who require care and support.
- We will look to improve the way in which we forecast demand for housing options amongst older people. We will continue to promote extra care to those who could benefit from it and will look to develop mixed tenure schemes. We will continue to promote the use of preventative services such as Watch Lifeline.
- We will continue to work with private landlords to improve the standard of rented accommodation and will continue to provide information and advice to home owners on how to improve their homes.
- We will carry out adaptations to agreed timescales and standards. We will continue to work with providers of care and support to ensure the quality of services.
- We will continue to increase awareness of safeguarding and how to report concerns and we will continue to use legal powers available to tackle anti-social behaviour.

Dimension 3

Neighbourhood

What we have done so far

- We have reduced distraction burglaries – from 12 to 15 reported instances per month in 2008 to 2 to 3 reported instances per month by end 2013.
- We have trained in excess of 200 professionals working with older people to raise awareness of burglary and how to keep safe.
- Older people safety days and advertising campaigns have been used to inform older people about keeping safe in their home and out and about.
- We have commissioned two charities to provide a free lock fitting service for older and disabled people.
- No cold calling zones have been established.
- We have removed graffiti within targeted time periods.

Dimension 3

Neighbourhood Our vision and what it means

Older people should feel confident to live in and move about their neighbourhoods and be safe at all times.

What does this mean?

- We will make Wandsworth a better place to live through regeneration that takes into account the needs of older people – for example, providing a pleasant environment and plenty of seating space and accessible public toilets.
- We will continue to combat crime in general and particularly telephone scams and door-to-door crimes that affect older people.
- We will continue to promote Neighbourhood Watch.
- We will keep Wandsworth clean.

Dimension 4

Keeping connected What we have done so far

- We commission three day centres for older people with complex needs.
- We also provide a range of drop-in services for older people in need and fund other voluntary sector organisations to provide services – e.g. Age UK Wandsworth which provides a range of services including help with shopping, financial matters, social events.
- Putney Art School provided 35% discount on fees for over 60's throughout 2008/13 and around ¼ of its members are older people.

Dimension 4

Keeping connected Our vision and what it means

Older people should have opportunities and support to connect with other people, socialise and take part in activities.

Older people should be able to have a life outside caring responsibilities where they are a carer and to be supported in their caring role.

What does this mean?

- We will commission a new day centre model that reflects how older people are using our day centres.
- We will promote older people's access to community services such as leisure centres.
- We will support and undertake innovative projects to combat isolation and loneliness, not only linking older people living alone with other older people but also looking to inter-generational projects to connect different generations.
- We will work to promote digital inclusion.
- We will improve services for carers.

Dimension 5

Getting out and about What we have done so far

We have made buses, trains and tubes easier to use for older people.

- All TFL buses have low floor access, almost 90% of bus stops meet accessibility guidelines, many train platforms have been lengthened with ramps available to board trains and station access has been improved at stations such as Putney, Balham and Southfields Tube Station.
- We have improved street access. For example, we have removed street clutter, introduced count down crossings (such as outside Balham station), introduced 20 MPH zones (such as through the majority of West Putney).
- We promote particular schemes for older and disabled people. For example, in 2013, 4,343 older people had a Blue Badge in Wandsworth and 35,634 had an older person's Freedom Pass.
- Wandsworth Community Transport receives funding from the Council. It provides:
 - Minibus provision for approximately 350 community organisations and 1,800 older and disabled Wandsworth residents
 - A shopping shuttle (10,000 trips in 2013)
 - Shop-mobility
 - Outings for housebound and more active older people.

Dimension 5

Getting out and about Our vision and what it means

Older people should be able to choose how they travel and to travel independently using inclusive and accessible public transport, streets that meet their needs and dedicated transport where necessary.

What does this mean?

We will continue to work with TFL and train operators to:

- Improve the accessibility of buses through continued bus stop improvement, driver training so that ramps are deployed and older people are seated and helping to ensure that older people are not intimidated by anti-social behaviour of other passengers.
- Continued train service improvement through greater capacity, station improvements and longer-term expansion of services.
- We will work with partners to continue to deliver services dedicated to the needs of vulnerable older people such as Freedom Pass, Blue Badge, Taxi Card and those provided by Wandsworth Community Transport.
- We will continue to facilitate partnership between transport providers and older people through the Wandsworth Mobility Forum, enabling older people to have their say.

Dimension 6

Income

What we have done so far

Between 2008 and 2013, we took action to improve benefit take-up amongst Wandsworth's older people, including:

- Improved benefits services within Wandsworth Council, including an ability to make a claim for Housing Benefit/ Council Tax reduction online, benefit officers undertaking appointments so that, where possible, claims can be assessed at the time, improved speed of processing times and a new telephone system including call-backs to reduce waiting times.
- Improved partnership with voluntary sector organisations to deliver benefits advice and support to make benefits claims. We work with DASCAS (Disability and Social Care Advice Service), which receives funding from the Council to deliver benefits advice and has been operational throughout this strategy period. We also work with Age UK to arrange for referrals for our visiting officers to visit customers where appropriate. We can also refer to those organisations to help with appeals or benefits outside our remit, such as with Personal Independence Payment.

Dimension 6

Income - What we have done so far

- There are still close links with the DWP (Department for Work and Pensions) in referring customers to the correct department. The Benefits and Fairer Charging Visiting Team became one Visiting Team from June 2014 within our Customer Service centre and will continue to receive training and support from the DWP. The team also ensure that take up is maximised by checking entitlement to all welfare benefits.
- We produce the Benefits Service newsletter. External organisations are regularly updated on welfare benefit changes and changes in policy/administration within the benefits service.
- We provide benefits advice in key locations such as sheltered housing schemes and older people's day centres. When requested, Visiting Officers will attend and give an overview or individual advice as required.

Dimension 6

Income

Our vision and what it means

Older people should be in receipt of the maximum income available to them.

What does this mean?

- We will provide advice, support and advocacy to help people identify entitlement, make claims and appeal where necessary.
- We will ensure accessible, easy to use and responsive claims processes within the Council. We will regularly review our internal benefits claims procedures to ensure they meet customer needs.

