

**Appendix: Feedback from Ageing Well Event Breakout Sessions, 19 January 2012, Havering Town Hall**

**Lifetime Housing & Health**

<b>Contributor's background</b>	<b>What is going well</b>	<b>What is not going well</b>	<b>Priority Areas</b>
Individual	<ul style="list-style-type: none"> <li>• Homes in Havering – tenants in need – contains service</li> <li>• LA – reablement. Occupational Health</li> <li>• Age Concern – partnership</li> <li>• Libraries service re info</li> <li>• Information – downsizing</li> <li>• Referral to chemists</li> <li>• Home blood tests</li> <li>• Polyclinic</li> <li>• Care at Queens</li> <li>• Patient choice/ Service Provision</li> </ul>	<ul style="list-style-type: none"> <li>• Dementia admission to hospital going into care homes and not home on discharge</li> <li>• Lowest survival rate in first year of cancer</li> <li>• Death rate 50% in falls</li> <li>• Unavailability of NHS Dental</li> <li>• Homes in Havering</li> <li>• First point of contact (Housing and Health, customer services, training)</li> <li>• Private sector – unsure where to access advice</li> <li>• Declining membership at libraries amongst older people</li> </ul>	<ul style="list-style-type: none"> <li>- Making sure voices are heard in the CCG</li> <li>- Discharge from hospital</li> </ul>
Community and voluntary sector	<ul style="list-style-type: none"> <li>• Homes in Havering – good partners</li> <li>• Training</li> <li>• Handyman service</li> <li>• Always someone on end of a phone</li> <li>• Gardening service</li> <li>• Bowel cancer screening</li> <li>• Day hospitals – full clinics</li> <li>• Personal budget</li> <li>• Age concern being totally independent</li> </ul>	<ul style="list-style-type: none"> <li>• Cross-related working</li> <li>• Removal of wardens from sheltered housing</li> <li>• Poor communication between partners</li> <li>• Apathy</li> <li>• Outcome of consultation and foregone conclusion</li> <li>• Major issue with discharge from hospital</li> </ul>	<ul style="list-style-type: none"> <li>• Homes in Havering work with older people</li> </ul>
Organisation and agency	<ul style="list-style-type: none"> <li>• Good liaison/communication with tenants</li> <li>• Lunch clubs run by Age Concern</li> <li>• Concessionary decoration</li> </ul>	<ul style="list-style-type: none"> <li>• Homes in Havering in implementation</li> <li>• GP commissioning – have a particular way of looking at things which may preclude other things</li> </ul>	<ul style="list-style-type: none"> <li>• Homes in Havering issues</li> <li>• Oversight of CCG's monitoring</li> </ul>

	<ul style="list-style-type: none"> <li>• Handyman services (HiH) – gardening etc</li> <li>• Health – emphasis on mental health – more awareness</li> <li>• Good new initiatives</li> <li>• Dementia liaison services</li> <li>• Hospital training</li> <li>• Housing transfer arrangements</li> </ul>	<ul style="list-style-type: none"> <li>• Housing provision is not fit for purpose – sheltered</li> <li>• OAP's become isolated</li> <li>• Reduction in in-patient beds</li> <li>• Failure to diagnose serious illness early enough</li> <li>• GPs not aware of symptoms of dementia</li> <li>• Wish Council would leave things alone if it is doing well</li> </ul>	<ul style="list-style-type: none"> <li>• Dementia services, esp. in health service.</li> </ul>
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### Remaining active & healthy

	What is going well	What is not going well	
Individual	<ul style="list-style-type: none"> <li>• Parks/open spaces</li> <li>• Adult gyms</li> <li>• Walking section social</li> <li>• Community/pensions clubs, dance clubs, active</li> <li>• Culture</li> <li>• Transport</li> <li>• Facilities for DIP second to none - everything you need</li> <li>• Use of allotment sites</li> </ul>	<ul style="list-style-type: none"> <li>• 2<sup>nd</sup> largest borough in London</li> <li>• cost of Dial-a-Ride prohibitive</li> <li>• compared to B &amp; D poorer service</li> <li>• need to pay for audio books</li> <li>• Transport</li> <li>• Safety in public</li> <li>• Not enough social activities in Romford</li> </ul>	<ul style="list-style-type: none"> <li>• Culture and Leisure Services</li> <li>• Dial-a-Ride</li> </ul>
Community and voluntary sector	<ul style="list-style-type: none"> <li>• Libraries/churches</li> <li>• Caring</li> <li>• Parks</li> <li>• Lots of open spaces</li> <li>• Concessionary swimming classes</li> <li>• Well being classes at centres</li> <li>• Walking clubs</li> <li>• Informed voluntary group (friends of Parks)</li> <li>• Volunteers are 50+</li> </ul>	<ul style="list-style-type: none"> <li>• Cost to health of stopping free swimming</li> <li>• Poor communication of activities</li> <li>• Integration of Services</li> <li>• People falling through the gaps</li> </ul>	<ul style="list-style-type: none"> <li>• Cost of Dial-a-Ride and poor service</li> <li>• Leisure activities for over 50s</li> </ul>

<p>Organisation and agency</p>	<ul style="list-style-type: none"> <li>• <b>referrals from GPs to Hornchurch Sports Centre</b></li> <li>• <b>rehabilitation service</b></li> <li>• <b>Freedom Pass – keeps people active</b></li> <li>• <b>Good leisure facilities</b></li> <li>• <b>Good integration between services</b></li> <li>• <b>Good CQC interventions and transformations</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Lack of coordination between agencies regarding preventative work</b></li> <li>• <b>Transport access to Queens/St Francis Hospice</b></li> <li>• <b>Gaps in bus provision (accessing care provision)</b></li> <li>• <b>Subway access in Romford market</b></li> <li>• <b>Fear of crime</b></li> <li>• <b>Nil increase in community support</b></li> <li>• <b>Sports co-ordinators lost</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Transport issues</b></li> <li>• <b>Fear of crime amongst over 50s</b></li> </ul>
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### Financial security & social inclusion

	What is going well	What is not going well	
<p>Individual</p>	<ul style="list-style-type: none"> <li>• <b>Age Concern</b></li> <li>• <b>NELFT integrating social care/health</b></li> <li>• <b>Community nurses</b></li> <li>• <b>Willingness to engage with commissioners</b></li> <li>• <b>IT training – access to Financial Services</b></li> <li>• <b>Greater Choice</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Insurance provision and awareness (home/travel etc)</b></li> <li>• <b>Increase in suicide rate and dementia</b></li> <li>• <b>Mental health and separation of services</b></li> <li>• <b>Parcels of high relative deprivation (unseen poverty)</b></li> <li>• <b>Poor pension planning</b></li> <li>• <b>Lack of access/understanding of what benefits and support are available</b></li> <li>• <b>Power of attorney – lack of awareness</b></li> <li>• <b>Misunderstanding of LPA</b></li> <li>• <b>Dementia – putting people back in own homes</b></li> <li>• <b>Right to choice where to live</b></li> <li>• <b>Data Protection</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Financial awareness and social accessibility</b></li> <li>• <b>Role played by putting a charge on housing for people who access services</b></li> <li>• <b>Mental health services for older people</b></li> </ul>
<p>Community and voluntary sector</p>	<ul style="list-style-type: none"> <li>• <b>Borough looking at financial inclusion</b></li> <li>• <b>Work of Age Concern</b></li> <li>• <b>Banking protocol</b></li> <li>• <b>Advisory/signposting Services of Age Concern.</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>People not necessarily aware of rights</b></li> <li>• <b>Cannot access cash</b></li> </ul>	

Organisation and agency	<ul style="list-style-type: none"> <li>• <b>Super neighbourhood team</b></li> <li>• <b>Safeguarding</b></li> <li>• <b>Restructure of Dementia services</b></li> <li>• <b>Community engagement and awareness from London Fire Brigade</b></li> <li>• <b>Community provisions at Queens</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Safeguarding – care homes in the borough</b></li> <li>• <b>Relatives abusing parents to retain control</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Safeguarding</b></li> </ul>
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### Independent Living

	What is going well	What is not going well	
Individual	<ul style="list-style-type: none"> <li>• <b>Specialist Dementia Teams in hospitals</b></li> <li>• <b>Staying longer in own home and not forced to leave</b></li> <li>• <b>Home shopping delivery</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Lack of personal responsibility</b></li> <li>• <b>Lack of ICT literacy (impact of demographic changes)</b></li> <li>• <b>Change of family set up</b></li> <li>• <b>No dementia phone</b></li> <li>• <b>Subsidy to people and children – need to look after yourselves</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Domiciliary care</b></li> </ul>
Community and voluntary sector	<ul style="list-style-type: none"> <li>• <b>Lots of volunteers in Age Concern</b></li> <li>• <b>Aware of people with Dementia</b></li> <li>• <b>Good local shops and facilities</b></li> <li>• <b>Provision of ICT support from various sectors</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Risk to local shops/community facilities</b></li> <li>• <b>Lack of recognition and broader awareness</b></li> <li>• <b>Lack of practical support for over 65's</b></li> <li>• <b>Support for carers – not individuals with dementia</b></li> <li>• <b>Gaps not aware of</b></li> <li>• <b>No one for single persons</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Role of carers</b></li> </ul>
Organisation and agency	<ul style="list-style-type: none"> <li>• <b>Provision of ICT classes at Libraries</b></li> <li>• <b>Re-ablement Services</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>automation of services (telephones)</b></li> <li>• <b>old equipment used by reablement services, not possible to recycle</b></li> <li>• <b>cutting funding for Advocacy Project at Age Concern</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Reablement service</b></li> </ul>

## Care & community issues

	What is going well	What is not going well	
Individual	<ul style="list-style-type: none"> <li>• <b>Emphasis of keeping people in their own homes</b></li> <li>• <b>LINK</b></li> <li>• <b>HUBB and LA very good</b></li> <li>• <b>Churches in the Community</b></li> <li>• <b>CQC value the person</b></li> <li>• <b>Good to have standards thresholds</b></li> </ul>	<ul style="list-style-type: none"> <li>• Demise of extended family</li> <li>• Isolation of many individuals</li> <li>• Feelings of vulnerability (media driven)</li> <li>• Services of St Francis Hospice not reaching everybody – focus on education and lifelong learning</li> <li>• Need intergenerational demographic cohesion</li> <li>•</li> </ul>	
Community and voluntary sector	<ul style="list-style-type: none"> <li>• <b>Work of the Hospice</b></li> <li>• <b>Low level of crime</b></li> <li>• <b>Reablement service is very good</b></li> <li>• <b>Providing improvement in the home</b></li> <li>• <b>Involvement of Older People (over 50s forum)</b></li> </ul>	<ul style="list-style-type: none"> <li>• Quality of Home Care variable</li> <li>• Home care – plenty of it</li> <li>• Crimes get missed because of lack of resources</li> <li>• Lack of neighbourliness (public awareness)</li> <li>• Emphasis of Safeguarding</li> <li>• Lots of work goes unseen in the voluntary sector</li> <li>• Churches/ religious groups not being included in some events</li> </ul>	<ul style="list-style-type: none"> <li>• Domiciliary care – quality issues</li> <li>• Safeguarding work</li> <li>• Hard to reach groups</li> </ul>
Organisation and agency	<ul style="list-style-type: none"> <li>• <b>Voluntary sector provides excellent service</b></li> <li>• <b>People's Housing Choices are respected</b></li> </ul>	<ul style="list-style-type: none"> <li>• Unrecorded crime</li> <li>• Lack of referrals to Hospice from GP's (no consistency)</li> <li>• Are there enough people to help the elderly stay at home.</li> <li>• Churches to be involved in all aspects of work</li> <li>• Need to consult with voluntary/ community sector when designing new services (LA/NHS)</li> <li>• Unaware of CQC legal powers</li> </ul>	<ul style="list-style-type: none"> <li>• Role of GPs</li> <li>• Role of churches &amp; community groups</li> </ul>