

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

Lifetime Housing & Health

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

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

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

<p>Organisation and agency</p>	<ul style="list-style-type: none"> • referrals from GPs to Hornchurch Sports Centre • rehabilitation service • Freedom Pass – keeps people active • Good leisure facilities • Good integration between services • Good CQC interventions and transformations 	<ul style="list-style-type: none"> • Lack of coordination between agencies regarding preventative work • Transport access to Queens/St Francis Hospice • Gaps in bus provision (accessing care provision) • Subway access in Romford market • Fear of crime • Nil increase in community support • Sports co-ordinators lost 	<ul style="list-style-type: none"> • Transport issues • Fear of crime amongst over 50s
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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"> • Age Concern • NELFT integrating social care/health • Community nurses • Willingness to engage with commissioners • IT training – access to Financial Services • Greater Choice 	<ul style="list-style-type: none"> • Insurance provision and awareness (home/travel etc) • Increase in suicide rate and dementia • Mental health and separation of services • Parcels of high relative deprivation (unseen poverty) • Poor pension planning • Lack of access/understanding of what benefits and support are available • Power of attorney – lack of awareness • Misunderstanding of LPA • Dementia – putting people back in own homes • Right to choice where to live • Data Protection 	<ul style="list-style-type: none"> • Financial awareness and social accessibility • Role played by putting a charge on housing for people who access services • Mental health services for older people
<p>Community and voluntary sector</p>	<ul style="list-style-type: none"> • Borough looking at financial inclusion • Work of Age Concern • Banking protocol • Advisory/signposting Services of Age Concern. 	<ul style="list-style-type: none"> • People not necessarily aware of rights • Cannot access cash 	

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

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

Care & community issues

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