



ADULT SOCIAL CARE AND HEALTH NEWSLETTER

Keeping residents up to date about adult social care and health services in Newham

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ISSUE 2
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Introduction from Grainne Siggins

Welcome to Newham Council's newsletter for people with an interest in adult social care and health.

This newsletter has been developed because you've told us that, in light of all the changes taking place to health and care services, you want to be kept informed about what is happening in Newham.

Each issue will be developed together with guest editors who are also residents in the borough. For this issue I would like to thank Violet White - Chair, Hazel Watson - Co-Chair, Stella Oloyede, Phyllis Grant, Joyce Obasanya, Isatu Marena, Jean Crooke, Eutal Spence, and Yetunde Muda for their time and valuable contributions to the newsletter. All are part of the Older People's Reference Group; working together with older residents to develop and improve services. Please see page 6 of this newsletter where Hazel talks about the OPRG and the fantastic work they do to support and empower older people in the borough.

I would very much welcome your feedback about what future topics



you would like us to include. If you would like to have your say or for more information about Co-Production in Newham just email AskGrainne@newham.co.uk

Grainne Siggins
Executive Director of Strategic Commissioning
Newham Council

Celebrating Older People's Day In Newham



Newham Older People's Day was held in October to mark and recognise the achievements and contributions older people make in our society here in Newham. The event was organised together with Community Neighbourhood Link Workers, Stratford Circus and Newham Older People's Reference Group - AgeUK East London.

Over 250 residents enjoyed performances from the Newham Super Choir, Agewell Singers and the Newham Chinese Association Fan Dancers. Certificates were awarded to individuals and groups to recognise champions of older people's participation.

The day was also used to promote local activities aimed at keeping older residents active, connected and healthy.

Feeling lonely or socially isolated can affect us all, but this risk increases as we get older. Our Community Neighbourhood Link Workers support older and vulnerable adults over the age of 18 to help prevent social isolation and loneliness.

For more information or to contact CHsocialcare@newham.gov.uk or call **8430 2000**.

Co-Production in Newham



Newham Co-Production Forum (Adults) celebrates its 5th birthday.

Co-Production is our way of working together with residents, carers and staff to design, commission, deliver, monitor and evaluate services in Newham.

It is supported by the Co-Production principles of:

- Equality – everyone has skills
- Diversity and inclusion
- Accessibility
- Reciprocity – recognition and reward.

Co-Production Visit and Monitor Care Homes - Get Involved by Angus McKenzie-Davie

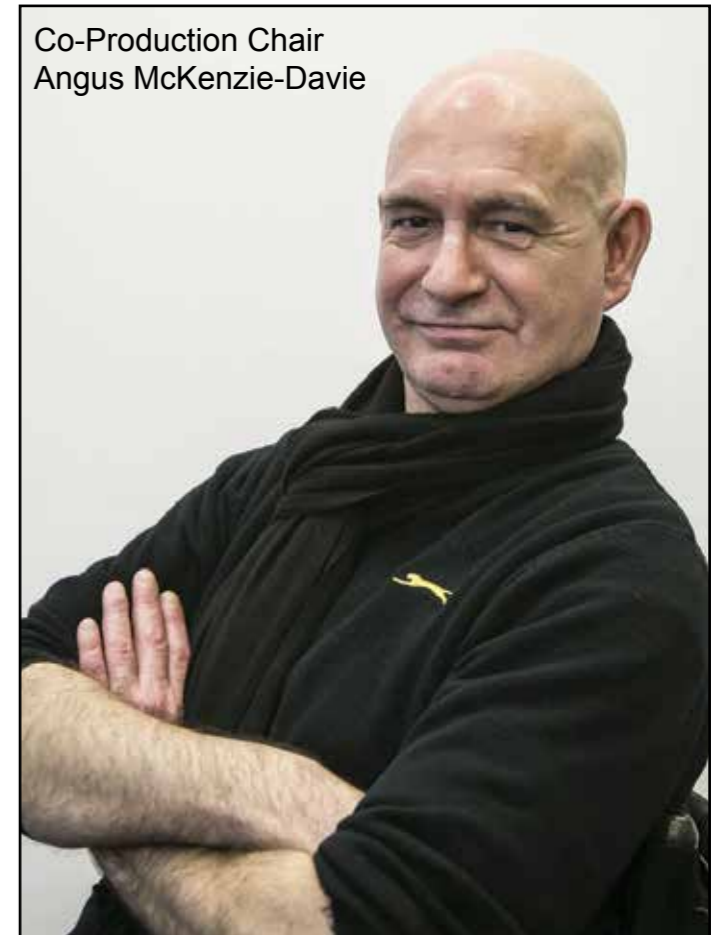
A good example of Co-Production Forum members working together with council staff was a project to visit and monitor care homes.

This involved spending time talking to residents and their families about their day to day experience of the service they receive.

This feedback formed part of a report that helped to determine if the council are getting value for money for the care packages they help to fund. One of the advantages of this is that residents (and families and staff) will often talk less guardedly to fellow residents than to a council officer, and a fuller picture of conditions can be seen.

I usually taste the food residents are eating, ask them about their rooms and look at communal areas like lounges and gardens to try and gain a holistic view of the services delivered. Because I have experienced similar care myself, these are areas I have insight to.

Co-Production Chair
Angus McKenzie-Davie



For more information or to get involved in the **Co-Production Forum**

Visit:

www.newham.gov.uk/co-production

Email:

Co-productionteam@newham.gov.uk

Tel:

020 3373 4131

The Older People's Reference Group – Age UK East London

Newham Older People's Reference Group (OPRG) – Age UK East London by **Co-Chair and Elected Representative Hazel Watson**



Hazel Watson



Members of the Older People's Reference Group

Although older people are definite in their views and strong in their opinions, not all are in a position to put forward their views.

The OPRG has been working together with Newham residents for over 16 years. The aim of the group is to support older residents to:

- Maintain good health, well-being and be less socially isolated

- Work together with the council to ensure the needs of Newham's older residents are taken into account when new policies are developed and reviewed
- Access services, events, activities and information about services

The group meets every 6 to 7 weeks with an average attendance of 50 - 70 people. The group consists of 9 elected

reps, who plan the work of the group. Some of the topics discussed at the meetings include health and social care issues, carers rights, changes to personal care, accessible transport, dial-a-ride services, Barts Trust non-emergency patient transport, support after hospital discharge, mental health issues and pharmacy services. During these meetings, depending on the content, we will invite a provider to talk to the group also.

OPRG Activities & Events

Over the years we have built up into a very large and influential group of older people. A key role of the OPRG members is to share information with other older residents about what's going on locally and nationally. This can be done either on a 121 setting or at an event or activity.

Events and activities the OPRG have been involved in include:

- Pension information and advice event
- Patient Dining Tasting Session - working with Barts to improve the patient dining experience
- Age UK annual general meeting
- Visiting hospitals to support with assessing the wards standards
- Supporting dialogue between managers, policy makers and OPRG members
- Holding OPRG information stalls at events
- Celebrating Older People's Day in Newham
- Intergenerational work – for example, working together with School 21 pupils

- Visiting sheltered homes to speak with residents

Thank You

The OPRG continues to go from strength to strength. We hope to continue representing older people in Newham addressing issues that affect our daily lives.

We would like to acknowledge and thank the AgeUK management team including Larissa Howles, Debbie Hayes, Bee Burgess, Vicky Gadd, Nadeya Zaman and for their administrative and financial support and contribution to the making the OPRG such a success.



Promoting Co-Production in the community - Facilitators Kundayi Sisulu and Latifat Honey Sarfo

Telecare



Telecare is an alarm system. It offers remote care to support people to stay safe and to continue to live independently within their own homes. It also provides support and reassurance for carers and family members.

About Telecare

A basic telecare package includes a personal alarm, which can get you immediate support if you feel unwell.

Telecare can help people who:

- Have recently been discharged from hospital
- Have a disability
- Are at risk of or who suffer falls
- Have no local family or support network
- Have memory loss or dementia
- Have been victims of bogus callers, hate crime or domestic abuse.

How Telecare works

All the telecare equipment is linked to a telephone based alarm unit. If you press the personal alarm or if a sensor is activated, a specialist control centre is alerted and our operatives will speak to you.

They will then respond in the most suitable way including:

- Calling the emergency services
- Contacting a key holder
- Visiting you.

Assistive Technology

In addition, assistive technology such as smoke and carbon monoxide detectors can be installed in your home to monitor and alert if something goes wrong.

For more information about **Telecare**, including the costs contact **020 8503 1131** or email **NewhamNetworkSupportService@newham.gov.uk**

What's on

Pain Management

Friday 8 February from 5.30-7pm
Manor Park Library, 685-693 Romford Road, E12 5AD

Come and join our pain management support group.

The group will offer support with:

- Managing arthritis, osteoporosis and back pain
- Importance of exercise, relaxation
- Diet and inflammatory foods
- Encouraging self-care

Diabetes Support Club

Friday 15 February from 5.30-7pm
Manor Park Library, 685-693 Romford Road E12 5AD

Get friendly advice from health professionals and tips on healthy lifestyle to help you manage diabetes or reduce your risk of developing the condition.

For more information, call **020 3373 0858** or email **CN.Manorpark@newham.gov.uk**

Co-Production Customer Introduction

Wednesday 23 January
10.30am-1pm
East Ham Customer Service Centre
E6 2RT

For more information or to register, email **Latifat.Sarfo@newham.gov.uk** or call **020 3373 1638**

Stratford Arts Social

Stratford Arts Social is an arts club for members of our community ages 60+

On the last Tuesday of every month, come along for a big arts event with workshops and creative activities, as well as a light lunch together in our café.

Tuesday 29 January 2019
Tuesday 26 February 2019

If you have any questions about Stratford Arts Social, please get in touch with Colette on **020 8279 1002** or **colette@stratford-circus.com**

Creative Café

Every Thursday during term time, come along between 10am – 12pm at the Stratford Circus Café for a hot drink and a laid-back creative activity.

For more information, contact **Colette** on **020 82791002** **colette@stratford-circus.com** to find out more.

MoneyWorks - Personal Budgeting Support

MoneyWorks can provide you with help and budgeting advice on:

- Managing your money
- Welfare benefits
- Debt advice
- Support to make payment arrangements for debts

The team is based at 112-118 The Grove, Stratford E15 1NS between 9am and 5pm, Monday to Friday.

For more information, call **020 8430 2041** or email moneyworks@newham.gov.uk



Healthwatch Newham Community Grant Scheme

Small grants available from £100 to £3,000

Healthwatch Newham invites you to apply to its Community Grant scheme for health and social care projects.

There are three purposes to these grants:

- Increase the range of residents who have a say on health and social care in Newham;
- Offer your organisation funds to allow you to use expertise and knowledge that improves the wellbeing of local residents.

These could be for projects that:

- Provide feedback and evidence on local people's experience of health and social care services
- Listen to people that are under-represented or "seldom heard"
- Offer ideas and solutions to gaps or challenges in using services.

For more information contact **Leonardo Greco** at leonardo@healthwatchnewham.co.uk or telephone **020 3828 8246**.



FREE Home Fire Safety Checks



The London Fire Brigade provide FREE Home Fire Safety Checks for vulnerable residents.

The check focuses on three key areas:

1. Identifying and being aware of the potential fire risks with the home.
2. Knowing what to do in order to reduce or prevent these risks.

3. Putting together an escape plan in case a fire does break out – including having working smoke alarms

If you would like to request a **Home Fire Safety Check**

call free on **0800 028 4428**
email smokealarms@london-fire.gov.uk

Useful websites

Newham Council's web pages for adult social care services:

www.newham.gov.uk/adultsocialcare

The Newham Mag online

www.newham.gov.uk/mag

Healthwatch Newham

www.healthwatchnewham.co.uk

NHS Newham Clinical Commissioning Group

www.newhamccg.nhs.uk

East London NHS Foundation Trust

www.elft.nhs.uk

Keep in touch with Newham Council

www.newham.gov.uk



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