

# **OLDER PEOPLE'S INTEGRATED STRATEGY**

**2008**

## Older People's Integrated Strategy

### Introduction

This Strategy brings together information regarding the many services delivered to older people in Runnymede. It considers the needs of older people and the priorities that have been identified and sets down some actions for the future.

The range and volume of services currently provided for older people in Runnymede is significant. The Council's own budget for services for older people is almost £3 million per annum. In addition to directly funding services the Council also gives grant aid to a range of voluntary organisations who provide important and valued services for older people.

Unfortunately the Council's resources are limited. It is therefore important that services are regularly reviewed and that there is a clear strategy for managing the future delivery of services, having regard to the characteristics of the population.

It is also important that the Council works in partnership with others to deliver services. The County Council and the PCT provide a wide range of services to older people and it is essential that this strategy has regard to these other services and that the Council's plans complement the plans of these organisations.

The starting point of this Strategy is to review feedback from stakeholders and describe existing services that meet identified needs. There are gaps in provision so this document also establishes an action plan that builds on the excellent services already provided.

### Aims and Objectives

The Council aims to:

- Provide attractive and responsive Community Services to older people
- Involve older people in the continuing development and improvement of services
- Enhance the linkage of existing services with other agencies to provide a seamless experience for older people
- Take into account the Government's Opportunity Age consultation, which states "*Local authorities should take the lead role in planning for the ageing of their communities*".
- Develop a robust strategy continuing to offer the many discretionary Community Services already provided whilst ensuring these services are delivered effectively and economically, and within the bounds of affordability.
- Ensure the latest national guidance is taken into account in the provision of services for older people.

The Audit Commission recommendations in their publication “Older People Building a Strategic Approach 2004” have been used to formulate this Strategy. Consequently the areas covered in this strategy are grouped under the headings:-

- Housing and the home
- Neighbourhood
- Social Activities and Social Networks and Keeping Busy
- Getting out and about
- Information
- Health and Healthy Living
- Engagement
- Discrimination

### **Consultation**

Consultation with older people has taken place during the preparation of this strategy. Further consultation will be undertaken and this will entail dialogue with older people on the Resident’s Panel, Runnymede Over 50’s group, available black/minority ethnic groups, Runnymede Older People’s Forum, the Runnymede Council Residents Association and Clubs for Older People.

### **Surrey 50 plus Strategy**

To ensure linkage to the County Council’s plans this Strategy includes references to the County’s 50+ Strategy published in May of 2008. The specific findings and targets from this are reproduced in this document.

### **Other Relevant Strategies**

There are a number of other strategies that are relevant to this document. These have been set out in a separate document which is available on request from  
Suzanne Harrison – Tel. No. 01932 425869.

## HOUSING AND THE HOME

### What we have found out

#### Surrey County Council 50+ Survey Findings:

- People look on their homes as part of who they are and it is important to them to maintain their independence
- 90% of survey respondents felt it was very important to remain in their current home for the next 5-10 years
- The importance of moving to supported accommodation increased with age and was more important to non –owner occupiers and older women living alone
- The key target group is the older age range, in particular people living alone over 76 years old

Research undertaken by Laing & Buisson in 2004 for Surrey County Council recommended developing extra care as an alternative to building more care homes.

#### Runnymede Research Findings

The Council undertook a Housing Needs Survey in 2008. The findings from this research are as follows:

- 11,406 homes (35%) in Runnymede are occupied by a pensioner
- More than 57% of older person households are owner occupiers, the majority do not have a mortgage suggesting the potential for equity release schemes is high
- Over 50% of single person households in Runnymede are older person households
- In Runnymede over 54% of Council housing is occupied by older people
- It is estimated that 1,312 households contain frail older people who have support needs, representing 25% of all support needs households

### What's Happening Now

There is a range of housing available for older people in Runnymede. This includes:

- Sheltered housing provided by the Council, Registered Social Landlords (RSL) and the private sector
- Retirement housing both Council and privately owned
- Extra care sheltered housing (Aldwyn Place) provided by Hanover Housing Association
- Care homes with and without nursing care provided by a range of suppliers

### The Council provides a Care and Repair Agency which will:

- Find a reliable builder, electrician etc
- Give advice and information on improvements, repairs and adaptations
- Assist with applying for grant
- Give advice on the financial options available for the work
- Assist in completing forms, letter writing and grant applications

The work of the Care and Repair Agency is increasing year on year. The service has also been expanded and now a handyman scheme is provided in partnership with Woking Council.

### Energy Efficiency

Warm Front Grants for heating and insulation measures are managed by the Energy Action Grants Agency Partnership (Eaga) and are targeted at vulnerable groups such as older people. A maximum of £2,700 is available for households.

The Council also actively promotes energy efficiency in the following ways:

- Events at public venues
- Publicised through the press and local radio
- Through the Runnymede Voice
- The Council's website

Further assistance may be available for hard to treat/heat homes. Also innovative schemes are being introduced to identify poorly insulated homes, and offer assistance with insulation to homes in the private sector. There is also partnership working with other local authorities across Surrey on energy efficiency measures.

### Fuel Poverty

As a result of a direct approach by the Stroke Consultant at St Peter's Hospital the Council organised a multi-agency meeting across Runnymede, Spelthorne, Woking and Elmbridge, to develop a care pathway to prevent stroke patients being discharged back into cold homes. As a result of this events are planned for hospital staff in early 2009 at St Peter's and Ashford Hospitals, and Walton and Woking Community Hospitals, on the care pathway and to provide information on how to access services for older people who need assistance with heating issues.

### Older People with Special Needs

The Council and other partners fund the Runnymede Accommodation Referral Panel (RARP). A multi-agency forum with representatives from Health, Adults and Community Care, and housing providers to discuss the accommodation and support needs for people with learning disability, physical disability, sensory impairment and mental health needs.

## **MAIN ACTIONS:**

- **Develop an Extra Care scheme in the South of the Borough**
- **Work with other agencies to establish the housing needs of Travellers**
- **Thoroughly review the Government's report on Lifetime Homes and identify actions for the Council's services**
- **Work with Surrey County Council on the following actions from the 50 Plus Strategy:**
  - **Produce a register/database of voluntary and community organisations providing services to help people maintain their independence**
  - **Ensure the Surrey County Council contact centre staff have access to a database of organisations providing support services to increase the take up of services to help people remain in their own home**
  - **Facilitate a conference or information awareness day/week to promote different initiatives and services to give people choice and control to live independently.**

## **NEIGHBOURHOOD** (being close to friends and amenities, safe, well designed towns and streets)

### **What we have found out:**

#### Surrey County Council 50+ Survey Findings:

- 80% of respondents feel safe when they go out
- Fear of violent crime is average when compared with similar counties. Surrey residents are least likely to become victims of violent crime
- People living alone were more likely to want more Police on the streets
- Respondents who were registered disabled were less likely to have contact with neighbours
- People with disabilities are concerned about how they will cope with wheelie bins and recycling systems

#### Runnymede Borough Council Community Safety Report 2007 findings:

- One quarter of respondents feel that fear of crime affects their lifestyle, compared to 22% in 2004.
- Despite relatively low victimisation rates in relation to both crime and anti-social behaviour, one in four respondents are still fearful of becoming a victim of crime.
- Just over a quarter surveyed feel particularly unsafe in the 3 main town centres, but particularly in Chertsey.
- Key concerns of the elderly group are also quality of life issues (eg loud/fast cars/parking on pavements/litter and dog fouling), but there has been a significant increase in concern regarding crime problems. A significant proportion of the elderly feel that the crime and disorder situation has worsened in the last twelve months.
- Overall the levels of concern, fear of crime and victimisation has stabilised and are significantly lower than 10 years ago.

#### Surrey Police Survey March 2007:

The neighbourhood policing survey carried out by Surrey Police for the 6 months to March 2007 showed respondents in Runnymede generally felt safer and less threatened than those in other areas of Surrey. The only significant variations were concerns in relation to burglary and physical attack by strangers.

### **What's Happening Now**

#### Safer Runnymede Partnership

The Community Safety Survey Report 2007 findings have been used to identify the key priorities for 2008/9 as follows:

- Continued attention to reductions in priority crime categories especially violent crime and alcohol fuelled offending
- Tackling anti-social behaviour and disorder
- Traffic and road safety
- Community communication/re-assurance to address the fear of crime
- Addressing the needs of under eighteens as victims and offenders

The partnership is working to address these issues.

### Careline - Community Alarm

The Council funds the provision of a Community Alarm system called Careline. This service links to Safer Runnymede and enables older people to feel safe and to summon help when necessary. A friendly and efficient service is provided, and the local operators have a good knowledge of the geography of the area and contacts for services.

The combination of Careline and the Safer Runnymede service brings added benefits as the linking of services is able to prevent crime e.g. by sharing information on bogus callers and working with the Crime Prevention Officer on distraction burglary.

Victims of crime over 60 years old, are referred by the Police and offered a free trial of Careline, or they can self refer as long as they have a crime reference number.

### Elder Abuse

If there is any suspicion of abuse of older people the Council follow the Surrey County Council Adult Protection Procedures. Training is provided on the Adult Protection Procedures and the Council take part in the promotion of Safeguarding with Surrey County Council e.g. displaying the Elder Abuse Helpline telephone number and posters.

### Waste and Recycling

The Council provides assisted waste bin and recycling collections for people with special needs and the frail elderly. The refuse workers/recyclers then collect their bin and return it to an agreed location, rather than at the boundary of the property.

The Lyne Recycling Centre has just re-opened with a new split level site so householders can drive onto a raised level and drop rubbish into a lower level. Surrey Waste Management staff are available to lift heavy items for the elderly.

### Trading Standards

Surrey Trading Standards have started a 'Buy with Confidence' scheme. A symbol shows householders that the service is listed with Trading Standards, and that the vendor is not a bogus trader. The Housing Department's Care and Repair service is currently considering encouraging tradesman they use to register on the scheme. The County Council provide a Rapid Action Team, which responds to urgent requests from older people targeted by criminal conmen. No Cold Calling Zones also help to reduce the menace of distraction burglary by bogus callers

## Highway Improvements

The Council has funded a number of improvements to the Boroughs town centers and streets. This has led to better paving, and measures designed to reduce traffic speeds, and improve the safety of older people and other residents.

### **MAIN ACTION(S)**

- **Implement initiatives to meet the Community Safety priorities**
- **Explore the possibility of greater use of Telecare**
- **Further develop work with Careline on the prevention of crime e.g. bogus callers**
- **Work with other agencies to organise a distraction burglary, bogus callers, rogue traders, and reducing financial abuse of older people conference.**
- **To work with Surrey County Council on the following actions from the 50 Plus Strategy:**
  - **Ensure people are given the opportunity to have their say on community safety issues e.g. through Surrey Neighbourhood panels**
  - **Re-assure people about community safety – provide a conference on information day/week**
  - **Ensure that information about assisted collection is well publicised and incorporated in waste and recycling promotional campaigns**

## **SOCIAL ACTIVITIES, SOCIAL NETWORKS AND 'KEEPING BUSY'** (including opportunities for learning, leisure and fun)

### **What we have found out**

#### Surrey County Council 50+ Survey Findings:

- Respondents felt there are a lack of opportunities to attend cultural and learning opportunities
- Respondents feel isolated in the community
- Significant proportions of non-White British respondents and unpaid carers would like to take part in social activities
- Lack of appropriate community and public transport prevents people joining clubs and groups

#### Runnymede Borough Council Research:

The Housing Needs Survey showed that 26% of households (8,572) in Runnymede contain only older people. This is likely to mean that there are a significant number of people who are in need of company and entertainment.

### **What's Happening Now**

#### Day Centres

The Council currently provides 4 Day Centres. Activities at the day centres include: whist, bowls, line and tea dancing, parties, day trips, art and craft classes and health education. There is a hairdressing service and visiting podiatrist at each centre. In addition, computer courses are provided at two day centres with plans to expand to all day centres. The Day Centres also organize regular outings to places of interest.

#### Dial A Ride

The Dial A Ride service puts on an annual Summer Special Outings, which are extremely popular with older people.

#### Sheltered Housing

Each of the Councils 5 sheltered housing schemes has a communal lounge in which various social events are held. Family and friends are encouraged to come to social activities at the sheltered housing schemes. In addition, jumble sales and good as new sales are advertised in the community and are popular events. Sheltered housing lounges are also used by local groups such as Runnymede Alzheimer's, Runnymede Carer's Support and Relate West Surrey.

#### Leisure Services

The Community Strategy aims to encourage healthy lifestyles through the promotion and greater use of sports centres, holiday activities, schools, clubs, parks, countryside and

waterways and water spaces. The Council also provides expert advice to help clubs and voluntary groups develop activities and premises.

There are two leisure centres in Runnymede at Addlestone and Egham, and a Health Club in Chertsey. Egham Leisure Centre have a Healthy Living Club for older people offering; badminton, curling, mini bowls, short tennis, squash and table tennis on a Friday 9.30 am – 11.30 am. In addition, there are many other activities provided by the Council, which may appeal to older people:

- Tennis Clubs
- Cricket Clubs
- Sports Clubs
- Allotments
- Bowls
- Parks
- Darby and Joan Club
- Leisure Centre Clubs for older people

The Government have provided funding for over 60 year olds to access free swimming. Consequently, Runnymede residents over 60 years old will be able to access free swimming at Elmbridge, Spelthorne and Woking Leisure Centres.

### Voluntary Sector

The Voluntary sector provides a number of important services for older people:

- Age Concern Runnymede Befriending Scheme

Age Concern provide a Befriending Scheme using volunteers who are CRB checked and befriend local older people.

Age Concern also organise outings to places of interest and shopping trips.

- Neighbourhood Schemes

Neighbourhood schemes can provide limited visiting to the housebound and transport. There are Neighbourhood schemes at Addlestone and Ottershaw, Chertsey, New Haw and Woodham.

- Books on wheels

Age Concern Runnymede, in partnership with Surrey County Council provide a Books on Wheels service visiting older people in their own homes to provide library book exchange.

- Luncheon clubs

There is a luncheon club for older people at Chertsey Hall.

- Runnymede Alzheimers Group (The 3B's Club)

The club meets 5 days a week from Monday – Friday 10.30 am to 2 pm. There are social activities, outings and other social events. Lunch is provided at a reasonable cost. Transport to and from the club is arranged at a subsidised rate.

- Social Clubs for Older People

- Cameo Club Addlestone
  - Chertsey's over 60's Friendship Club
  - Egham Hythe Darby and Joan Club
  - Egham over 60's Club
  - Egham Women's Institute
  - Lyne Cross over Sixties Club
  - Modern Sequence Dancing
  - New Haw and Woodham Silver Club
  - Ottershaw Lunch Club
  - Trumps Green Women's Institute
  - Runnymede University of the Third Age

- Organisations for physically disabled people

- Fordwater Cane Club
  - Guide Dogs for the Blind
  - Recrodis (Red Cross Disabled Club)
  - Twilight Self Help Group for the Visually Handicapped

- Contact the Elderly

Groups organise gatherings for older people who live alone. One Sunday a month, volunteer drivers take a group of up to 8 elderly people to a tea party at the home of a volunteer host. Each group visits a different home every month and spends a few hours in the company of friends.

- GO50 – Ageing Well, Age Concern Surrey

GO50 aims to introduce people in the fifty plus range to healthy lifestyles and to the benefits of regular exercise. There is a regular programme of walks, cycle rides and taster days at leisure centres across the County.

- Surrey County Council

Surrey County Council provide libraries, which offer:

- Equipment to assist those with disabilities
  - Taster sessions for 'silver surfers' to learn computer skills
  - Coffee mornings and reading groups

## **MAIN ACTION(S)**

- **Develop a programme of healthy walks**
- **Disseminate information on adult education courses and retirement courses from Surrey County Council.**
- **Promote day centres and pilot new activities with a wider appeal e.g. Crafts**
- **Support the expansion of a mental health service with Runnymede Alzheimer's Group e.g. investigate the possibility of providing day care within a residential care home**
- **Investigate the possibility of getting additional funding from the PCT or Surrey County Council to enable carers to attend the day centre and be able to jointly enjoy the activities**
- **To work in partnership with Runnymede Association of Voluntary Services to recruit volunteers to run older people's groups and voluntary organizations. n.b. The Health and Social Care Task Group now has an objective to increase the number of volunteers for groups/voluntary organisations for older people.**
- **Work with the voluntary sector to organize social activities as identified by the Runnymede and Elmbridge Older People and Mental Health event**
- **To work with Surrey County Council on the following actions from the 50 Plus Strategy:**
  - **Enable and encourage people to take part in social/cultural activities or volunteering opportunities to improve mental and physical well being and promote healthy living**
  - **Allow greater access to ACL centres and socio-cultural events/activities, especially for people with disabilities, people living in rural areas and black and multi-ethnic groups (BME) e.g. work with community transport providers to identify where existing services can be adapted**

## GETTING OUT AND ABOUT (by public or private transport)

### What we have found out:

#### Surrey County Council 50+ Survey Findings

- Most older people in Surrey get out and about by car
- People who do not travel by car are less likely to take part in social activities and more likely to live alone
- 55% of respondents were interested in using Community Transport but did not have relevant information
- People want to have choice about transport services and see this as an important part of maintaining independence
- Non White British respondents are less likely to travel in their own car, or by public transport due to the language barrier

#### Surrey County Council Strategic Review of Passenger Transport:

- The report recommended greater integration to maximise transport resources and meeting the needs of other groups apart from older people and the disabled.

#### Runnymede Borough Council Research Findings:

- Transport was the most important issue identified by those who took part in the Councils Best Value survey of community services.
- The Runnymede Community Strategy has also identified improving access to public transport as a priority, including ensuring access for people with limited mobility.

In August 2006 the Runnymede Community Strategy Health and Social Care Task Group distributed 500 questionnaires to:

- Day Centres
- Sheltered Housing Schemes
- Recrodis
- Community Liaison Officers (Age Concern)
- Runnymede Access Liaison Group
- Runnymede Physical Disability Forum
- Runnymede Children with Disabilities Forum
- 300 visually impaired/blind people

- 20 Welmede residents
- Chertsey Learning Disability Group
- Mental Health Carers Worker
- Runnymede Mental Health Association

There were 138 responses to the Transport questionnaire and the following action plan was put in place:

- Dial A Ride advertising targeted at people with visual impairment via Surrey Association of Visual Impairment (SAVI).
- Request sent to South West Trains for improvements to disabled access and toilet facilities at Weybridge Railway Station. Positive response received from South West Trains.
- Disability awareness training for bus drivers raised with Surrey County Council, and to put the Railway Assistance Telephone Line in the Surrey County Council Community Transport Directory.

Also in November 2007 a Transport Forum was held which identified a range of issues e.g. difficulties getting to and from the hospital, the cost incurred by volunteers driving patients to hospital. The information obtained from the research in September 2006 and the transport forum in November 2007 has been forwarded to Surrey County Council to include in the strategic review of passenger transport.

## What's Happening Now

### Within Runnymede:

- Dial A Ride

The Council established a Dial a Ride service in partnership with a number of other organisations several years ago. This service provides older people with a safe, efficient and cost effective door to door transport service from Monday – Saturday from 9am – 5pm. Travel is provided anywhere within Runnymede. There are also journeys across the borough boundaries to Woking, Staines and Brooklands shopping centres. A service is also provided to Ashford Hospital for patient visiting.

Some residents may not be aware of the existence of the Dial A Ride service and consideration should be given to promoting its use in key areas e.g. the areas of deprivation - Chertsey St Ann's and Egham Hythe.

- Day Centre Transport

The Council also provides a Day Centre transport service that takes vulnerable older residents from their homes to each of the Day Centres.

- Hospital Transport

There is a Hospital Hopper bus service, which operates between Ashford and St Peter's Hospitals every hour.

There are 4 Peterbus vehicles taking various routes to take people to St Peter's. Each vehicle does 7 journeys each day.

Surrey PCT provide hospital transport for people who meet the eligibility criteria.

- Free Bus Passes

The 11 District Councils in Surrey, in conjunction with the County Council, provide a joint countywide scheme of concessionary travel which allows residents over the age of 60 or people with a disability, to travel free on any bus which starts or finishes its journey, or stops at any point, within Surrey after 9am (9.30am in Surrey Heath) Mondays to Fridays and at any time on weekends and Bank Holidays.

Residents who have difficulty traveling unaided may be accompanied by a friend or relative and can apply for a Companion Permit for free bus travel in Surrey.

By July 2008 9,228 Runnymede residents had free bus passes. It is believed that a significant proportion of people with disabilities find the Dial A Ride Service (on which permits are not valid) more appropriate for their needs than the regular bus services. There is also a high rate of car ownership in Runnymede. Nevertheless, take up has increased significantly upon the introduction of free travel.

- Coach Cards

A senior coach card from National Express Coaches costs £10 for 1 year or £19 for 3 years and allows a discount of 30% on coach travel.

- Disabled Person's Car Badge Scheme

This scheme enables people who are registered disabled to use disabled car parking spaces and other measures for the disabled. Badges are obtained from Surrey County Council including the local community care teams.

### Voluntary Sector

- Age Concern Runnymede

There are four adapted minibuses with tail lifts for hire, for older people's clubs and other community groups.

Wheelchairs are also available for loan from Age Concern Runnymede from 1 day to 2 months. Electric scooters are available on long term loan and assistance can be given to help people apply for grants to fund the cost of the loan.

- Neighbourhood Schemes i.e. Care in Egham, Chertsey Good Neighbour Scheme, Addlestone and Ottershaw Good Neighbours, Chertsey Good Neighbours

This scheme provides transport for older people and people with mobility problems to appointments and local social events. Volunteers provide the service.

### Within Surrey

Surrey County Council launched the Transport Co-ordination Centre (TCC) in April 2006. It's first objective was to manage the repatriation of the Special Educational Needs (SEN) transport that was previously outsourced to Atkins Transport. The TCC is now in the process of managing internal transport services of the county such as day centre transport and is working closely with Community Transport operators in doing so. TCC have also recently purchased a new software system (Trapeze) which will aid in co-ordinating transport services within the county more efficiently and effectively.

The county is also undertaking an Accessibility Project. The Accessibility Project is looking at how Surrey County Council can improve access to services by bringing people and services closer together. There are two major work streams to the project:

1. People to services - which is very much transport focused
2. Services to people - which is looking at elements such as technological solutions (access to internet etc), co-location of services, mobile service units etc.

It is hoped that an initial draft accessibility strategy will be produced some time early next year.

#### **MAIN ACTION(S)**

- **Promote Dial A Ride in areas of deprivation**
- **Continue to provide information, and participate in the Surrey County Council led review of community transport**
- **To work with Surrey County Council on the following actions from the 50 Plus Strategy:**
  - **Ensure people are well informed about transport options to and from hospitals and other essential services**
  - **Explore the feasibility of setting up taxi voucher schemes across the County**

## **INCOME AND INFORMATION** (to help older people navigate their way around the system)

### **What we have found out**

#### Surrey County Council 50+ Survey Findings:

- People do not know where to go for advice and may be missing out on benefits to which they are entitled
- 50% of people aged 76 and over, who only receive a state pension are not receiving benefits, to which, they may be entitled
- 19% of respondents wanted more employment opportunities
- 22% of respondents provide regular unpaid care yet only 7.5% of these people receive carers allowance
- 33% of non White British respondents said they would make use of a credit union compared to 11% of respondents
- Information on changes are not always available in good time and with a clear explanation
- People aged 50 – 65 years are more likely to use the internet as a source of information
- Almost 80% of respondents aged over 76 never use the internet as a source of information
- For respondents over 76 there was a preference to receive information in leaflet form. Doctor's surgeries and pharmacies were a popular source of information
- The Citizen's Advice Bureau was the most common source of information for non White British respondents

#### Runnymede Citizen's Advice Bureau (CAB) Annual Report 2007/8

- Runnymede's level of poverty is below the England average. 4,400 people live in low income households dependent on means tested benefits
- The CAB saw almost 3,000 people in 2007/8

- One third of CAB clients have a physical disability or mental health issue
- In Runnymede debt enquiries have increased in the past 3 years from 17% of total inquiries in 2005/6 to 21.5% in 2007/8
- Debt problems are complex and time consuming, the biggest increases within the debt categories are in fuel, credit and store card debts

## What's Happening Now

### Runnymede Borough Council and the Voluntary Sector

- The Council has arranged for Housing Benefits staff to visit Day Centres regularly to give advice on housing and council tax benefits.
- The Council fund Runnymede CAB and Runnymede Age Concern who provide practical assistance to people by identifying the benefits they are entitled to claim and assisting them with the claim process.
- Carers Support Runnymede provide advice, information, support and advocacy to carers. Training, social events and a newsletter are also provided for carers on a regular basis.
- Runnymede CAB assist with filling in forms, drafting letters and checking benefits. Give advice on legal or financial matters, or on any other difficulty.
- Age Concern Runnymede has Community Liaison Officers who offer benefit advice and the CAB have a Benefit helpline.
- Joint awareness campaign to improve the take up of benefits run with North West Surrey Association of Disabled People, the Pensions Service Runnymede and Woking CAB's, Woking Borough Council and Families Directorate
- Runnymede Carers Support also provides assistance to carers on benefit applications.
- The Council has been involved in the Single Assessment Process to join up the assessment of older people's needs and the delivery of services. The Single Assessment Process form has been piloted in sheltered housing.
- A range of leaflets and telephone advice is available to people regarding Council services. A booklet on 'Services for Older People' is compiled by statutory and voluntary services annually and distributed by the Council. It is also made available on the Council's website.
- Christmas can be a difficult time for older people living alone. Annually the Council produce a leaflet detailing council, health and social care and other services operating over the Christmas period. The information on services in the leaflet was developed as a result of focus groups held with older people.

- The 4 Day Centres are used by Runnymede Age Concern Community Liaison Officers to give advice, and provide general information on health and social care issues.
- Information on housing services and contact numbers for council services are placed in pharmacies, libraries and other public buildings.
- Age Concern Runnymede provide a Mobile Community Support Desk at Health Centres in Runnymede to provide information and advice on access to voluntary and statutory services.
- Age Concern have also organised a local traders list. This provides details of Local traders who have agreed to give special rates to older people.
- A multi agency group (the Two Wards group) has been established to review services in areas of deprivation.

### Surrey County Council

Leaflets, telephone and online advice is provided on:

Carer's Allowance  
 Community Equipment Services  
 Day Centres  
 Home based care  
 Adults Social Care Teams  
 Needs Assessment  
 Payment for care services  
 Residential and nursing home care  
 Sports for older people  
 Transport for older people  
 Voluntary organisations for older people  
 Wheelchairs  
 Winter – Keeping Warm  
 Consumer Advice and Trading Standards video and information booklet ‘

Age Concern Insurance - People 50 years plus can buy home and personal possessions, travel, car and breakdown cover and funeral insurance

### Surrey Association for Visual Impairment

This organisation offers a wide range of services e.g. registration as blind/partially sighted, supply of daily living aids and equipment.

## **MAIN ACTIONS**

- **Examine whether there are additional ways of providing information on benefits and health promotion through existing services**
- **Continue to actively promote the Mobile Community Support Desk at Health Centres**
- **Continue to promote services for older people in deprived areas via the Two Wards Group**
- **To work with Surrey County Council on the following action from the 50 Plus Strategy:**
  - **Co-ordinate the distribution of information about services to ensure that it is widely available and in appropriate formats eg raise awareness of the Surrey County Council Contact Centres**
  - **Distribute information on employment opportunities, benefits and benefit referral procedures through new and alternative channels eg Council Tax mail out, sports facilities**

## **HEALTH AND HEALTHY LIVING** (including access to health services and advice on how to stay healthy)

### **What we have found out:**

#### Surrey County Council 50+ Survey Findings:

- Over 90% of survey respondents want local access to health services including A& E, GP services, walk in centres, NHS dentists and specialist clinics such as chiropody
- Access to affordable gyms and other sports facilities was important to over 60% of respondents
- Only 19% of respondents travelled to hospital by public transport and only 6% by community transport
- People want honest consultation including feedback and the reasons decisions have been made

#### Runnymede Borough Council Research

The Housing Needs Survey estimated that there were 5,244 households in Runnymede with one or more members who had a support need. Of this 1,312 households contained a frail older person.

### **What's Happening Now**

On the 9th October 2008 the Council organised an Older People and Mental Health Event, which was held with the mental health trust, GP's, voluntary sector, Surrey County Council and Elmbridge Borough Council. A multi-agency group has prioritised the unmet needs and an action plan that contains the following elements has been developed:

- Bereavement Project with Age Concern Runnymede working with CRUSE
- Publicising the Mobile Community Support Desk via GP Receptionists
- Lobby Thames Medical for a Designated GP for Older People
- Pilot project for carers with depression with Age Concern Runnymede and Runnymede Care Assistant Scheme
- Updating Carers Registers in GP surgeries
- Improve access to psychological/counselling and support Therapies
- Lobby for a Specialist Nurse for Older People ie the extension of the Hersham Practice Pilot
- Pilot TV Screens in GP surgeries at Chertsey Health Centre with statutory and voluntary services information
- More Support Groups for older people who are depressed working with Corner House, Woking
- More social activities at the weekend for older people
- Set up an Older People's multi-agency network

- Inclusion Project Across the Generations at Chertsey St Ann's

## Runnymede Borough Council

### Day Centre Services

There are Stroke Groups at Woodham and New Haw and Eileen Tozer Day Centre, which offer maintenance therapeutic 'work outs'.

The Falls Assessment form is used by Day Centre Managers to identify anyone at risk of falling. The Day Centres take part in the annual Falls Awareness week and slipper swop. Day Centre Managers have also received training on:

- Diet and fluid intake
- Rheumatoid and Osteoporosis arthritis
- Continence
- Resources and further training available

The Day Centres and Sheltered Housing Schemes take part in the annual Safe Guarding Adults Awareness week. All relevant staff receive training on the Multi-Agency Safe Guarding Adults Procedures for reporting and dealing with allegations/suspicious of abuse.

### Community Meals

Eating regularly and a well balanced diet are essential to good health. The Council provides a community meals service that delivers an average of 160 nutritional meals a day. Some 39,312 meals were delivered during 2007/2008 and this seems set to increase to over 40,000 for 2008/2009.

This service now has a list of Care Agencies to alert the relevant care agency when a Care Assistant has not been to an older person to provide care. There are also stronger links being developed with this service and Careline.

### Sheltered Housing Support Service

Sheltered Housing Managers provide a health and social care role in the following ways:

- Making daily contact with each resident and check their well-being.
- Promoting independence
- Helping with new tenancy set up e.g. providing details on local services
- Helping and facilitate emotional support and counselling
- Providing a response in the event of an emergency

### Fire Safety and Older People

Runnymede Community Services and Care and Repair sections are working with Surrey Fire and Rescue, to identify older people, who could benefit from a smoke alarm. A referral form is faxed to the Fire Service who then makes arrangements to make a visit and fit the fire alarm.

## Voluntary Sector

Age Concern Runnymede provide the following services:

Handyman service which can help with small jobs such as: replacing light bulbs, fitting plugs, fixing curtain rails and pelmets, fitting shelves and handles, easing doors and windows, fitting door chains and window locks, replacing small window panes/door glass (subject to inspection) and small plumbing works (subject to inspection). The Handyman can also arrange to fit standard grab rails and handrails.

A road to recovery service. This service is provided to people discharged from hospital and provides help for a maximum of 3 hours per week for up to a 6 week period. Assistance is provided with domestic housework, cooking shopping, and prescription collections. It does not include personal care.

A bathing service. The home bathing service is an essential service provided to around 40 older people in Runnymede each week. A small charge is made for the service.

### Runnymede Alzheimers Group (The 3B's Club)

Runnymede Alzheimer's runs a day centre service for people with Alzheimer's and other dementias, providing activities through the day and lunch. From time to time outings are organized. A Carers Support Co-ordinator is also employed. It is planned to increase the number of places from 45 to 60 clients per week with additional funding from Adults and Community Care, Surrey County Council. Speakers for carers meetings are being organized and equipment is being purchased for leisure activities e.g. computers, music system and garden furniture for example.

The Charity has an important 'back up' role for people with Alzheimer's living on their own and can alert the Community Care Team when people get to the point of needing a care package. The club meets 5 days a week from Monday – Friday 10.30 am to 2 pm. There are social activities, outings and other social events. Lunch is provided at a reasonable cost. Transport to and from the club is arranged at a subsidised rate.

A confidential advice and advocacy service is offered for carers. This includes providing information on all aspects of memory loss and assistance with any administrative, practical or emotional difficulties, which may arise.

### Surrey Association for Visual Impairment

Offers a wide range of services e.g. registration as blind/partially sighted, supply of daily living aids and equipment.

### Runnymede Care Assistant Scheme (formerly Crossroads)

Support to carers of both physically and mentally disabled dependants to the carers of older people, frail and the terminally ill. The dependant may be a young severely disabled child or a sick older parent.

There is an overnight service offering care in the home for up to 48 hours.

Assisted Activities and assistant is able to take the person cared for to activities or appointments. There is a small charge for out of pocket expenses.

#### Carers Support Runnymede

The Carers Support Workers provide advice, information, support and advocacy to carers. Training, social events and a newsletter are also provided for carers on a regular basis.

#### Runnymede Stroke Club

Meets on Monday's from 10 am to 12pm at the Hythe Centre, Egham.

### **Surrey Primary Care Trust (PCT)**

Surrey PCT provide rehabilitation at Woking and Walton Community Hospital for people who have had strokes. The Runnymede Community Rehabilitation Team Rehabilitation beds can be accessed via the GP or the new Rapid Access Centre.

The Intermediate Care Team is working to improve discharge and follow up of patients who have been in hospital as well as prevent admissions to hospital. The Intermediate Care Team service has:

- Rapid response falls service
- Provides co-ordination of the community beds
- Respiratory Care Team
- Bathability

The Community Matrons will be responsible for a case load of older people, to include high risk older people.

#### Rapid Access Centre at Walton Hospital

A rapid one stop assessment service for older people has been introduced at Walton Hospital to assess older people within 72 hours of referral to prevent admission to hospital (due to deterioration/have suffered repetitive falls/minor strokes/or have complex needs associated with older age).

There will be rapid access to:

- Pathology
- ECG
- X Ray
- Urinalysis
- Enhanced diagnostics e.g. CT scanning

Sheltered Housing Managers are able to access this service for residents via the Intermediate Care Team, Community Matron, GP, District Nurses, Adults and Community Care Team.

### District Nurses

Surrey Primary Care Trust provides nursing care to patients in their own home, and teaching skills to encourage self care and promote independence. To prevent unnecessary hospital admission by working in partnership with the Intermediate Care Team.

Referrals for the District Nursing Service can come from hospital's GPs, other statutory and voluntary agencies and from patients and carers. Routine/non urgent referrals 9am – 4pm contact Bridget Baker 01784 437671.

### Ashford and St Peter's Hospitals NHS Trust

There is a Brain Injury Unit at St Peter's Hospital, for people who have suffered a stroke. Plus a rehabilitation unit at Ashford Hospital.

Elective orthopaedic surgery will now be centred at Ashford Hospital, via a new orthopaedic treatment centre planned for Ashford Hospital. There will be close liaison with the Sheltered Housing Managers on the discharge process via the Improving Discharge Planning Group. Accident and Emergency services will be at St Peter's Hospital as well as children's surgery.

Palliative Care is provided to enable a person with a terminal illness to remain at home, and/or return home after a hospital admission. The aim is for more palliative care patients to be able to go home with the equipment and support needed.

### **Surrey and Borders Mental Health Trust**

The Surrey and Borders Mental Health Trust have developed a strategy for older people with mental health issues. The following are the key findings from the strategy:

- A carer support strategy should be developed in conjunction with carers
- It is feasible to commission fewer acute assessment beds without having a deleterious effect on the service - providing that sufficient developments in out of hospital services are implemented
- Investment in an intermediate tier of care for older people with mental health problems would benefit service user and carers, facilitate earlier discharge and reduce admissions to acute wards
- Unless the capacity/productivity of out of hospital care increases, it is likely that more acute beds will be needed by 2011 – to meet demands caused by an increase in the prevalence of dementia and severe depression, associated with an ageing population
- Commissioners should seek to understand the marked differences in the level of services between localities, with a view to equalising access to services across Surrey over the strategic period
- Memory services, which follow NICE Guidelines, should be commissioned specifically for older people with mental health problems

- Further investment should be made with liaison psychiatry
- Priority should be given to strengthening support for primary care in the diagnosis and management of early stage dementia
- Many of the proposals for dementia services, might be achieved more effectively if elements of older people's mental health services were commissioned jointly with Surrey County Council
- Priority should be given to improving information systems and exchange between the mental health trust and Surrey PCT - current arrangements are inadequate for effective commissioning

Surrey Primary Care Trust are developing services to provide psychological therapies and counselling, including services for people with low to moderate mental health needs.

The Department of Health has highlighted in their publication 'Everybody's Business' the importance of exercise for older people with mental health problems, which may involve NHS Trainers and Community Matrons.

### Surrey County Council - Families Directorate

Surrey County Council arrange and provide care to enable older people to live as independently as possible in their own home, or an older person may need to access a residential care home.

Surrey County Council is working to move to self directed support for all care groups from 1<sup>st</sup> April 2009. Older people receiving care paid for by Surrey County Council will be able to control their own care support budgets and in appropriate cases choose where to spend the money.

This could have implications for existing services however the full implication on borough services is not clear at this time. To ensure that the change does not have a negative impact on services even closer partnership working with Surrey County Council is needed. If significant numbers of older people take up the new system it will result in a significant change to how services are funded by the County Council.

The total number of care packages for older people living in Runnymede (excludes residential care packages) is as follows:

	No. of packages	Age
	123	65-74 years
	204	75-84 years
	290	85 years plus
Total	617	

Chertsey St Ann's, Egham, Town and Egham Hythe have the highest number of open cases at 66, 64, and 59 respectively.

### Night Sitting Service Accessed via Adults and Community Care

Provides care for up to 3 nights in patient's own home to enable prompt discharge from hospital, and serves as a home trial to establish ability to cope. It also prevents unnecessary admission to hospital in the case of sudden minor illness or injury. Referral is via the Social Care Team at St Peter's Hospital.

#### **MAIN ACTION(S)**

- **Engage with the Families Directorate to ascertain the effect of self directed budgets on council services**
- **Community Services staff e.g. Sheltered and Day Centre Managers to attend self directed budgets awareness training**
- **Establish further links between sheltered housing and health promotion services**
- **Promote Careline in deprived areas and those with higher older person population**
- **Work with Carers Support Runnymede and Runnymede Care Assistant Scheme to improve access to support and facilities for carers within existing borough council budgets**
- **Work in partnership with Surrey and Borders Mental Health Trust on the needs of older people with mental health issues starting with a multi-agency event to develop and action plan for the Runnymede/North West area**
- **To work with Surrey County Council on the following actions from the 50 Plus Strategy:**
  - **Encourage the development of local services, which will reduce the need to access Accident and Emergency eg increase the use of community transport**
  - **Explore ways to provide community transport for non-emergency hospital patients so that older people who do not have access to a car are not disadvantaged e.g. signpost people to community transport**
  - **Local exercise activities to be accessible to all people over 50 years old e.g. Council Tax mail out, sports facilities**

## ENGAGEMENT

### What we have found out

#### Surrey County Council 50+ Survey Findings:

- Many groups did not have the opportunity to have their say because of language and cultural differences
- People in the younger older age group told us that they want to be equal partners in service development and see the 50 plus Network as a way to do this
- People want honest consultation including feedback on the reasons decisions have been made

### What's Happening Now

The Council consult older people via the Runnymede Older People's Forum, the Runnymede 50 Plus Group, Residents Panels and through surveys. The Council's equality policy states that 'Consultation may be undertaken by focus groups, consultative groups, advisory groups, surveys and face to face meetings and will take into account issues of diversity'.

There is a very low population of BME households in the Borough and this makes it difficult to engage with minority groups. The Borough also has a significant gypsy and Traveller population but consultation forums with these groups have not been developed.

#### **MAIN ACTIONS**

- **Liaise with other agencies to establish if there are any specific requirements for older persons services amongst BME and travelling communities in Runnymede.**
- **To work with Surrey County Council on the following actions from the 50 Plus Strategy:**
  - **Provide appropriate resources to sustain and increase engagement with people over 50 years old, so they can influence services, and build capacity in the community eg increase the number of people who feel they can influence decisions in their local area**

## DISCRIMINATION

### What we found out:

#### Surrey County Council 50+ Survey Findings:

- 10% of respondents had experienced discrimination due to age
- 35% of respondents who were registered disabled had suffered discrimination because of their disability
- Non White British respondents were more likely to suffer discrimination due to their beliefs and race

The 50 Plus Survey also reports that national research has shown 29% of reported instances of discrimination are related to age.

### What's Happening Now

The Council has an Equality Policy and action plan to ensure services are equally accessible by all people who need them irrespective of gender, race, disability, religion, belief, sexual orientation or age. The Council will monitor existing and proposed policies for adverse impact on equality.

#### **MAIN ACTION(S)**

- **The Director of Housing and Community Services to be the corporate lead on older people's issues**
- **To consider whether an elected member should be nominated as an older people's champion**
- **To work with Surrey County Council on the following action from the 50 Plus Strategy:**
  - **Take into account the views of people over 50 years in service development and ensure that they are given equal access to the opportunities to change lives e.g. people are treated fairly and the views and concerns of people over 50 years old are taking into account in policy and strategy development**

## CONCLUSIONS

All the above main actions have been developed into an action plan with timescales, and a lead person responsible for implementing the action. This is available on request.

Older people and other stakeholders will continue to be involved and updated on progress. Regular information given on the progress to date on the strategy will be given to:

- Surrey County Council over 50 group - including items on the Surrey County Council's internet site.
- The older person's representative on the Learning Disability Parliament for North Surrey.
- Older People's Forum
- Special Needs Housing Group
- People with Mental Health Needs Forum
- People with Learning Disability – North Surrey Valuing People Group/MENCAP/Welmede
- Housebound - via Age Concern's Community Liaison Officers and Runnymede CAB Visiting Service

Information on specific services will also be made available via:

- Health and Social Care Portal on the Council's website
- Day Centres
- Community Meals clients
- Careline clients
- Voluntary sector e.g. RAVS/Age Concern Runnymede

### **Evaluation**

The Strategy will be evaluated in 3 years and the targets that are to be delivered by the Council will be included in the Department's Service Plan. Outcomes will be reported to the Housing and Community Services Committee.