



WATCH

Lifeline Alarm Service

Reassurance and peace of mind at the touch of a button

WATCH newsletter • Issue 19 • Summer 2015



**We are moving to
new premises
your services will not be affected**

See page 2

Foreword

Summer offers the perfect opportunity to go out and about more. Often we're more active,



getting out enjoying the summer weather. It's the perfect time to have a more social and active lifestyle! Have a look at page 6 for a range of day trips taking place all summer.


Good news, the WATCH Lifeline service charges have been frozen. This means no increase in the charges this year.

We're looking for new Focus Group members, if you'd like to become more involved in the way WATCH is run and can spare a couple of hours twice a year then we look forward to hearing from you.

We're also offering a free trial for some of our additional sensors. See pages 4 for information about other alarms/sensors that might keep you safe in an emergency. The offer is free for a limited time only. Don't miss out, apply now.

We hope you enjoy this edition of our WATCH Lifeline newsletter. Please do give us your feedback!

Best Wishes



Tony Roberts
Head of supported housing services

We're moving to new premises

Supported housing services are moving to a new administrative base this summer.



Your services will be unaffected. The central control centre, who manage the WATCH lifeline service emergency calls, is NOT moving.

So, it's unlikely you'll notice any difference. Only those writing or visiting the supported housing reception will notice a new location/ change of address, which is:

2 West Drive, London SW16 1RP.

Our new reception will be open: 9am – 4.30pm (Monday to Friday)

All other contacts will remain the same.

Phone: 020 8871 8198 Email: supportedhousingervices@wandsworth.gov.uk

Staffing matters

New staff

Sandra Jordan becomes a new emergency response officer.



Sandra was a sheltered housing officer in the borough before joining the WATCH lifeline team. "Although I'm sad to leave all the lovely sheltered residents I've got to know so well at the various schemes I've worked in, I'm really enjoying meeting our WATCH clients.

"As a service we're offering a much wider range of advice and assistance, a lot of the information and advice I gave to older residents living in sheltered housing about care and health services, activities and additional services are helpful in our new capacity as response officers and advocates."

Leavers

Toby Benians, former senior emergency response officer and sheltered housing officer has left the team to embark on overseas adventures. We wish him the very best with work and travel.

Join our focus group

We'd like more customers to join the WATCH Focus Group.

The group is made up of WATCH customers and meets up twice a year to discuss the service, give feedback and make suggestions on how we can improve the service.

The Focus Group is a great way to become involved in council services and meet new people with a common interest.

The meetings take place at various sheltered schemes in the borough. All travel will be arranged for you and refreshments are available throughout the meeting.

If you're interested in joining the group please contact 020 8871 8198.



50 years of home delivery library service!

In 1965, the council started a special service to deliver library services to housebound people unable to visit their local library.

Not too much has changed since then except there's a much wider range to choose from including books, music and films (CDs, DVDs, audio books) and an information service.

It's the same home delivery with a personal touch, but is now operated by Greenwich Leisure Limited on behalf of the council.

Although the majority of clients are older, visits can be made to disabled people or carers who struggle to get to a library. The team are also happy to call, on a temporary basis, to people recovering from an operation or an accident.

The friendly and experienced librarians visit every four weeks with a selection to choose from. They soon get to know your tastes and can recommend new authors, films or music for you to try.

You can request any item and they will do their best to get it for you. They can also help with any information enquiries you have. There is no charge for the service. If you are interested in becoming a member please call:

• **020 8877 1742 (choose option two).**

We may be out on our rounds, if so please leave your name and number and we will contact you as soon as possible.

Or you can email: hdls@gll.org



Miss Ella Moody celebrated her 100th birthday in April

She celebrated the day by having a fish and chip meal and a pint of Guinness with friends and neighbours.

Telecare

offers even more help

Telecare might be the next step for you to remain independent but still have support in your home.

As a WATCH client, you'll know how vital an alarm service can be. However, we offer a further service for people who may feel that they need more care and support than before.

Perhaps your health is deteriorating or you've had a sudden illness and feel like you want more help. Or maybe you're a carer who wants more support for the times when you're not with a loved one (whether you've just popped to the next room or gone out).

Telecare offers a range of sensors around the home to ensure vulnerable people have care and assistance. Even though you may live alone, there is always someone ready and waiting to hear from you in an emergency.

Some alarms are push button and will alert staff to a difficulty you're having at home, whilst others will use sensors to detect problems themselves. This takes away the worry about not being able to press for help.

Free sensors

Hurry, hurry! For a limited period you can try out a range of sensors for free.

We've teamed up with community development and public health to offer you this great deal! Here's the range of sensors on offer, with prices if you decide to keep them

Sensor	per week
Smoke detector	87p
Heat detector	£1.19
Flood detector	£1.00
Carbon monoxide detector	£1.62
Falls detector	£1.29
Bed sensor/pad	
• single	£2.67
• double	£3.44

There's no obligation to keep them or sign up after the trial period.

Targeting shoppers

In June, the council's Telecare and WATCH Lifeline service took part in the National Telehealth Awareness Day at Southside Shopping Centre.

Shoppers had the chance to find out more about Telecare and other alarms, health and care related services. It was part of a national campaign to promote awareness of the TeleHealthCare service, which incorporates Telecare, and other health and community alarm services throughout the UK.

Robin Ollett, Telecare development officer said, "The day was a great success and generated a lot of interest from shoppers in the centre. Our services offer a range of home sensors (like fall detectors) to help vulnerable clients and their carers.

"The sensors can be life saving as well as reassuring for families and carers. They detect difficulties such as a trip or fall and flooding. They can also detect unlocked or open doors, which may indicate a vulnerable person, such as someone with the onset of dementia or

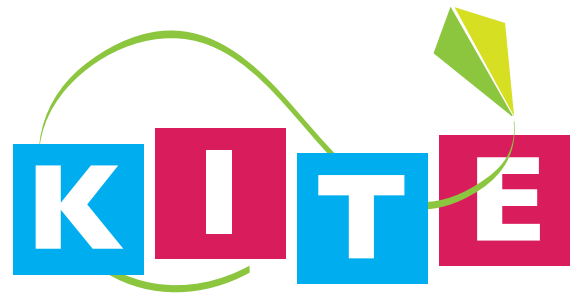


Alzheimers, has wandered out alone.

"This was the first National Awareness Day which brought the very best of Telecare and Healthcare under one banner to raise awareness and promote home support services to the public. This has helped people to identify with the issues facing vulnerable people who need more specialist support to remain independent."

If you would like to know more about Telecare or WATCH Lifeline contact 020 8871 8198. Website: www.wandsworth.gov.uk/telecare

Enablement - getting you back on the road to recovery



Keep Independent Through Enablement offers short term support to help you regain confidence in your home after a stay in hospital or when your health has deteriorated.

Enablement (known as KITE) is all about enabling you to do more after a bout of illness. It's about helping you back on your feet and doing as much as possible to give you back your independence.

The initiative provides services to help with your recovery and relearn skills to get you doing as much as possible for yourself again in your daily living at home.

It will help you become as fully independent as possible after your illness whilst taking into account any future support you might need in the longer term.

To find out more see: www.wandsworth.gov.uk (search KITE or Enablement).

Email: accessteam@wandsworth.gov.uk

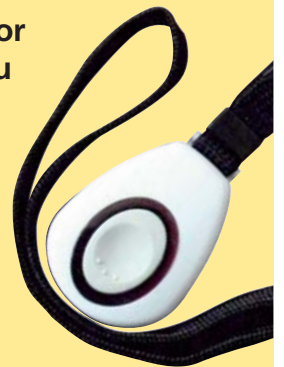
Call: 020 8871 7707

Keep calm and test your alarm

**Don't wait for
us to call you**

Please
remember
to test your
alarm every
month

If you have
lost your
pendant,
find it is not working or think
there is a problem with it
please telephone our
office straight away
020 8871 7741



YOUR HOUSING CONTACTS

Supported housing services

(020) 8871 8198

Applying for sheltered housing

(020) 8871 6812

WATCH Lifeline, Telecare, community development Tenancy Support

(020) 8871 8198

Or email: supportedhousing@wandsworth.gov.uk

[www.wandsworth.gov.uk/
supportedhousing](http://www.wandsworth.gov.uk/supportedhousing)

Housing emergency numbers

Wandsworth Emergency Control (24hrs) For
properties managed by the council
020 8871 7490

Emergency response officers (24 hrs)

020 8871 7741

Other useful numbers:

NHS – 24 hrs for health advice 111

Age UK – 0800 00 99 66

Energywatch priority scheme – advice and help
with gas and electricity bills 0845 688 9594

Summer Day Trips 2015

Make the most of your summer by visiting new places and meeting new friends on one (or more) of our day trips!

These are a great opportunity to get out and about and meet people with similar interests. Our summer trip schedule has something for everyone - from lunch at a local pub to days out by the sea.

To book or for further information please contact us on 020 8871 8198. Or visit our website at www.wandsworth.gov.uk/shelteredtrips



Battersea Area

Dimson Lodge

- Wednesday 12 August - Broadstairs
- Thursday 3 September - Brighton
- Thursday 24 September - Bluebell Railway

Roehampton and Putney Area

Grosse way, Hepplestone Close and Riplington Court

- Wednesday 12 August - Fish & Chip lunch
- Wednesday 26 August - Summer party with entertainment

Minstead Gardens

- Wednesday 12 August - Squires Garden Centre and pub lunch
- Thursday 20 August - Kempton Market

Ashburton

- Wednesday 9 September - Hayling Island



Tooting Area

Yew Tree Lodge

- Thursday 13 August - Eastbourne
- Friday 4 September - Garden Party

Wandsworth and Battersea Area

Doris Emmerton court

- Friday 14 August - Eastbourne
- Friday 28 August - Brighton
- Friday 11 September - Littlehampton/Margate
- Friday 25 September - Epsom and Toby Carvery lunch

Holmleigh Court

- Thursday 27 August - Southend
- Friday 25 September - Littlehampton

Hill Lodge

- Monday 21 August - Southend

We hope to see you soon!

Clients of the WATCH service are welcome to any of the day trips. Pre-booking is required for all trips as spaces are limited.

Please note there is a small cost for trips (this is usually around £5 depending on the trip).

Generally, trips set off in the morning and return mid-afternoon. Dates and times are subject to change.



Diabetes community champions announced

Thirteen people have been named as community champions after successfully completing diabetes training.

The newly trained champions will work with local people across the borough to help reduce the impact of diabetes and encourage healthier living. They have learnt about the signs, symptoms and risk factors associated with Type 2 diabetes.

The champions will offer sources of information to help those who have been diagnosed stay healthy.

One of the resident champions, Anil Bhatt, an active member of the Hindu Society said, "I signed up to become a Wandsworth Community Champion because I wanted to increase my awareness of diabetes and help other people understand more about the condition.

"On the training programme I met people from all across the borough, from all races and religions and all different age groups. I think this will be one of the strengths of the Community Champion Programme. Between us, we will be able to connect with all the different communities in Wandsworth."

In the borough, more than 12,000 people have diagnosed diabetes, with more thought to be undiagnosed. The champions will perform a very important role in trying to prevent diabetes or having it diagnosed early by working with people most at risk in our communities.

Type 2 diabetes

Some risk factors for such as age, family history and ethnic origin can't be changed. But other risk factors involving diet, exercise and lifestyle can be altered to prevent or delay the condition. People can **lower their risk** by:

- eating healthily, such as lots of fresh fruit and vegetables
- drinking less alcohol
- taking regular exercise
- not smoking

In Type 2 diabetes, the signs and symptoms may not be so obvious, as the condition develops slowly over a period of years and may only be picked up in a routine medical check up.

Early signs may include one or more of these symptoms:

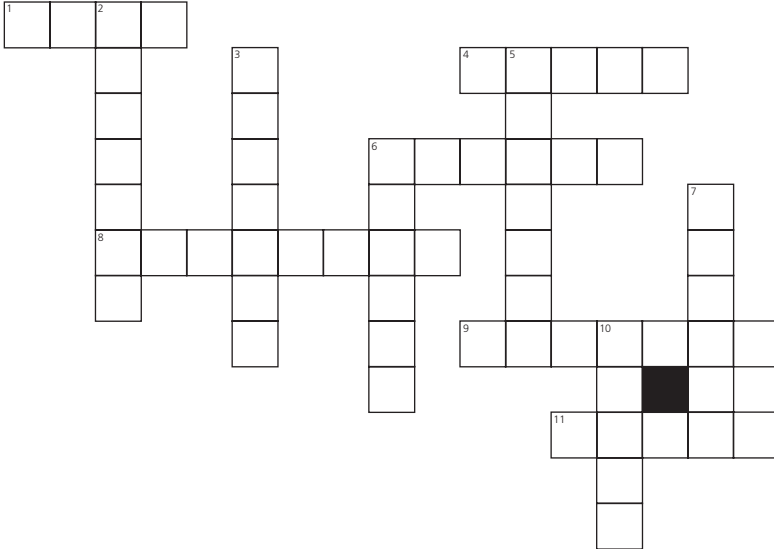
- passing urine often or frequently feeling thirsty
- extreme tiredness
- unexplained weight loss
- genital itching or regular episodes of thrush
- slow healing of cuts and wounds
- blurred vision

If you are concerned about your health visit your GP, local pharmacy or take up their offer of an NHS Health Check. Find out how to get a free NHS health check at:

www.wandsworth.gov.uk/healthchecks

Readers' page

Wandsworth puzzle



Across

1. What cricket ground used turf taken from Tooting Bec Common
4. What author once lived in Trinity Road
6. Bridge where Mary Frankenstein wanted to commit suicide
8. What infamous murderer was arrested on Putney tow path
9. Road near Putney High St where the biggest air raid casualties occurred
11. What do we have 20 of in the borough

Down

2. What country is building its embassy at Nine Elms
3. What type of venue was under the Arndale
5. Old name for a large shopping complex
6. What type of building was built in 1851
7. Who stands outside Tooting Broadway station
10. Surname of first Polish Mayor

Nayna's Spiced Lentils

Preparation 10mins
Cooking time (25mins)

Nayna is an older person in the community, who enjoys cooking.

If the sun doesn't shine, this is a healthy, tasty recipe from a resident to warm you up!

Ingredients:

175 g/6oz/1 cup of red lentils
1 onion, chopped
1 crushed garlic clove
15 ml/1tbsp ground turmeric
15 ml/1tbsp ground cumin
15 ml/1tbsp ground coriander
10 ml/2 tsp paprika
450 ml/ ¾ pt/2 cups of boiling vegetable stock (made with one stock cube)
Salt and ground black pepper (to taste)

Method:

Rinse the lentils.
Put all the ingredients in a saucepan and bring to the boil for 5 minutes

After boiling for five minutes, put the lid on the pan and turn down the heat to a gentle simmer until all the liquid has been absorbed (about 20 mins).

Serve on its own or with bread.

As an alternative - why not try it as a soup

Once cooked (as above), pop it in a blender and blitz until smooth (you may want to add some more veg stock or water).

Serve with a dollop of crème fraiche, cream or yoghurt, with fresh chopped coriander (to taste).

