



# WATCH

## Lifeline Alarm Service

Reassurance and peace of mind at the touch of a button

WATCH newsletter • Issue 21 • Summer 2016



Feel safer at home  
with an alarm



### Dear WATCH Lifeline Customer

Welcome to the latest edition of the WATCH newsletter. The summer months are flying by and it is a good opportunity for you to join in some of the local activities taking place around the borough of Wandsworth including our sheltered housing schemes.

Have a look at page 4 to see what's on offer!

We are pleased to inform you that for the third year the Watch lifeline charges have been frozen! This means no increase in charges for another year.

As the warm weather sets in, it is important to remember to stay hydrated and cool. For tips please see page 6.

I do hope you enjoy the summer edition of this newsletter. If you are interested in submitting any useful, informative articles to share with other customers, your contributions are welcome.

**Tony Roberts**  
Head of supported housing services

## Staffing matters

### New staff

**Hannah Hunt** will join supported housing service in late summer as the new senior administrator. She will be taking your calls and ensuring the office runs smoothly. Hannah said: "I look forward to working with the team and getting to know our WATCH lifeline and Telecare clients." Welcome to the team Hannah!



### Leavers

**Ann-Marie O'Brien**, has moved on to a new job with the social services department. Many of you may have spoken to Ann-Marie over the years; when booking WATCH appointments, making a payment or if you had a general query. We wish her the best of luck in her new position!

## Could sensor alarms help you?

**The Telecare service 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. We also offer another service for people who feel like 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 that bit more help. 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.

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

Some alarms are push button while others are automatic sensors. This takes away the worry about not being able to press for help.

The different sensors will pick up on

things like a fall, water overflowing, cookers or heating being left on and even a front door being left open. These can be valuable where an adult has the onset of dementia, confusion or any physical disability which leaves them prone to falls and trips.

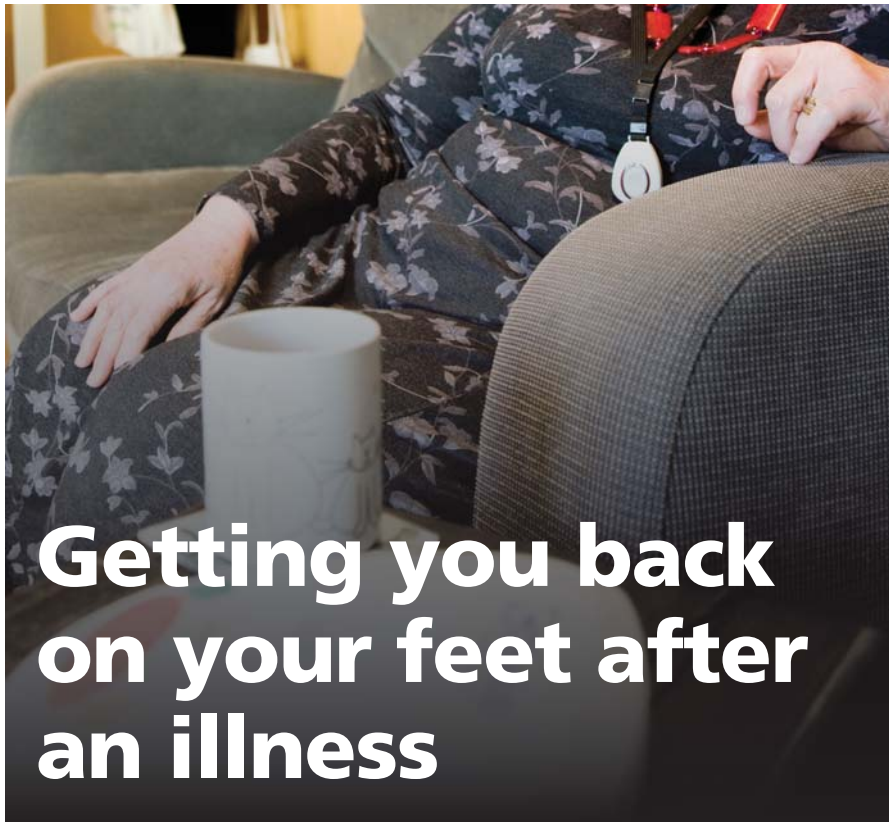
To find out more about what sensors will help you or a loved one remain safe at home contact the access team.

### FREE DEMONSTRATIONS

For a free demonstration of any of our alarms please contact Robin Ollett, telecare development officer 020 8871 8990

If you would like to find out more about WATCH Lifeline or Telecare contact 020 8871 8198 or visit [www.wandsworth.gov.uk/telecare](http://www.wandsworth.gov.uk/telecare)





## Getting you back on your feet after an illness

### A resident is now feeling safer at home with Telecare after having a fall and ending up in hospital.

Team member Diane Murray, Telecare assessor, often visits clients who have been referred to us through adult social services. One of these clients was Wendy who recently spent several weeks in hospital after having a fall in her home.

The enablement team based in St George's hospital referred Wendy to the telecare service as part of her leaving hospital care package. Wendy said, "I declined a pendant alarm earlier in the year, because I felt I didn't need it. After my fall, I was in hospital for several weeks and had to undergo physiotherapy before I was strong enough to return home. It was a worrying time for me and my family. My fall could have been much worse.

"Having the 24-hour alarm gives me and my family the peace of mind that help would be just one push of a button away. In hindsight, I wish I had joined the service much earlier. The small cost of the service is well worth it. My alarm is invaluable!"

Diane explained how reassuring the alarms are for those returning home from hospital, "It's vital that we raise awareness of telecare services and the benefit they provide so people like Wendy can feel safe in their own home and maintain their independence. The alarms can be lifesaving as well as reassuring for clients, families and carers.

"The team work closely with the enablement team to make sure the right care package is in place for those going home after a spell in hospital. By feeling that bit safer our clients start to grow in confidence, which is vital to their well-being."



## Telecare speaks to shoppers

In June, our team set up a pop-up shop in Southside Shopping Centre in Wandsworth as part of the National Telecare Awareness Day.

Staff were on hand to give expert advice, hold demonstrations and raise awareness of our alarm services in the borough. The council's WATCH Lifeline and Telecare service offer reassurance and independence to vulnerable clients.

WATCH Lifeline is a pendant alarm that can be worn round the neck or wrist. The Telecare service offers a range of sophisticated sensors and alarms in your home, which can detect falls and floods. It is aimed at those who need a greater level of support and is particularly ideal for people who have restricted mobility in their hands, people with dementia or degenerative illnesses that affect the muscles or mobility.

Robin Ollett, Telecare development officer said: "The day was a great success and generated a lot of interest from shoppers. This is the second National Awareness Day and it's growing from strength to strength. We look forward to next year's event, as well as promoting these vital services throughout the year."

# Summer day trips

## Make the most of your summer by visiting new places and meeting new friends on our day trips!

Clients of the WATCH service and all older people living in Wandsworth are welcome to any of the day trips. There's a small cost for trips (this is usually around £5), which usually set off in the morning and return mid-afternoon.

Pre-booking is required for all trips as spaces are limited so don't miss out!

**To book or for more information contact us on 020 8871 8198 or visit our website at [www.wandsworth.gov.uk/shelteredtrips](http://www.wandsworth.gov.uk/shelteredtrips)**



Mary Njotea and Dominga Ventura take in the glorious views



Jean Nunn, Derek Lane and Pam Crisp



Grace Addo, Janet Crawley, Joyce Neal and Carole Hitchings

## Summer 2016 Trips and Activities (listed alphabetically)

### Althorpe Mews and James Searles Lodge, Battersea

- Bournemouth - Thursday 1 September
- Kempton Market - Thursday 29 September

### Alton/Manresa, Roehampton

- Brighton or Eastbourne - Thursday 18 August
- Caribbean Day (food, music and dancing) - Friday 26 August

### Carey Gardens, Battersea

- BBQ - Friday 19 August
- Pub Lunch - Friday 9 September
- Kempton Market - Thursday 29 September

### Doris Emmerton Court, Battersea

- Hastings - Friday 26 August (coach leaves 9am, cost £8)
- Denbies Wine Estate - Friday 9 September (includes wine, food tasting and train tour: coach leaves 9.30am, cost £20)

### Grosse Way, Roehampton

- Weymouth - Wednesday 17 August
- Wimbledon Theatre - Wednesday 17 August

### Haven Lodge and Hill Lodge, Battersea

- Brighton - Friday 19 August

### Ivor Mayor Lodge, Battersea

- Wimbledon Theatre - August (date to be confirmed, call for more details or to book)

### Lennox, Putney

- Denbies Wine Estate (includes wine, food tasting and Dorking for dinner) - Friday 2 September
- Kew Gardens - Wednesday 28 September

### Nursery Close, Putney

- London Assembly Tour - September (date to be confirmed, call for more details)

### Yew Tree Lodge, Tooting Bec

- Summer BBQ - date to be confirmed (call for more details)
- Kew Gardens - Thursday 25 August





# Fancy a chat?

**If you're living alone or find it difficult to get out and about there's someone to help.**

There are a range of great local services you can access from having a chat on the phone, a be-a-friend visit to going along to a coffee morning:

- **Call in Time** scheme offers free weekly telephone calls to people over the age of 60 who would benefit from the additional support a telephone friendship could provide.  
A friendly chat can make all the difference if you are feeling lonely. You will be matched with a volunteer who has similar interests to yourself and who the team thinks you will get along with. Call 0800 434 6105 or email [callintime@ageuk.org.uk](mailto:callintime@ageuk.org.uk) to find out more.
- **Coffee mornings:** Wandsworth Age UK holds monthly coffee mornings on the 2nd Thursday of each month from 10am to 12 noon at 549 Old York Road, Wandsworth.
- **Be-a-Friend** service offers information, support and company to those who live alone, are housebound and aged over 60. Call 020 8877 8957
- **Out and About** service helps by taking older people who are housebound and are at risk of isolation to regular places such as visits to a local park, the hairdressers or out for coffee.
- **Weekly Friendship Club** takes place every Wednesdays 2-4pm at Westside Church, Melody Road, Wandsworth, SW18. Just go along or call 020 8812 3963.

For advice and support or to find out about other services available call Wandsworth Age UK **020 8877 8940**



## Silver surfers

**A group of over 65s have just completed an internet computer course and can't wait to reap the rewards of doing more online.**

With more and more information and services being online many residents living in a sheltered scheme in Putney wanted to get better acquainted with the internet.

Anita Johnston and Sheldine Joseph, the sheltered housing officers, set up a short course, "The sessions have been very popular and covered the basics of using laptops and tablets. We looked at emailing, browsing the internet and listening to music.

"There's been a great response to the classes. Students found the classes extremely useful and now feel confident using their computers and tablets to keep in contact with family, shop online and much more."

You don't have to live in sheltered housing to attend a class. If you're aged over 55 and like to learn, please register your interest in our future computer classes 020 8871 8198.

# Keep cool and carry on

The summer sun has finally arrived! Although most of us welcome the nicer weather, it is important we all keep safe. Helpful tips on how to stay safe in the hot weather.

## Plan ahead

- Check the weather forecast and plan your day accordingly.
- Avoid spending long periods outside during the hottest time of the day (around midday).
- Avoid strenuous activity and limit activities like housework and gardening to the early morning or evening.
- When out wear loose, lightweight, light-coloured, cotton clothing and wear a hat or a light scarf.

## Keep hydrated

- Drink plenty of cold drinks. Avoid excess alcohol, caffeine or drinks high in sugar. Aim for 6–8 glasses a day and more if it's very hot. If you're taking medication that affects water retention speak to your GP before significantly increasing your fluid intake.
- Eat cold foods, particularly salads and fruit with a high water content.
- If you're travelling by car or public transport, always take a bottle of water.



## Keep cool

Go indoors or outdoors into the shade (whichever feels cooler) to avoid getting too hot.

- When inside, try to stay in the coolest parts of your home, especially when sleeping. Keep curtains and blinds closed in rooms that catch the sun.
- Take cool baths or showers or splash your face with cool (not very cold) water. Place a damp cloth on the back of your neck to help you cool off.
- If it's safe to do so, leave a bedroom window upstairs open at night.

- Remember pets are also very sensitive to the heat and ensure they too have access to water in and outside the home.

## Important

Watch out for signs of dehydration in yourself or others. These may include muscle cramps in arms, legs or stomach, mild confusion, weakness or sleep problems. If you spot signs of any of these, rest in a cool place and drink plenty of fluids.

Seek medical advice if your symptoms persist or worsen.

An advertisement for the NHS Health Check in Wandsworth. It features the Wandsworth Council logo (The Brighter Borough) and the NHS logo. The main text says: "Get your FREE NHS Health Check from your GP or selected Wandsworth pharmacies". Below this, it provides contact information: "For more information call the council's public health team on (020) 8871 5026 or visit www.wandsworth.gov.uk/healthchecks". A list of eligibility criteria includes: "Aged 40 – 74 years", "Not had a NHS Health Check in the last 5-years", "Not been diagnosed, or treated for stroke, diabetes, kidney, or heart disease", and "Wandsworth resident, or registered with a Wandsworth GP". At the bottom, there is a graphic for the "NHS HEALTH CHECK" with a list of conditions it helps prevent: "diabetes", "heart disease", "kidney disease", and "stroke &amp; dementia". The reference code "AD\_1086b (5, 14)" is in the bottom right corner.



## Music to the ears

**Community choirs from across the borough were singing from the same songbook when they joined together for 'The Big Sing'.**

The harmonious gathering was a tremendous grand finale for four choirs that were put together as part of the community development "Local Vocals Project" for residents aged 55+.

The choirs have been meeting weekly in sheltered housing clubrooms, where they have rehearsed a mix of traditional folk songs with professional singing tutors.

The project created an opportunity for communities to come together,

make new friendships and have a really fun time. Singing with others can be an uplifting experience and can actively promote mental health well being.

Community choirs can also break down social isolation and even support people facing a range of health challenges, including dementia.

For further information please email the community and development team at [ecurley@wandsworth.gov.uk](mailto:ecurley@wandsworth.gov.uk)

## Contacting supported housing services

- WATCH alarm service
- Sheltered housing
- Community development team
- Telecare alarm service
- Tenancy support team

Email: [supportedhousing@wandsworth.gov.uk](mailto:supportedhousing@wandsworth.gov.uk)

Telephone: 020 8871 8198

Address: 2 West Drive, London, SW16 1RP

Reception: 9am – 4.30pm (Monday to Friday)



## Let's do lunch

**Lunch clubs are a great opportunity to socialise and have a cooked meal on a budget.**

A sheltered scheme in Putney holds a popular lunch club every month for residents in the community.

You can enjoy a home made lunch with fresh ingredients and vegetables followed by dessert and a chat. Come along on the last Friday of every month to Minstead Gardens.

It's only £3.50.

## Knit n natter

**You can also pop along for knitting and nattering every week.**

For a chance to meet new people and learn skills in knitting with tea and toasties join other residents on Wednesdays from 1.30-3.30pm. It's snip at just £1.00 a session including refreshments.



**Please call to book lunch or toasties so we know how many to cater for.**

**2b Minstead Garden,  
Roehampton, SW15 4EB  
020 8876 8658**

**Everyone is welcome!**



# Readers' page

## Chicken and beetroot salad

Serves two

Preparation time: 10 minutes

Cooking time: 20 minutes

### For the dressing:

Juice of one small orange

1 tsp Dijon mustard

1 tsp honey

5 tbsp extra virgin olive oil

Pinch of sugar

Pinch of salt and pepper

### For the salad:

300g new potatoes – thickly sliced

2 large chicken breasts – skinless and boneless. Sliced into strips.

400g beetroot – thickly sliced

100g rocket

1 little gem lettuce

2 tomatoes

1/3 cucumber

75g walnuts

### Method:

#### For the dressing

Mix together orange juice, mustard, honey. Gradually add the olive oil. Add a pinch of sugar, salt and pepper to taste. Place to one side.

#### For the salad

Bring a pan of water to the boil. Add the potatoes. Cook for 10-15 minutes. Drain well.

Heat a little oil in a frying pan until hot. Fry the chicken strips for about 4-5 minutes on each side, until brown and cooked all the way through.

Chop the lettuce, tomatoes and cucumber. Place into a bowl with the rocket, chicken, potatoes, beetroot. Lightly toss.

Drizzle dressing over the top and sprinkle with the walnuts.

## YOUR HOUSING CONTACTS

### Applying for sheltered housing

(020) 8871 6812

Or email:

**supportedhousing@wandsworth.gov.uk**

To find out more about services and information available to older people at **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** – For non-emergency care 111

**Age UK** – 0800 00 99 66

**Home heat helpline** – advice on energy bills  
0800 33 66 99 (from a mobile: 0333 300 33 66)

## 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.

