



WATCH

Lifeline Alarm Service

Reassurance and peace of mind at the touch of a button

WATCH newsletter • Issue 23 • Summer 2017



Community development project celebrates NHS See page 6



Dear WATCH Lifeline Customer

Welcome to the summer edition of the WATCH newsletter.

I'm pleased to announce that WATCH Lifeline charges have been frozen for the fourth year in a row! This means that you won't pay more for your alarm service in 2017.

Our community development team have been busy working with retired nurses and local children to create an art exhibition to celebrate NHS staff. It was a great success and I thoroughly enjoyed attending the opening event. It was a pleasure to speak to the participants, many of whom had worked in local hospitals during the 60s, and hear about their experiences.

We've got a range of day trips and events coming up – from summer bbqs to trips further afield we'd love to see you there.

I hope you enjoy this newsletter. If you have any information or interesting stories you'd like to share please get in touch with the team on 020 8871 8198 or by emailing supportedhousing@wandsworth.gov.uk. Your contributions are very welcome.

Tony Roberts
Head of supported housing services

Staffing matters

Welcome to our new staff member



Wendy James has recently started working as a Senior Officer in the Supported housing services. She supervises staff and oversees the running of our services to ensure that residents needs are fully met.

Wendy said: "I am really enjoying my new role. I'm looking forward to meeting our WATCH Lifeline and Telecare clients as well as visiting all our sheltered housing schemes across the borough. I can't wait to get to know more residents."

Have your say!

Join our WATCH customer focus group.

The focus group is made up of WATCH customers and meets every few months to discuss the service, give feedback and make suggestions on what can be improved. This is a great opportunity to get involved in council services and meet new people.

The meetings take place at various sheltered schemes around the borough and all travel will be arranged for you. We also provide refreshments during the meeting.

Thank you to our current members for their involvement!

If you're interested in joining the group and becoming more involved with how WATCH services are run, please contact 020 8871 8198.

Contacting the team!

Supported Housing Services have many services which can help you:

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

To find out how they can help you, contact us on:

Email: supportedhousing@wandsworth.gov.uk

Telephone: 020 8871 8198

Address: 2 West Drive, London, SW16 1RP

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

Fire safety advice

Please read our fire safety tips

- ▲ Do not overload electrical sockets!
- ▲ Keep communal areas such as corridors and staircases clear
- ▲ Don't wedge open fire doors
- ▲ Don't smoke in communal areas
- ▲ Never smoke in bed
- ▲ Make sure cigarettes and candles are put out properly
- ▲ Keep matches, lighters and candles out of reach of children
- ▲ Do not dry clothes too close to heaters or fires
- ▲ Ensure you have a smoke alarm and test it regularly
- ▲ Keep all escape routes clear
- ▲ If you have concerns about fire safety please report these to your local area team.



Book a home fire safety visit with the fire brigade

The London Fire Brigade will visit you in your home and provide you with advice to minimise the risk of a fire. Contact the London Fire Brigade today on **0800 028 4428** or visit www.london-fire.gov.uk/HomeFireSafetyVisit.asp



In the case of a fire call 999 immediately

Telecare enabled smoke detectors provide extra reassurance

Christine, a telecare client from Wandsworth, was alerted to a potential fire in her home thanks to a smoke detector linked to her telecare alarm.

When activated, the telecare enabled smoke detector raises an alarm in the property like a standard smoke detector, but it also sends an alert to an Emergency Response Officer in the 24/7 control centre.

When Christine's alarm was activated, the Emergency Response Officer was connected to the alarm.

She could hear the smoke detector alarm, but there was no response from anyone in the home. She immediately called the London Fire Brigade who attended on site and followed up with a call to Christine's daughter.

Christine had been out shopping with her daughter at the time so they returned home immediately. Upon arriving home they found the Fire Brigade dealing with a saucepan which had been left on the stove and begun to burn, setting off the smoke alarm. Luckily, there was no major damage caused to the property and everyone was safe.

The telecare enabled smoke detector provides additional reassurance if the resident is unable to call the fire brigade themselves.

Whether you are out of the house or unable to make it to the phone, the telecare enabled smoke alarm gives early warning to an Emergency Response Officer.

Christine's telecare enabled smoke alarm ensured that the fire brigade were able to get to the property quickly and prevent any potential damage to her property.

For more information contact 020 8871 8198

Summer trips 2017

Visit new places and meet new friends on one of our fun day trips organised by sheltered schemes around the borough.

Clients of the WATCH service and all older people living in Wandsworth are welcome to any of the trips.

There's a small cost for trips (usually around £5) and pre-booking is required.

Don't miss out, book today!

To book or for more information contact us on 020 8871 8198.



Trip to Penshurst Place in Kent



Hubert Edoe visits Littlehampton



Trip to Brighton Pier

Haven Lodge

- Wednesday 23 August – Littlehampton on Sea

Cowick Road

- Tuesday 8 August – Afternoon tea and garden party

Doris Emmerton Court

- Friday 11 August – Lunch in the clubroom
- Tuesday 22 August – Day trip to Worthing

Dimson Lodge

- Thursday 24 August – Arundel Festival
- Thursday 14 September – Visit to Old Royal Navy College, Greenwich

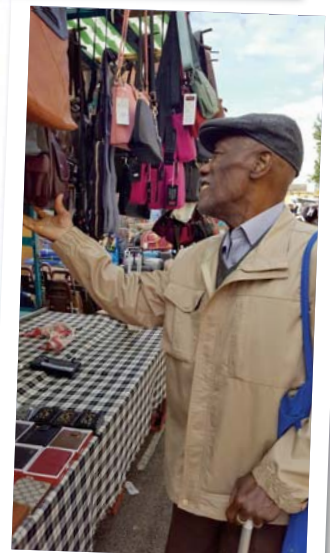
Grosse Way, Hepplestone Close and Riplington Court

- Friday 18 August – London Zoo

The Lennox

- Friday 18 August – Day trip to Broadstairs for Folk week

More to come...contact 020 8871 8198 for more information.



Ruben browsing at East Street Market

WATCH alarm serving residents since 1984

The WATCH alarm started over 30 years ago when it was offered to 200 vulnerable elderly people who were unable to leave their home on their own.

Since then the WATCH service has grown from strength to strength and helps over 2000 people in the borough.

Today the WATCH alarm is available to older people, younger disabled residents and people living with health needs. The WATCH alarm enables older and disabled people to remain independent in their own home, with the reassurance of

assistance in the event of an emergency. It offers peace of mind to the client and their family.

The Wandsworth WATCH alarm offers a responsive service. We are committed to offering a full home visiting service 24 hours a day, every day of the year in an emergency.

Wandsworth Council's WATCH alarm service is one of the oldest and best in the country. Clients have trained officers available 24/7 to assist in an emergency.

For clients who have fallen and are unable to get themselves up from the floor, our trained Emergency Response Officers will attend with a specialist lifting cushion. The inflatable cushion is used to lift the

client off the floor in a safe and controlled manner. Last year, Emergency Response Officers assisted over 1000 clients who had fallen and were unable to get up.

The WATCH alarm service means that no undue pressure is put on the ambulance service.

Clients can rest assured that the Emergency Response Officers will offer advice and reassurance and make contact with carers, doctors, community nurses or family members as required.

Officers are on hand 24/7 to assist and support you at the touch of a button, embodying the motto of Wandsworth council's coat of arms - "we serve."

Could sensor alarms help you?

The Telecare service might be the next step for you to remain independent 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 they need more care or support than before.

Is your health deteriorating or have you had a sudden illness and feel like you need extra support?

Are you a carer who wants more support for the times when you're not with a loved one – whether you've popped to the next room or gone out?

The telecare service offers a range of

sensors around the home to ensure you have the care and reassurance you need. With Telecare, there is always somebody ready and waiting to hear from you in an emergency, even if you live alone.

Telecare offers push button alarms as well as automatic sensors so you don't need to worry about being unable to press for help. Different sensors can pick up on different situations – for example if you fall, there's water overflowing, the cooker being left on or even a front door being left open.

Sensors can be valuable if an adult has the onset of dementia, or is prone to falls and trips.

To find out more about what sensors are available and how they can help you or a loved one contact us today on 020 8871 8198

FREE DEMONSTRATIONS

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



Community development project celebrates NHS

Retired nurses and local children have worked together to create an art exhibition to celebrate the NHS. They launched the exhibition last month at St. George's Hospital.

The art exhibition, called 'A Picture of Health', combines memories of NHS staff working in the 1950s-1970s together with beautiful illustrations by young patients at the hospital and children from Alton Primary School in Roehampton.

The cross generational project was a chance for old and young to come together and learn about each other's experiences. It was a journey to celebrate nursing today and those employed in the NHS over the past 50 years.

Set to poetry, the exhibition told the story of how people were invited from around the world to live in the UK to train and work as nurses. It described their resilience, hard work, responsibility and the care they gave to so many.

Joyce, a local resident who visited the exhibition, said: "What a lovely project celebrating the lives of our wonderful NHS staff. Such a unique tribute to them and so clever to share with the children and for them to do the drawings depicting the memories."

In July, BBC Radio London ran a feature on the exhibition. They interviewed two participants, Maggie and Cecilia, who are both retired nurses from Wandsworth. They spoke about their experiences of coming to London in the 60s and at St Georges and Springfield hospitals.



The initiative was organised and funded by the council's Community Development Team and St. Georges kindly provided the exhibition space.

Elaine Curley and Simone Farr facilitated the workshops and produced a book to record the essence of the project called 'A Picture of Health.'

Readers' page

Anna-Maria's Eggs in Purgatory

Serves one

1 tablespoon olive oil
2 garlic cloves, finely chopped
1 small red chilli, halved, deseeded, finely chopped
1 x 400g tinned tomatoes
Oregano (pinch)
Salt and pepper (pinch) for seasoning
1-2 eggs



Method:

Heat oil in a large frying pan over medium heat. Add garlic and chilli. Cook, stirring, for 3-4 minutes.

Add tomatoes. Season with salt, pepper and oregano. Cook for approximately 10 minutes or until it bubbles.

Crack the egg or eggs into the tomato sauce, and cover the pan with a lid. Let it bubble for approximately 5 minutes (or until the egg white is set and the yolk is cooked to your preference.)

Remove from the heat and serve with bread or on toast. Sprinkle with parmesan if you wish.

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.



Protect yourself against scams

A scam is an illicit scheme used by fraudsters to con people out of their money. Scammers contact people in many ways - including post, email, text or telephone call. The aim is to get you to part with money, personal information or banking details.

To mark National Scams awareness month in June, please see our top tips to protect yourself from fraudsters.

How to spot a scammer

- The call, email or letter arrives out of the blue and you have never heard of the scheme or competition they are talking about
- They ask you to send money or personal information
- You have to ring a premium rate number beginning with 09, 084 or 087 or reply to a PO Box number
- They tell you to reply quickly and not tell anyone about your win

If any of these sound familiar, be cautious. It could be a scam.

How to protect yourself from scams

- Never give out any personal details such as your name, date of birth, address, bank account details or passwords to anyone
- Do not respond to any calls, emails or letters offering you money or prizes
- Do not respond to emails or telephone calls claiming to be from your bank. Never click on the links given in the email. Your bank will never ask you to confirm account details, transfer money or reveal your passwords and PIN numbers in this way
- Shred anything with personal and financial information on it, do not throw it away without shredding it first
- If you are unsure about any letter, email or telephone call, speak to a family member or friend before doing anything
- Hang up the phone or delete an email if you think you are being scammed

What to do if you think you've been scammed

Get advice from the Citizens Advice consumer service on 03454 04 05 06. Advice and information is also available online at www.adviceguide.org.uk.

If you think you have been scammed or someone has tried to scam you, report it to Action Fraud immediately on 0300 123 2040 or www.actionfraud.police.uk. Action Fraud is the UK's national reporting centre for fraud and internet crime.



Are you interested in applying for sheltered housing?

We offer independent living in purpose-built apartments at schemes throughout Wandsworth.

If you are aged 55 or over and would like to find out more 020 8871 6840
www.wandsworth.gov.uk/shelteredhousing



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TeleCARE

Automatic sensors and push-button alarms to help you remain living in your home.

Independence for service users

24-hour reassurance for carers

Phone: (020) 8871 7707

Email: accessteam@wandsworth.gov.uk

www.wandsworth.gov.uk/telecare



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