



WATCH

Lifeline Alarm Service

Reassurance and peace of mind at the touch of a button

WATCH newsletter • Issue 25 • Summer 2018



Battersea Men in Sheds set sail

See page 4



Dear WATCH Lifeline Customer

Welcome to the summer edition of the WATCH newsletter.

We have many trips planned to help you make the most of the sunshine, from beach outings to air shows, there will be something for everyone. A schedule of activities can be found on page 5. We hope you can come along!

I am very pleased to announce that Telecare smoke alarms will now be rolled out to all existing and new service users and will be free at the point of installation. Find out how this will affect you on page 3.

Remember we are on call 24/7 every day of the year, so if you have a fall or an emergency, just press your alarm. Our rates have been frozen for the past five years so you won't have to pay a penny more for your alarm service in 2018!

We hope you enjoy this edition of our WATCH Lifeline newsletter.



Tony Roberts
Head of Supported Housing Services

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 how we can improve the service. This is a great opportunity to become 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.

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.



Contacting the team!

Supported Housing Services have many services which can help you:

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

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

Email: supportedhousingservices@wandsworth.gov.uk

Telephone: 020 8871 8198

Address: 2 West Drive, London, SW16 1RP

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

Telecare enabled smoke detectors roll out to all clients

Following last year's decision to supply telecare enabled smoke detectors to the most vulnerable clients, the WATCH and Telecare service are now supplying telecare enabled smoke detectors to all clients at no additional cost.



For existing clients, the WATCH team will add a smoke detector to the in-situ alarm unit with minimum disruption to the client. However, some alarm units which may not have the capacity to allow a smoke detector to be programmed to it will have to be replaced and a new pendant/s will be supplied with the new alarm unit. The smoke detectors are radio linked to the WATCH alarm so when smoke is detected, the smoke detector will emit an audible alarm and automatically trigger the WATCH alarm unit installed at the property.

For all new clients, a telecare enabled smoke detector will be the standard package. The service is free at the point of installation for both new and existing clients.

As proven time and again, an early warning of a potential fire in a vulnerable person's home can save lives and protect property.

It has been agreed with London Fire Brigade that they will attend all calls coming from the WATCH Lifeline monitoring centre when a smoke detector activation occurs, unless there are mitigating reasons such as the client responding to the call handler with an answer such as "I've burnt some toast. Everything is fine".

If you have any concerns about your property, and want us to make a referral on your behalf to the London Fire Brigade to visit and offer fire safety advice, you can contact our admin team, email supportedhosingservices@wandsworth.gov.uk

Tips to help prevent falls

Our bones can become thinner and weaker as we grow older, which can cause them to break more easily. That's why it is so important to try and reduce the risk of falling.

- Clean up spillages as soon as possible.
- When getting up at night have a light/lamp nearby.
- Ensure trip hazards such as clutter, frayed carpets and trailing wires are removed or properly taped down.
- Use grab rails for getting in/out of the bath, and a non-slip mat in the bath and on the floor.
- Do not walk on slippery floors in tights or socks.
- Do not wear trailing clothes, they may cause you to trip up.
- Ensure slippers and shoes are in good condition, they support your ankle and have a good grip on the sole.
- Try to maintain good physical fitness and diet.

Staffing matters

James Hendry, known as 'Jim', has retired as an Emergency Response Officer after 23 years in Supported Housing service. Jim was a valued member of the team who will be sorely missed. We wish him all the best in his retirement as

he embarks on a new chapter in his life.

Sandra Jordan has successfully taken a seconded role as a Senior Emergency Response Officer. We wish Sandra every success in her new role.



Men in Sheds launch boat

On 20 June, Men in Sheds launched their boat on the River Thames in front of a crowd of excited onlookers at Barn Elms Rowing Club.

The 3.6-metre wooden boat was built by the Battersea group at their base in Dimson Lodge. Men in Sheds meet every Wednesday morning to engage in practical tasks, such as carving and building, with the aim of tackling loneliness within the community particularly amongst men.

In traditional sea-faring fashion the Deputy Mayor of Wandsworth, Jane Cooper, was on hand to christen the boat by naming it 'Battersea Men in Sheds.' Whilst the London Fire Brigade kept a close eye on the action, the boat took its first venture into water with Janet and David at the helm. Fortunately, there were no cries of 'Abandon ship!' and the boat was manoeuvred seamlessly down the Thames.

The action was not confined to the water, however, as Roehampton based choir, Achoired Taste, sang nautical themed songs for the occasion. These included Messing About On The River, All The Nice Girls Love A Sailor and the ever-popular Slow Boat To China.

To find out how you can get involved with Men in Sheds, call Geoffrey Cox, on 020 7223 5335 or gcox2@wandsworth.gov.uk

Key safe codes: Be Alert

Quite a lot of our clients now have key safes installed outside their properties.

However, you must be careful who you give the number to.



Listed below are some of the golden rules to keep your keys safe:

- Do not give the key safe number out over the alarm or phone.
- Do not shout the number out if someone asks for it via your letterbox.
- Call the Emergency Response Officer if you have any doubt.
- If you do give it to someone and realise it was a mistake the number can be changed. Let your family/carers or the Emergency Response team know so the code can be changed.
- Pick a code that is not familiar to others – i.e. do not use your date of birth.

Remember, never give the code to anyone you do not want to get in to your property.

Summer day trips 2018!

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

Day trips are a great opportunity to get out and about and socialise with your neighbours in the sun.

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

Please note there is a small cost for these 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.

To book or for further information, please contact us on supportedhousingservices@wandsworth.gov.uk

James Searles lodge

- Thursday 16 August – Scheme trip to Eastbourne air show

Dimson lodge

- Wednesday 1 August – Coach to Hastings
- Tuesday 28 August – Barbecue
- TBC (one Thursday in September) – Trip to Kempton Park market

Carey Gardens

- Wednesday 1 August – Hasting seaside (Cluster seaside outing)
- Friday 17 August – Eastbourne Royal Air Show
- Friday 24 August – Summer BBQ
- Thursday 13 September – Kempton Market

Haven lodge

- Wednesdays – WOW Taichi, 2pm to 3.30pm

The Lennox

- Friday 3 August – Pie and Mash Lunch
- Friday 17 August – Visit to The Royal Hospital Chelsea and tour with a Chelsea pensioner
- Friday 31 August – Day trip to Worthing

Minstead Gardens

- Friday 3 August – Littlehampton trip

Nursery Close

- Saturday 25 August – Anniversary party/ barbecue

We hope to see you there!



Residents strengthen their core with Chelsea trainer

Blue to the core

Sheltered housing residents are invited to take part in a chair-based activity programme run by The Chelsea Foundation.

The free session takes place every Wednesday from 2pm – 3pm at the Lennox Community Clubroom, and is followed by team games. The activity aims to improve balance, co-ordination and core strength and it is hoped that this will contribute to a reduction in the risk of falls.

CLlr Steffi Sutters said: “The Chelsea Foundation are doing terrific work on our estates not just with our young people but also with our elderly residents. I attended a great exercise class for residents of one of our sheltered housing schemes. Not only was it great fun, especially the indoor quoits, but it promoted movement at varying levels. What a wonderful way to promote fitness.”

If you'd like to find out more about attending a session, please call us on 020 8876 6794



Despard and Pankhurst at Women's Social and Political Union meeting

Photo courtesy of The Women's Library collection at LSE

Votes for Women: Celebrating the centenary

February 6, 2018 was the 100 year anniversary of women partially securing the right to vote. Wandsworth had a little-known role in this.

Emmeline Pankhurst was a leading figure in the female suffrage movement, founding the Women's Freedom League and Women's Social and Political Union [WSPU], also known as the 'Suffragettes'. Borough Council minutes show that Pankhurst held regular meetings for these in the former Battersea Town Hall (now the Battersea Arts Centre). Charlotte Despard was another prominent member of the WSPU. She lived in Wandsworth and was known for her work helping the poor. After the 1918 Act gave 8.5m women the vote and soon after the ban on women being elected to Parliament was lifted, Charlotte Despard was one of the first women to stand for election and became the Labour candidate in Battersea. Charlotte Despard Avenue in Battersea is named after her.

On March 8, International Women's Day, celebrations took place across the country. The Women of

Wandsworth [WoW] group held an inter generational coffee morning at Haven lodge sheltered accommodation to mark the centenary.

Senia Dedic, founding member of WoW, said:

"Women of Wandsworth have organised regular intergenerational coffee mornings and events in sheltered housing accommodations and lodges in Battersea since 2010, but this year we wanted to make a special one to celebrate 100 years since women won the right to vote in the UK. We want to involve our elderly residents in all celebrations and special occasions in our community and this was also a perfect way to have a lesson in citizenship for our children. We talked about the new statue of Millicent Fawcett at Parliament Square, as the first statue of a woman at that special place."



WoW coffee morning at Haven lodge

The history of the WATCH alarm

Before 1985 there was no integrated Warden Service. Sheltered schemes were managed by district housing teams, with wardens living on site and picking up calls around the

Then an alarm system called Cass was installed, paving the way for an integrated service and the WATCH alarm.

First to use Cass was a small team of eight Emergency Wardens [EWs] who would take out of hours and weekend calls, supplementing the work of area housing officers who remained on day duty. EWs worked from home and were issued jobs by the Wandsworth Emergency Control team [WEC] using a ticker tape like signal, one of the earliest digital electronic communications medium. This only gave the location of the scheme on which the call was generated, and as there was no means of verbal communication, an EW had to attend every call because they couldn't identify false alarms. This marked the beginning of an integrated Warden Service.

In the late 1980s Warden Services expanded and wardens from the area teams came under its management.

Modern Vitalcall speech alarms were installed in all sheltered flats, cutting down attendance at false alarms. A dispersed alarm service could now also be offered to residents in the borough not living in sheltered accommodation, and a pilot began with a hundred alarms issued to older people with disabilities and at risk. This was the start of the WATCH scheme.

WATCH lifeline now services nearly 1,500 people and is available to any older person or younger disabled resident who lives in the borough. It operates 24/7 365 days a year, and allows you to call for assistance by pressing the red button on your pendant. An Emergency Response Officer can then speak to you through the lifeline unit.

For more information on the WATCH service you can: email watch@wandsworth.gov.uk or call 020 8871 8198 or visit wandsworth.gov.uk/info/200364/supported_housing_services



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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Readers' page



Strawberry and vanilla cupcakes

Ingredients

230g butter (unsalted)
230g white caster sugar
4 egg(s) (free range) (large)
230g self-raising white flour

½ tsp vanilla extract
whipped cream
1 punnet of strawberries

Method:

Preheat the oven to 160°C /Gas 4 /Fan 180°C.

Line a 12-hole muffin tin with cupcake cases.

Cream together the butter and sugar using a whisk (preferably electric) until soft and creamy.

Add the vanilla extract and the eggs one at a time and continue to mix.

Gently fold in the sifted flour.

Chop half the strawberries and mix in to the batter and then fill each of the cases with the cake batter.

Bake for 25 to 30 minutes until the cakes are nicely browned or until a skewer inserted in the middle of the cakes comes out clean.

Allow the cakes to cool.

Once cooled pile or pipe the whipped cream onto the tops of the cakes and decorate the tops with a fresh strawberry.

Enjoy!

YOUR HOUSING CONTACTS

Applying for sheltered housing

(020) 8871 6840

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

Energy saving advice service 0300 123 1234