



WATCH

Lifeline Alarm Service

Reassurance and peace of mind at the touch of a button

WATCH newsletter • Issue 18 • Winter 2014

Celebrating 30 years of service

(see centre pages)



Foreword

Welcome to the latest edition of the WATCH lifeline magazine.

As we settle in to the colder



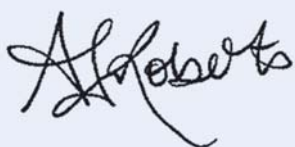
months, the emphasis is around the importance of keeping warm and healthy. There are lots of tips and articles to ensure that you get the best out of the winter months.

This is also a good time of the year to reflect on the great summer that our WATCH lifeline customers and supported housing services have had. The WATCH community alarm celebrated 30 years of service in September 2014. The celebration welcomed numerous partners including Aged UK, Wandsworth aids and adaptations service, local businesses such as leisure companies and community safety.

In the coming year, the team will build on the success of the service and target concerns and issues that you have raised in the annual survey.

On behalf of the supported housing team we wish our customers happy seasons greetings and thank you for being part of the Watch service success.

Best Wishes



Tony Roberts
Head of supported housing services

WATCH opens doors to other services

There is more to WATCH than visiting people in the event of an emergency, it can open doors to social events and other services.



Esterlina Lawrence, Colin Lang, John Wardell, Brenda Brand, Harriet Murdoch, Jean Nunn and Mary Rawlins

The WATCH team refers and puts you in touch with many services around the borough. They have information about social activities, outings and a range of other services.

- **Battersea Park Rotary Club Christmas Party 25 December (Battersea Park – heated marquee)**

Free for older people in the borough, whether you're single or a couple, it doesn't matter. Christmas dinner, lots of entertainment and transport can be arranged in advance.

- **Shoptmobility**

It organises a weekly shopping trip and will even help with the shopping!

- **Wandsworth Community Transport**

It runs regular outings to the coast, garden centres or pub lunches etc. Recent trips include Wisley Gardens, Leeds Castle and Brighton. It's very popular, so do book in advance.

- **Otago and chair-based exercise**

You can take part in exercise classes aimed at older people. These take place at sheltered housing schemes throughout the borough. For a class nearby contact 020 8871 8198.

We will be happy to put you in touch with any of these services or you can contact them directly.

Shoptmobility 020 8875 9585

Day trips and outings 020 8675 7460 or 020 8675 3812

Rotary Christmas Day 020 8696 6540

Otago classes 020 88718198

Keep warm this winter

The weather is getting colder so it's important to make sure you keep well and warm this winter.



Nusery Close residents taking part in Otago classes

Shaping up has changed my life

Susan Crosby, a resident from Nursery Close in Putney, started taking Otago classes five months ago.

"When I first started classes I used a walking stick. My mobility was very poor and it was a struggle to get out and about. I felt like everyone else was getting on with life and I was getting into a rut.

"I'd seen other tenants enjoying Otago classes, so decided to give it a go. Doing the classes twice a week has made a real difference to my life. With the fantastic help from my trainer, I have now lost weight and can walk about without worrying about falling over and being breathless.

"Our trainer uses various techniques and equipment to help us improve our fitness. It's not intimidating at all because she always makes it fun. I would encourage any tenant to join the classes. It gets you out, moving and improves your health."

Otago classes are free and run in several sheltered housing schemes. If you'd like to join contact: 020 8871 8198.

Here are our top simple tips to help you beat the cold weather this winter:

1. Have plenty of hot meals and drinks to keep you snug and warm by giving you the energy your body needs. Stock up on tinned, dried and frozen foods so you can make a hot meal even if you can't get out and about in bad weather.
2. Protect yourself from flu. Flu is not the same as the common cold. It is often more severe and lasts longer. Visit your GP or a participating pharmacy if you are over 65 or have existing medical conditions for a free flu jab.
3. Wear a few layers of thin clothing rather than one thick layer; this will trap the heat better to keep you warm.
4. Tuck curtains behind radiators, this will help to keep the heat in the room.
5. Keep moving if you can as this will help keep you warm. Try not to sit for more than one hour - get up and walk around, make a hot drink and spread housework throughout the day. If walking is a problem try moving your arms and legs whilst sitting or wiggling your fingers and toes.
6. To keep warm, the room where you sit should be 21c (70F) and your bedroom should be 18c (64F)

The council is working with partners such as Age UK Wandsworth, Leonard Cheshire Disability, Wandsworth Housing Adaptations and Repairs Forum and Wandsworth Older People's Forum to help support residents to keep warm and well during winter.

Visit www.wandsworth.gov.uk/keepwarm

WATCH

Celebrating 30 years of service

The WATCH alarm service held an open day to celebrate thirty years of service.

Older and disabled residents went along, in September, to see live demonstrations of the WATCH Lifeline alarm service and find out about other services for older people run by the council and local agencies.

Cllr Paul Ellis, the cabinet member for housing, said, "The council's WATCH alarm service has undoubtedly saved many people's lives over the years. It brings reassurance to clients, their families, carers and friends, who know that there is always an officer available to assist if the need arises.



Paul Ellis, Cabinet member for housing cutting the cake

"Council officers deal with thousands of calls each month, often making home response visits to help people who have had a fall or taken ill.

"Over the course of thirty years hundreds of thousands of calls have been handled."



With the WATCH alarm service clients wear a pendant or wristband, which they can press for assistance in the event of a fall, accident, medical issue or other emergency.

This will alert the council's 24 hour emergency response service, who will handle the call and make a home visit to assist a client, where required.

To find out more about the WATCH lifeline alarm service, please contact **020 8871 8198** or email: **supportedhousing services@wandsworth.gov.uk**



Tony Roberts, head of supported housing services



Andrew Jolly and Sue Yoxall from Community Safety Team

service!

Getting help

We are encouraging anyone who is worried about keeping warm this winter to contact WHARF.

Wandsworth Housing Adaptations and Repairs Forum offers advice and support to keep warm this winter. The team will put you in touch with a wide range of services that can provide advice and assistance with benefits, heating costs, energy efficiency, falls prevention, befriending services and much more.

Contact WHARF on 020 8871 7458

Email: wharf@wandsworth.gov.uk



Emergency response officers demonstrate a lift



Big quiz a big hit

Big fun was had by older people from all over Wandsworth at the big quiz.

The aim of the quiz was to promote social health and well-being by bringing together older people in a fun, sociable atmosphere. Older residents were quizzed on their knowledge of healthy lifestyles, health services and history.

The community development team organise a range of activities to promote health and well being. For more information or to attend contact 020 8871 5049.





Get flu safe

Wandsworth Director of Public Health, Houda Al-Sharifi, is seen here getting her flu jab from Dr Nicola Jones, the head of the Clinical Commissioning Group, made up of local GPs.

They are both urging local people to get their flu jab. Flu is much more serious than a cold and can cause serious complications.

If you are over 65, a carer, pregnant, have certain medical conditions or a weakened immunity, you can get a free flu jab from your doctor or some local pharmacies. Children aged two, three and four are also eligible for the free flu jab.

Find out more:
www.nhs.uk/Livewell/winterhealth



Just press to test

Please make a test call once every month by pressing your pendant. When the operator answers say that you are making a test call.



Priority register

The service is for people who may require extra assistance during a power cut.

What is the priority service?

During a power cut it can be difficult, but it is especially worrying for people who rely on electricity for medical equipment or who are older and have special needs. The priority service is a register that ensures those who are most vulnerable receive additional help and support. It doesn't mean that the power will be restored any sooner. But assistance will be given, such as;

- regular updates (text or phone) during a power cut
- if required, visits from the Red Cross to help
- other assistance by the emergency services
- a priority phone number that you can call 24 hours a day
- a welcome pack with useful advice about preparing for a power cut

Who can apply

- People who are dependent on medical equipment (e.g. oxygen, nebuliser, dialysis apnoea, chair and stair lifts or hoists)
- People who are chronically ill
- People with a disability (mobility problems, blind, hearing and speech impairment or difficulties)
- Elderly/older customers

How to register or find out more

The service is run by UK Power Networks, who are responsible for power lines and cables in London.

You can register at: prs@ukpowernets.co.uk
www.ukpowernetworks.co.uk

For more local information contact: Debbie Western, Wandsworth emergency planning 020 8871 5747.

PAYING FOR YOUR SERVICE: are you on the right band?

Our WATCH lifeline service has three different charge bands (based on your income and are means tested). Please make sure you are in the right band and know how to pay. Customer can pay monthly by direct debit.

Band	Weekly charge	Annual charge	Criteria
High	£8.50	£442	Client not in receipt of: <ul style="list-style-type: none"> • housing or • council tax benefits
Medium	£4.20	£218.40	Client in receipt of: <ul style="list-style-type: none"> • housing or council tax benefit and in receipt of: <ul style="list-style-type: none"> • attendance allowance or • personal independence payment
Low	£2.10	£109.20	Client in receipt of: <ul style="list-style-type: none"> • housing or • council tax benefits

As a customer you can also choose to have a few extra features, such as smoke and flood detectors. There is a small cost for each of these. However, some customers have found them vital lifesavers in the past.

Additional options	Weekly cost	Additional annual cost
Smoke detector	90p	£46.80
Temperature detector	£1.22	£63.44
Flood detector	£1.50	£78
Carbon Monoxide detector	£1.78	£92.56

If you'd like to find out more about these additional features or others like medication dispensers, or if you would like to add any of them to your existing WATCH package please contact supported housing services 020 8871 8198.

Ways to pay

There's lots of ways to pay for WATCH lifeline. The easiest and most convenient are online or by direct debit. But there's plenty of other ways to suit your lifestyle and routine. You can pay monthly or annually:

- Online www.wandsworth.gov.uk
- Direct debit
- Standing order through your bank
- Post office or paypoint
- Telephone **020 8871 6298**

To find out more contact supported housing services

www.wandsworth.gov.uk/watch

email: supportedhousing@wandsworth.gov.uk

Next of kin reminder: help us to help you

It's very important to ensure that we have up to date health and next of kin information relating to you. This will help us to respond promptly to emergencies.

Please contact the Watch call centre: 020 8871 7741 or through the Watch alarm unit by pressing the button.



Can dementia be prevented?

A healthy lifestyle may lower the risk of developing dementia as we get older.

The NHS advises that there is no certain way to prevent dementia, but a healthy lifestyle will lower the risk of it and other serious health conditions by following some the guidelines.

Eat a healthy diet

A low-fat, high-fibre diet is recommended, including plenty of fresh fruit and vegetables.

Limit the amount of salt in your diet to no more than six grams a day (one level teaspoonful). Too much salt will increase your blood pressure, which increases the risk of developing dementia.

Avoid eating foods that are high in saturated fat as this increases your cholesterol levels, which also increases the risk of developing dementia.

Remember some processed food contains hidden salt, sugar and fats (check the labels).

Maintain a healthy body weight

Being overweight can increase your blood pressure. The risk is higher if you are obese.

Exercise regularly

Exercising regularly will make your heart and blood circulatory system more efficient.

It will also help to lower your cholesterol and keep your blood pressure at a healthy level, decreasing your risk of developing dementia.

Reduce alcohol intake

Drinking excessive amounts of alcohol will cause your blood pressure to rise as well as raising the level of cholesterol in your blood.

Stop smoking

Smoking can cause your arteries to narrow, which can lead to blood pressure, increased risk of developing cardiovascular diseases, cancer and dementia.

To discuss different forms of help available call 0800 022 4332 or visit your GP.

You should always seek advice from GP before making changes to your lifestyle.

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/olderpeople

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 0845 46 47

Age UK – 0800 00 99 66

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