



WATCH

Lifeline Alarm Service

Reassurance and peace of mind at the touch of a button

WATCH newsletter • Issue 20 • Winter 2015



Keep warm this winter

See page 5

Foreword

Welcome to the latest edition of the WATCH newsletter.



Winter is here and the holiday festivities

have begun. There's an array of events happening in your local area, which are open to WATCH clients and older people in the community. These are a great opportunity to celebrate Christmas and New Year with friends old and new. See page 6.

As the cold weather sets in, we are also reminded of the importance of keeping warm and safe, for tips see page 5. We're on call all day on every day of the year.

If you have any stories you'd like to share please post these to us for future editions of the WATCH newsletter. We would love to share your experiences and hobbies with our readers.

Finally, I would like to take this opportunity to wish you all season's greetings and a happy New Year!

Tony Roberts
Head of supported housing services

Staffing matters

New staff

Funmi Onifade joins our team as an emergency response officer. Previously, Funmi worked as a property management officer for homeless families in Wandsworth. She said, "I've already met some lovely clients over the last few weeks and they've been very welcoming, which is particularly commendable as we don't always meet in the easiest of circumstances. I'm also looking forward to talking and meeting more over the coming weeks, as part of my role is to make regular test calls and provide advocacy and advice about local services."



Diane Murray, an occupational therapist, joins supported housing services with experience in the NHS. Diane will be working with Robin Ollett, Telecare development officer, carrying out assessments and referrals for Telecare clients.



We welcome them both to the team!

Leavers

Ravi Persaud, emergency response officer, is leaving the service for new opportunities. We wish him the very best for the future!

Contacting supported housing services

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

Email: supportedhousing@wandsworth.gov.uk

Telephone: 020 8871 8198

Address: 2 West Drive, London, SW16 1RP

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

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.



News from our focus group

We are delighted to welcome new members to our WATCH focus group.

Mr Easterling, one of the group's newest members said, "The WATCH alarm is an excellent service. I really enjoyed attending the focus group and finding out the latest information about the services available to me. I look forward to the next meeting."

During September's focus group meeting residents heard from guest speaker, Tanya Stacey, about the new Wandsworth Well-Being Hub. This is a free, impartial NHS service that helps put people in touch with organisations, groups and activities in their local community.

We also discussed a new WATCH alarm service which has GPS technology and gained an insight into a 'day in the life of an emergency response officer'.

We meet quarterly to discuss the service and listen to



We welcome our new member Mr Easterling

your feedback and suggestions. This is a great opportunity to become involved in council services and meet new people. At the next meeting our guest speaker is from the Safer Neighbourhood team and will be discussing personal and community safety.

We'd like to thank our members for their involvement which helps us improve the service we provide for you.

Join the focus group

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

Wandsworth Well-Being Hub

020 8812 6700 or visit www.wandsworthccg.nhs.uk/hub

We look forward to meeting again in the New Year.

Want to vote for Mayor of London? Make sure you are registered!

Mayoral and London Assembly Elections are taking place on 5 May 2016.

If you want to vote in elections and referendums you must be registered. British, Irish, Commonwealth and European Union citizens are all eligible to vote.

If you are not on the electoral register, you should visit www.gov.uk/register-to-vote to apply. This is a very straightforward process. You will need your date of birth and your national insurance number if you have one. If you are unable to do this yourself please ask a trusted person to help you.

If you are unable to get to your local polling station on polling day, you can apply for a postal vote. This will mean that your ballot papers will be posted to your address. If you would like to apply for a postal vote you can download an application form on the website or request one by phone 020 8871 6023.

Another option is proxy voting, which enables you to appoint someone you trust to vote on your behalf. If you are interested in proxy voting please contact us.

To check you are registered or for more information; visit www.wandsworth.gov.uk/vote phone **020 8871 6023** email electoral@wandsworth.gov.uk



Champions: Dene Lyon, Jean Gordon, Martin Sheldrick and William Lawrence

Big Quiz

Roehampton played host to a meeting of minds this month, as older residents competed for glory in the big quiz.

Participants came from all over Wandsworth to the annual community development big quiz. They were tested on their general knowledge and a range of topics. After a closely fought battle, residents from Minstead Gardens sheltered housing scheme were victorious!

The annual quiz provides a fun, social day for older people in the borough whilst promoting positive health and reducing social isolation.

For further information about community activities and projects please contact Elaine Curley: ecurley@wandsworth.gov.uk

WATCH offers more advice

The council's emergency response officers work in partnership with other agencies to ensure their clients are safe and happy.

Denise Murray, emergency response officer, said: "The service our team provides extends far beyond the alarmed home response service. We also provide advocacy for our clients. This is an extremely important area of our work. We provide information and advice about care, support and activities taking place in the borough. We want to ensure that our clients have access to all the services they need to remain healthy, independent and active within their local community.

"We do this by working in partnership with many other agencies who help older people, younger disabled people and people living with impairment or health needs. On a daily basis we refer or signpost clients to services who may be able to offer relevant support."

Some of the services the Emergency Response Officers work closely with include Age UK, social services, the integrated falls team and the NHS. For example, Age UK in Old York Road – Wandsworth offers many services for older people in the borough. These include practical help around the home, a shopping service and a help in your garden. Age UK also organises a range of social activities, such as a buddy scheme for those who live alone, activities in your local area and day trips further afield.

For more information about call Age UK on 020 8877 8940 or www.ageuk.org.uk/wandsworth

Key finder makes life easier

Key finders can help you find your keys, purse or handbag when they are misplaced.

We all lose our keys and personal belongings from time to time, sometimes it's a minor inconvenience but at other times it can be a bigger problem. This could prevent you from going out as you can't lock the door behind you or mean you have to wait for a friend to bring round a spare set or get new keys cut.

John from Battersea finds life much easier since using a key finder. John suffers from early onset dementia and used to frequently lose his keys around his house. Having a key finder gives him peace of mind that if he misplaces his keys he will find them easily.

John explained "The key finder is simple to use. I keep it attached to my keys, it looks just like a key ring. If I lose

my keys I simply press the remote that I keep in my bedside table. This activates a beeping sound that directs me to my keys. "The key finder is easy to use and came with clear instructions.

"I used to lose my keys around my house regularly which would cause me a great deal of worry. Sometimes, I wouldn't be able to leave the house because I couldn't find them to lock up. I no longer worry about losing my keys and don't waste time looking for them. The key finder gives me peace of mind."

The key finders cost around £7 and can be bought from retailers such as general and homeware stores or online.





Get ready for winter

Tips for keeping warm, healthy and safe

- Have a flu vaccine. They are available from your GP or some pharmacies. www.nhs.uk/flu
- Plan ahead – check your electric blanket is safe, make sure you have enough of your prescription medicine and stock up on tinned, dried and frozen food in case you can't get out in bad weather.
- Wear layers – several layers of thin clothing will keep you warmer than one layer of thick clothing and tuck curtains behind radiators – it helps keep the heat in.
- Have hot meals and drinks – they will help keep you warm – and keep moving as much as possible.
- Try to keep your home to a minimum of 18C (64F) which is the safe level for your health.
- Vulnerable people can sign up for the UK Power Networks free priority register. This will mean you get help quickly during a power cut. www.ukpowernetworks.co.uk
- Download the Keep Warm Keep Well leaflet for more tips. www.wandsworth.gov.uk/keepwarm
- If it is snowy or icy the council will grit roads and pavements, but you can also do it yourself. Find out how, and see the locations of your neighbourhood grit bins. www.wandsworth.gov.uk/snow
- Cold weather increases the risk of heart attacks, strokes, breathing infections and falls. If the weather turns cold, keep an eye on elderly neighbours or family members.
- Find out how to avoid damp and mould and get tips on heating and insulation at www.wandsworth.gov.uk/damp
- Don't forget to press your alarm if you are in need of help. Emergency response officers will be on hand to help throughout the Christmas period, including Christmas Day, Boxing Day and New Year's Day.

Contact WHARF (Wandsworth Housing Adaptations and Repairs Forum) for information, advice and support about how to stay warm this winter.
(020) 3198 8945 info@wandsworthwharf.org.uk
www.wandsworthwharf.org.uk

The council's adult social services team will also be supporting vulnerable people this winter.
(020) 8871 7707.

The council has a cold weather plan, that explains what roads and pavements are gritted and when. Read it at www.wandsworth.gov.uk/snow.

Festive activities to look forward to

Shake off the winter blues by joining us for a range of activities, events and trips.

A great opportunity to celebrate the festive season and meet new friends. Our winter activities schedule has something for everyone - from coffee mornings and exercise classes to Christmas parties and film nights.

Clients of the WATCH service and all older people living in the borough are welcome to join any of the activities. Residents living in sheltered schemes will be given priority.

There is a small cost for some activities (this is usually around £5). Dates/times are subject to change.

To book or for further information please contact us on 020 8871 8198 or see: www.wandsworth.gov.uk/shelteredtrips

Alton, Roehampton

- Tuesdays – exercise classes (except for 5 Jan)
- Wednesdays – cheese toasties and bingo (except 30 December)
- Fridays – coffee mornings

St. Margaret's Court, Putney

- Wednesday 23 December – coffee morning
- Thursday 31 December – get together evening
- Wednesday 6 January – coffee morning
- Friday 8 January – shopping trip
- Monday 11, 18 and 25 January – coffee morning
- Wednesday 13 and 20 January – shopping trip
- Tuesday 26 January – fish & chips

Glenthorpe, Putney

- Wednesday 23 December – bingo
- Thursday 31 December – film showing/get together
- Wednesday 6, 18 and 27 January – bingo

- Wednesday 20 January – fish & chips
- Thursdays and Fridays (throughout January) – shopping trip

Doris Emmerton Court, Battersea

- Thursdays – coffee morning
- Wednesdays and Fridays – bingo
- Friday 8 January (3.30pm) – Rah-Rah theatre
- Friday 29 January – Toby's carvery

Yew Tree Lodge, Tooting Bec

- Friday 25 December – Christmas lunch

If you are going to be alone this Christmas Day why not join a few neighbours for a Christmas meal with all the trimmings. £10 per person. You must book a place in advance!

Francis Snary Lodge, Wandsworth

- Mondays – exercise class
- Tuesdays – breakfast club
- Thursdays – bingo

The Lennox, Roehampton

- Wednesday 23 December – mulled wine and mince pies



Keeping healthy with otago



Christmas lunch with all the trimmings

Holmleigh court, Battersea

- Tuesdays – otago class (chair based exercise)
- Wednesdays – coffee morning
- Thursdays – bingo

Hill lodge, Wandsworth

- Fridays – brunch
- Tuesdays – otago class (chair based exercise)
- Wednesdays – bowls
- Wednesdays – bingo

Rambler Close, Tooting Bec

- Tuesdays – breakfast Club
- Thursdays – line dancing
- Fridays – otago class (chair based exercise) followed by coffee morning



Help to adapt and improve your home

The council's home improvement agency helps with adaptations, improvements and grants for older and disabled people's homes.

The agency offers a range of vital services to help people remain safe and independent in their own homes. This includes offering advice and help with building works such as installing a ramp so you have easy access to your front door or hand rails and shower rooms to make everyday living more convenient and safer. They can also offer you assistance with grant applications.

Cllr Paul Ellis, the council's cabinet member for housing said: "The service ensures that our more vulnerable residents can continue to live in their own homes. By offering advice to residents about adapting, maintaining and repairing their homes, we can help them make choices about where they live and more importantly remain safe and retain their independence."

It doesn't matter whether you own or rent your home from the council, a housing association or a private landlord. The home improvement agency wants to ensure that your home meets your needs.

To find out more contact 020 8871 6940

Email: hia@wandsworth.gov.uk

www.wandsworth.gov.uk/hia

Adult services

For care and support services contact adult services, who are part of the department of education and social services.

To find out more about the range of services and assistance see www.wandsworth.gov.uk (click on health and care) 020 8871 7707 accessteam@wandsworth.gov.uk



Rotary Christmas day

**25 December 2015,
10am - 4.30pm.**

A FREE Christmas lunch for those 65 years or older. Transport is provided within the borough.

The day consists of a wonderful Christmas lunch followed by entertainment. In the afternoon there are mince pies, tea and carols. Guests also get a goody bag to take home with them.

To register for tickets or for more information: www.rotarychristmasday.org.uk/guest-tickets or 020 8696 6540

Readers' page

Keep warm this winter with Caribbean Chicken Soup

Ingredients (serves two):

4 boneless chicken thighs (cut into pieces)

Juice of a Lemon

1 clove garlic

1 chopped onion

½ chilli pepper (to taste)

½ tbsp dried thyme (or a fresh sprig)

2-3 potatoes (cut into quarters)

2 carrots (sliced)

¼ pumpkin or squash (cut into bite sized chunks)

¼ yam (cut into bite sized chunks)

1 chicken stock cube

1/8 creamed coconut

½ tbsp. all purpose seasoning

50g vermicelli noodles



For the dumplings (makes 4 dumplings):

½ cup self raising flour

½ cup plain flour

½ cup water

Pinch salt and pepper

Method:

For the dumplings

Rub the flour together with the water. Add a pinch of salt and pepper. With floured hands roll these into sausage shapes and leave to rest while you make the soup.

For the soup

Rub the chicken with lemon juice.

Fry the chicken in a little oil until well browned.

Add the garlic, onions, thyme and chilli pepper.

Add the potatoes, carrots, pumpkin/squash, yam (or any other vegetables) and cover with hot water by at least six inches.

Add a stock cube, creamed coconut and all purpose seasoning.

Bring to the boil for 3-5 minutes.

Turn down and simmer for 30 minutes. After 15 minutes add the dumplings.

Five minutes before the end, add the noodles and stir in gently.

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

Or 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)