



WATCH

Lifeline Alarm Service

Reassurance and peace of mind at the touch of a button

WATCH newsletter • Issue 17 • Summer 2014

WATCH open day (see page 9 for more details)

Free alarm trial

The council is offering people leaving hospital a fantastic opportunity to have WATCH free for four weeks.

The personal push button home alarm service, which can be used by residents who are older, disabled or vulnerable due to a health condition, is being made available to those leaving hospital on a four week trial basis.

You are eligible for the free trial if you have recently been discharged from hospital, a rehabilitation centre, referred by your GP or health practitioners. Referrals from friends or family are also welcome.

What is WATCH lifeline?

It is a touch button pendant that you can activate when you need assistance. Once alerted, our trained staff may offer an emergency response.

This might include visiting in the event of a fall, trip or illness, reassuring clients or contacting a family member if you don't need a visit, or offering medical help and contacting the emergency services in more serious cases.

WATCH operates 24 hours a day, every day of the year so you can be reassured that help is at hand.

It is available to older people, younger disabled residents and people living with impairment and health needs.

WATCH Lifeline
Alarm Service
FREE
4 week Trial
Hospital Discharge



Equipment

We supply a speech alarm unit and neck or wrist pendant for you to wear. Installations can be arranged very quickly. All you need is a telephone landline and keys.

After the free trial period, clients can decide to keep the service or have it collected with no obligation.

For more details about the WATCH Lifeline alarm four week free trial contact 020 8871 8198.

Email:

supportedhousingervices@wandsworth.gov.uk

Foreword



Summer offers the perfect opportunity to take a fresh look at our health – often we're more active, getting out enjoying the summer weather and eating more salads and summer fruits. It's the perfect time to put in place a more active lifestyle! So, we have a whole host of activities for you to enjoy.

We have sheltered housing scheme across the borough, who arrange regular day trips to the seaside, Surrey, Sussex and in and around London. We're expanding the service to our WATCH clients. If you're interested in going on any day trips or finding out more see page 10.

Thank you to everyone who completed our recent customer satisfaction survey. You can see the results on page 4-7. Your comments are valued and will be used to continually improve the service. Everyone who completed the form was entered in a prize draw. Congratulations to Mrs M Harrison, who won a voucher for £25.

This year marks 30 years of the WATCH Lifeline alarm service. For a look back in history see page 8. We'll be holding an open day to mark the occasion and will be giving older and younger disabled people a chance to find out more about our local services. We will send you an invitation in due course (page 9).

I hope you enjoy this edition of the WATCH Lifeline newsletter. Please do give us your feedback!

Best Wishes

Tony Roberts
Head of Supported Housing Services

Staffing Matters

Starters, movers and leavers

New Staff

Denise Murray and **Ravi Persaud** have become emergency response officers. Denise has worked as a sheltered housing officer in the Roehampton and central Wandsworth area for 10 years. Ravi previously worked for Lambeth as a care line officer. We welcome them both to the team.



Elaine Curley and Simone Farr

are community development co-ordinators who have joined supported housing services with experience in public health. They will work with residents to help set up community groups.



Leavers

Peter Chatfield has retired as an emergency response officer after 26 years of service.

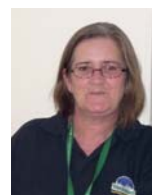
Movers

Kim Flood has moved to join the Wandsworth Emergency Control service.

We wish them best wishes for the future!

Well done

Carole Heagney, your senior emergency response officer, has achieved a certificate in Aspiring Managers' Leadership. Through this course she has gained further management skills.



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.



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.

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	£4.58	£238.16	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	£2.39	£124.28	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	£47.30
Temperature detector	£1.22	£67.00
Flood detector	£1.50	£52.60
Carbon Monoxide detector	£1.78	£84.60

If you'd like to find out more about these additional features or would like to add any of them to your existing WATCH package please contact supported housing services, page 12.

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



Clients to join our focus group

The WATCH Focus Group needs you!

- Your ideas and suggestions
- Your participation and involvement

If you're interested in joining the group, who meet twice a year with the council team, please contact the team, page 12.

WATCH SURVEY RESULTS 2014



You've given us the thumbs up with an excellent satisfaction rating.

What we set out to do

The survey was sent to around 1,000 clients to find out how we're doing in several key areas. Overall satisfaction with the service was recorded as excellent!

The results have been laid out in four sections:

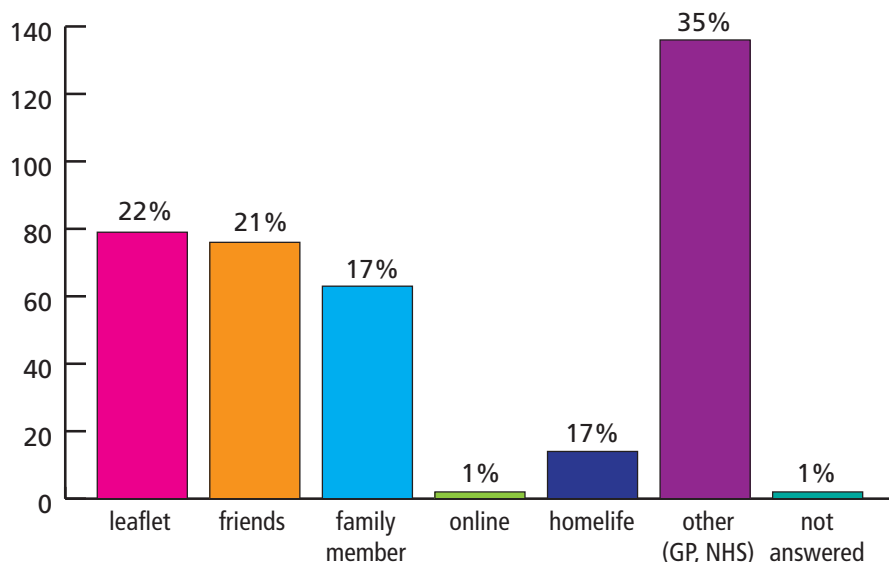
- 1 Installation of the alarm
- 2 Service delivery by the emergency response officers
- 3 Other elements of the Watch Lifeline service
- 4 Overall satisfaction

We held our first survey in 2012, (figures in brackets indicate the results for 2012).

SECTION ONE INSTALLATION OF YOUR ALARM

35% of respondents heard about the alarm through adult social services, hospital discharge teams or GPs.

65% of respondents heard about the service through our Watch leaflet, friends, family, online and Homelife publications.

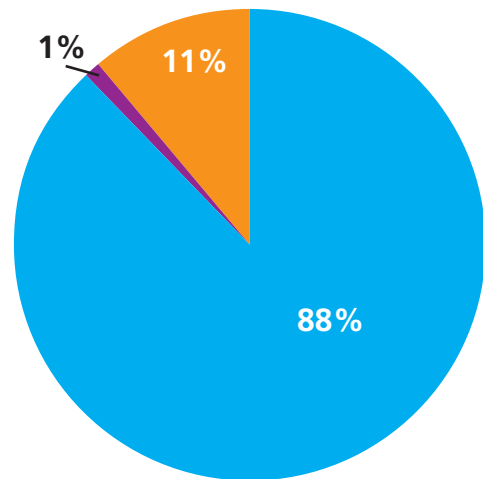




SECTION TWO SERVICE DELIVERY BY EMERGENCY RESPONSE OFFICERS

A staggering 91% (97%) of customers said WATCH Lifeline helped them to live independently. This is reflected in comments made about the service 'giving peace of mind and reassurance that help is available'. A slight fall from 2012 figures, but still a resounding success!

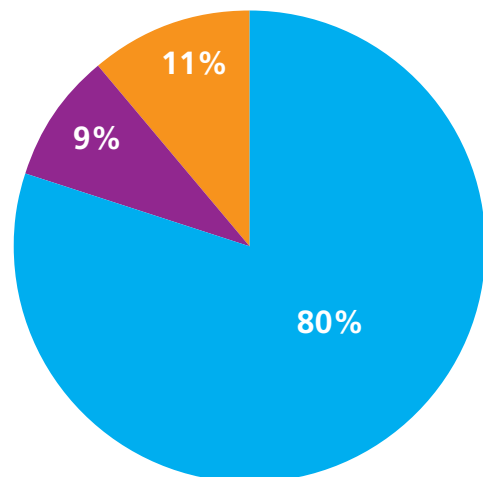
88% of customers stated their individual needs were being met. We aim to improve on this in the future.



■ Yes
■ No
■ Not answered

89% (98%) said emergency response officers were courteous and helpful. 11% of clients felt that there is room for improvement. Our officers will strive to improve on this.

From time to time we refer customers to other professionals. A resounding **80%** (75%) of customers found referral helpful. This is an improvement on the 2012 survey.



■ Yes
■ No
■ Not answered

97% of customers said staff booking appointments were knowledgeable and helpful. They were polite and offered invaluable information about the service.

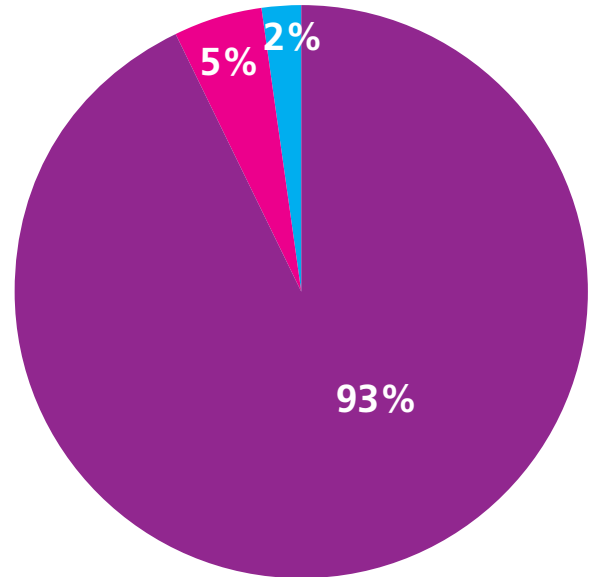
99% (93% in 2012) of customers were satisfied or very satisfied with the overall installation of their alarm. **1%** were dissatisfied, very dissatisfied or did not respond.

SECTION THREE

OTHER ELEMENTS OF THE WATCH SERVICE

The aim of an excellent service is to ensure that it offers value for money.

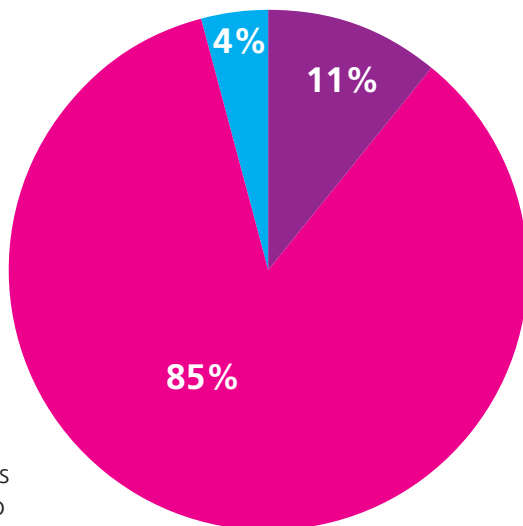
93% of customers unanimously said the WATCH Lifeline service represented good value.



■ Yes
■ No
■ Not answered

Customers told us that they were interested in being part of the WATCH Lifeline Focus group.

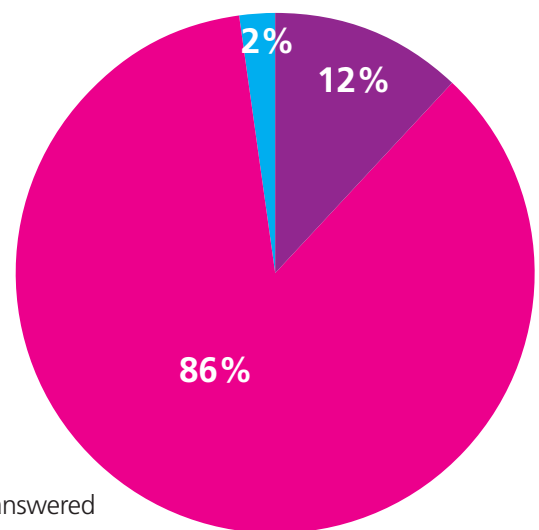
11% of customers indicated they would like to join the group. We aim to contact interested customers (see page 7). It is acknowledged that a large number of clients do not wish to participate in this type of group forum.



■ Yes
■ No
■ Not answered

With new technology on the market, clients can opt for additional sensors.

12% of customers showed an interest in additional sensors, these include flood and smoke detectors.

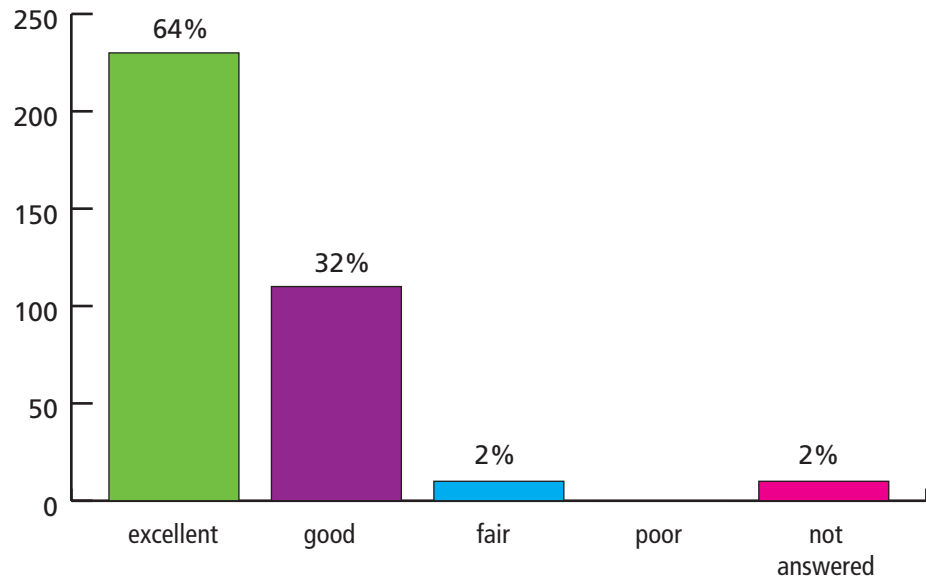


■ Yes
■ No
■ Not answered

Please note the WATCH pendant alarm still meets the needs of the customers to generate a call, regardless of whether other sensors are installed.

SECTION FOUR OVERALL SERVICE

96% of our customers rated the quality of the service as good or excellent.



What happens next?

We will:

- listen to your comments which will help develop improvements in the future,
- continue to liaise with other agencies on your behalf to ensure that your needs are adequately met,
- improve on service delivery,
- contact customers who have indicated an interest in joining the WATCH focus group and having additional sensors,
- address the comments made about improvements for the service, and also look at areas of dissatisfaction,
- keep you informed through our newsletters and provide you with service updates.

Summary

You have told us how valuable the service is to you. Customers' comments include:

'Emergency response officers are always cheerful and helpful and ease the fear of having fallen.'

'Excellent service which allows me to live independently.'

'Staff are extremely courteous and will always try and help when they can.'

What now?

The WATCH Lifeline service will continue to develop with our customers in mind. We will work together with you and other partners to meet your expectations in the delivery of a value for money and a responsive customer service.

We have introduced "Key-working" (known as periodic home visits) to ensure that where necessary, appropriate services are made available to offer support to you.

Through "key-working visits" you will meet and discuss with our experienced emergency response officers other healthcare and professional services available that you might be interested in.

Thank you for your custom and we trust that the WATCH Lifeline service continues to offer peace of mind and reassurance at a touch of a button.

WATCH Lifeline 30 years celebration!

The Watch Lifeline alarm service is celebrating 30 years of providing its emergency home response service to residents in the borough.

Over the years, the service has helped thousands of clients. Attending and helping with many life saving situations such as serious health alerts (heart attacks, strokes and serious falls) to other incidents like fires, trips and falls and concerns over intruders.

The success of our service is due to a dedicated team of emergency response officers who provide a responsive service to clients. Clients, year in year out, have told us that the alarm gives them reassurance, saved their life and allowed them to remain independent and stay at home.

We are also celebrating the name rebranding of the service. Warden services is now known as supported housing services to better reflect the services we offer; WATCH Lifeline alarm service, sheltered housing, Telecare, community development and tenancy support. Our emergency wardens have also been renamed emergency response officers to reflect their roles more clearly.

Open Day

You are invited to come along and bring your friends, neighbours or relatives who may wish to learn more about our services.

On the day there will be information about our services, a live band, bingo, dancing, reflexology, and much more!

Refreshments will also be provided.

COME AND CELEBRATE WITH US – ALL ARE INVITED! (see opposite page)





WATCH

Lifeline Alarm Service

OPEN DAY

17 September 2014

Civic Suite, Wandsworth High Street,
London SW18 2PU

Come along and find out more about WATCH alarm service, other services for older, disabled and younger vulnerable people such as the telecare sensor system, money matters and services for carers.

Stalls include:

- Age UK
- Reflexology
- Bingo
- Community Safety
- Health Watch
- Falls Clinic
- Live Four Piece Band to entertain you
- Reminiscence (i.e. Walk down memory lane)
- Demonstrations by emergency response officers with falls lifting equipment
- Linda Fountain Dance School
- Home Improvement Agency
- Carer's Centre
- Health Trainer Service
- Planet Organic
- Pure Gym



Ride London

Sunday 10 August will see up to 24,000 amateur cyclists tackling the Prudential Ride London - Surrey 100.

Followed by the professional men's cyclists race, which is an extended version of the amateur route.

Both events will cross over Putney Bridge (which will have a temporary surface for the event) and travel to Tibbet's Corner and Wimbledon Park Side.

These roads will be closed in the early hours of the morning of **August 10**, and there will be bus diversions and parking restrictions. Roads adjoining the event routes will have local access only for residents and businesses. More information will be sent to residents along the route nearer the time.

The WATCH service have put in place plans for those areas affected so disruption to our service is kept to a minimum.

Meanwhile get route details at www.PrudentialRideLondon.co.uk/routes or call 0845 8949773.



Althorpe residents enjoy their trip to Wisley

Keeping active this summer

Getting out and about and taking part in activities has many health and emotional benefits.

What better time than summer to meet new people, try new things such as dancing, sewing and going to new places. Meeting new people and having the support of a circle of friends with similar hobbies brings all sorts of benefit.

Activities and events

The 60+ Café

Thursdays from 11 O'clock. Minstead Gardens, Roehampton.

The cafe is a great place to meet new and old friends enjoy freshly made snacks and home made cakes. There are also monthly outings.

For more information call: 020 8871 8198

Remembering the 1960s

Tuesdays (monthly) 11.30am

Katherine Low Settlement, Battersea High Street, Battersea

Remembering the 1960s is a new monthly Reminiscence Group meeting. Come and enjoy a cup of tea, a chat and share your memories of music, news, fashion and great social change of Britain in the 1960s.

For more details contact Elaine Curley 07956 248 057

Wall Hanging Project

Every second Tuesday 11.30am, Minstead Garden, Roehampton

A sewing group for people of all ages. There's a tutor and all materials are provided. If anyone would like to take part but can't get to the group or for more details contact Elaine Curley 07956 248 057.

Day trips

All older and younger disabled people living in Wandsworth can go on day trips. Residents living in schemes have priority, pre-booking is required for all trips as spaces are limited.

To book or for further details contact **020 8871 8198.**

There is a small cost for trips.

Battersea area

Schemes in Battersea

- Friday 15 August Eastbourne
Air show
- Friday 29 August Greenwich

Francis Snary Lodge

- Thurs 14 August Eastbourne

Putney area

Glenthorpe

- Friday 22 August Eastbourne

Roehampton area

Ashburton

- Tuesday 19 August Southsea

West Putney area

Grosse Way

- Friday 8 August River tea
cruise
- Wed 13 August Wimbledon
Theatre 'Top
Hat and Tails'
musical (matinee)
- Wed 20 August Brighton
- Thur 28 August Kempton
market

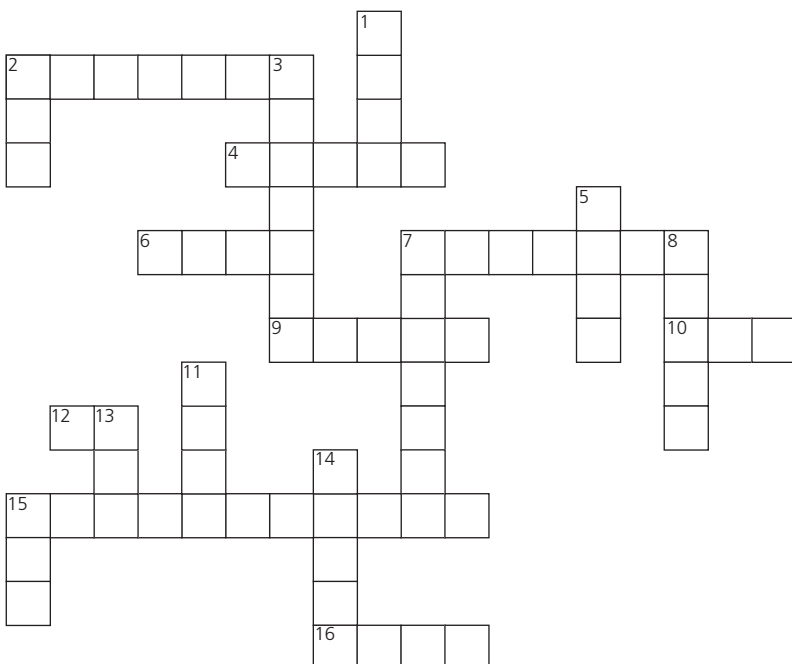
READER'S PAGE

Sudoku Puzzle - Medium

Fill the grid in order that each column, row and 3x3 grid contains the numbers 1-9 just once.

		3			7			2
	5				3			9
	4					1	5	
		2	1					
			7		4			
					9	7		
	6	7					3	
5			4				2	
4			8			9		

Criss Cross puzzle



Chicken and mushroom pasta Recipe

Ingredients: serves 2 – 4 people

- 1 or 2 chicken breasts (1 large breast will feed 2 people)
- Button mushrooms – as many as you want
- Salt and pepper
- Pasta (any variety amount for 2 or 4 people)
- Mixed herbs
- Red or green pepper – sliced and cored
- Small splash of cooking oil for frying
- 1 medium tub extra thick double cream

Instructions

- Cut the chicken breasts into cubes, season with salt and pepper
- Add the splash of cooking oil to a pan and heat
- Add chicken to pan and fry until nearly cooked
- Add mushrooms and continue to cook
- Add cream to chicken and stir through – turning the cooker down at this point
- Add mixed herbs to taste
- Add more salt or pepper if needed
- Continue to stir until cream has been heated; do not boil as cream will separate
- Meanwhile, put on pan of salted water. Add pasta to boiling water (reduce heat to medium boil for 8 – 12 mins)
- Just before the pasta has finished cooking add the red or green peppers to the chicken and mushrooms sauce and cook, remembering to keep stirring or the cream will separate.

Serving

Drain pasta and put on plate.
Pour over chicken and mushrooms sauce and enjoy.

Across

- 2 Russian leader assassinated in 1940
- 4 Beneath
- 6 27th President of the United States of America
- 7 An island in the Bonin group
- 9 Asked to leave, removed
- 10 The office/jurisdiction of a bishop
- 12 Here, present, USA slang
- 15 Mischievous spirit
- 16 Enforced march, paras like it!

Down

- 1 A tool with an arched blade
- 2 Hot substance for roads
- 3 World's third longest river
- 5 Law that takes effect on certain conditions
- 7 Male demon
- 8 Subject gold or silver to analysis
- 11 Uninteresting person
- 13 To lubricate
- 14 Completely prepared
- 15 Surname of author 'A tell-tale heart'

Turn to page 12 for the answers



(l-r) Jane, Stephanie and Robin Ollett (Telecare Officer)

Many happy returns

Happy 100th birthday to Stephanie Maclaren, from Putney, who celebrated her centenary last month.

Mrs Maclaren was joined by her daughter, Jane, and friends to mark the special occasion. She received a card from The Queen and was also presented with a bouquet by Robin Ollett, Wandsworth Telecare development officer.

Mrs Maclaren, was born in Ely, Cambridgeshire in 1914. She spent her childhood in Dorset and during the war joined the RAF, where she met her late husband Henry. Mr and Mrs Maclaren travelled with the RAF and had one daughter Jane, who was born in Calcutta. In 1944 Henry was killed in action and shortly afterwards Mrs Maclaren and Jane were presented with his war medals at Buckingham Palace (see inset).



After the war, she and Jane returned to England, where Mrs Maclaren had a career in the motor industry, writing car reviews amongst other things. She later became an artist, exhibiting and selling her work locally and also became a successful writer, having three poetry books published.

She has been a Telecare client for several years, which has enabled her to continue living at home independently and given her family and friends reassurance and peace of mind that she is safe and secure.

Congratulations!

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

ANSWERS TO CRISS CROSS PUZZLE
Across
2) Trotsky, 4) Under, 6) Tait, 7) Iwojima, 9) Eject, 10) See, 12) Yo, 15) Potltergeist, 16) Yomp.
Down
1) Adze, 2) Tar, 3) Yangtze, 5) Nisi, 7) Incubus, 8) Assay, 11) Bore, 13) Oil, 14) Ready, 15) Poe