

WATCH

Lifeline Alarm Service

Reassurance and peace of mind at the touch of a button

WATCH newsletter • Issue 26 • Winter 2019

*Season's
Greetings*

and a happy new year

Dear WATCH Lifeline Customer



Welcome to the winter edition of the WATCH newsletter.

The festive season is once again upon us and I am delighted

that there are plenty of events and day trips for our WATCH Lifeline clients to experience this winter. Our Sheltered Housing schemes are hosting a range of activities, including Christmas lunches, Christmas market visits, and carol singing. All are welcome to join the festivities.

WATCH Lifeline customers are reminded to be prepared for the advent of colder weather, especially during December to March when temperatures are likely to turn extremely cold. Turn to page 3 for some top tips on keeping warm and safe throughout the season.

Please be extra vigilant over the festive period whilst out and about shopping, attending events and whilst at home so that you do not fall prey to pick pockets or bogus callers. Keep a close reign on your personal possessions and refuse access to all unannounced or unscheduled callers.

The Emergency Response Team is on call all day, every day of the year. Someone will always be on hand throughout the Christmas period. If you have an emergency, just press the alarm.

Last but not least, I would like to take this opportunity to wish you all a Merry Christmas and a Happy New Year.

Tony Roberts
Head of Supported Housing Services

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 we can help you, contact us on:

Email:

supportedhousingervices@wandsworth.gov.uk

Telephone: 020 8871 8198

Address: 2 West Drive, London, SW16 1RP

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



Are you interested in applying for sheltered housing?

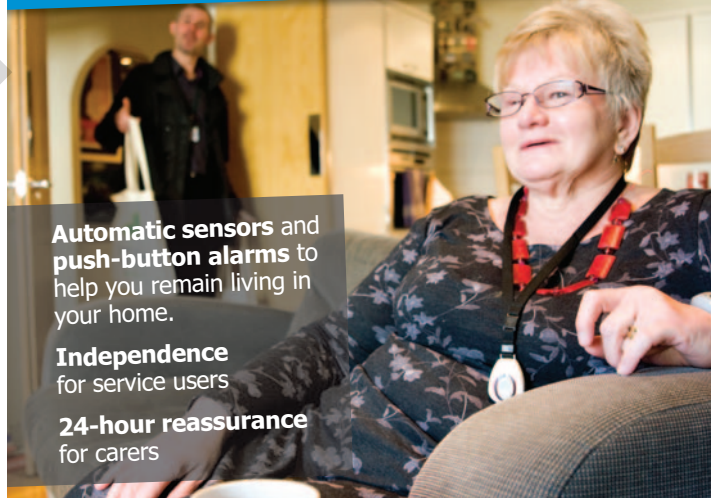
We offer independent living in purpose-built apartments at schemes throughout Wandsworth.

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



AD.917 (5.15)

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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Top tips to keep warm and cosy this winter

Keeping well means being able to do more and keep your independence.

Being cold isn't just uncomfortable, it can be very bad for your health. Sitting or sleeping in a cold room is not good for you: it can increase the risk of heart attacks, stroke, breathing problems, chest infections and falls or injuries.

People with existing health conditions such as heart, circulation, kidney or lung problems (e.g. asthma), diabetes, arthritis, depression and anxiety are especially vulnerable to the cold. The risks are even higher for people with certain disabilities, children, those who are pregnant and the elderly.

If you have a central heating system, you may also have a room thermostat to monitor and control the temperature in your home – it sends a signal to the boiler telling it to switch off when the house

is warm enough. It's usually found in a hallway or sitting room.

Follow these tips to keep you and your family warm and well at home:

- If you're not very mobile, are 65 or over, or have a health condition, such as heart or lung disease, heat your home to at least 18C (65F)
- Keep your bedroom at 18C all night if you can – and keep the bedroom window closed
- During the day you may prefer your living room to be slightly warmer than 18C
- If you're under 65, healthy and active, you can safely have your home cooler than 18C, if you're comfortable
- Draw curtains at dusk and keep doors closed to block out draughts
- Get your heating system checked regularly by a qualified professional.

Take note

1. **Don't let the cold catch you out** - check the weather forecast each day in winter.
2. **Hot meals** will keep you snug and warm by giving you the energy your body needs.
3. **Have plenty of hot drinks** like tea, coffee or hot water as this will help to keep you warm.
4. **Make sure** you have enough of your prescription medicines.
5. **The flu is much more serious than a cold;** Make sure you have your flu jab.
6. **Make sure you can check the temperature** in your living room and bedroom. If possible, have a simple thermometer or set your heating controls to the right temperature.
7. **Wear a few layers of thin clothing rather than one thick layer;** this will trap the heat better. Socks and hats are great too as hands and feet can soon get cold.
8. **Cover yourself with a blanket or shawl** if you are sitting for long periods, and put your feet up if you can as the air is colder near the floor.
9. **Tuck curtains behind radiators,** this will keep the heat in the room.
10. **Keep moving if you can.** Try not to sit for more than one hour – get up and walk around 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.

For further information on how to keep warm and keep well visit www.nhs.uk/live-well/healthy-body/keep-warm-keep-well

WATCH Lifeline Satisfaction Survey 2018 results

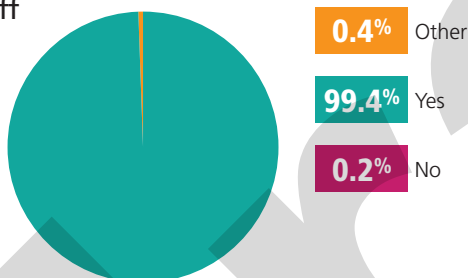
In August 2018, we asked our valued WATCH Lifeline customers and service users to complete a service satisfaction survey. Overall, 535 forms were successfully returned, and your feedback is being used to help us continue to develop the service with you the customer in mind.

The survey included four sections:

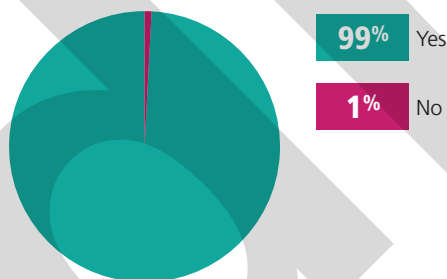
- Installation of your alarm
- Service delivery by our Emergency Response Officers
- Other elements of the WATCH service
- Other questions in relation to the overall service provided

Installation of your WATCH Lifeline alarm

Q1 Were the staff booking the appointment knowledgeable and helpful?

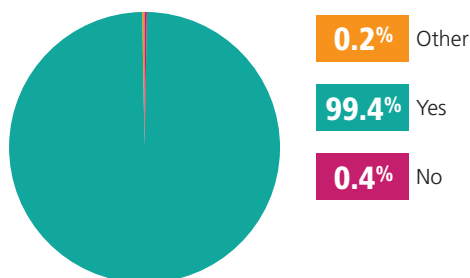


Q2 Were you satisfied with the overall installation of your alarm?



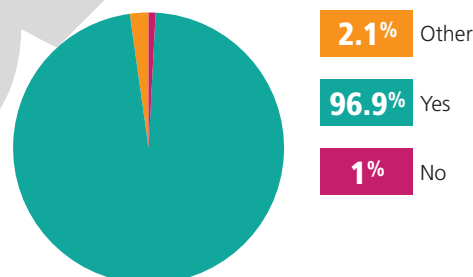
Service delivery by our Emergency Response Officers

Q3 Has the WATCH Lifeline helped you to live independently knowing help is available when you need it?

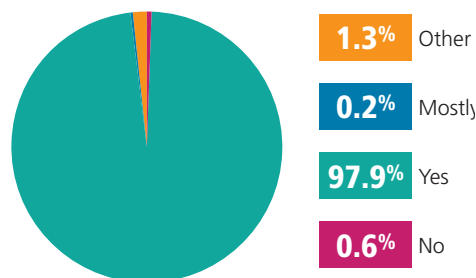


Other elements of the WATCH service

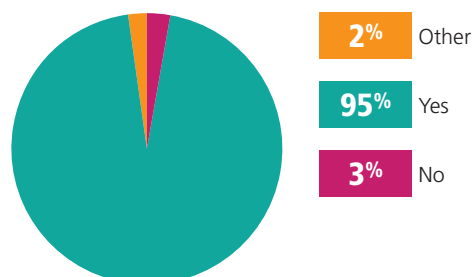
Q4 Do you consider Emergency Response Officers make every effort to meet any special needs you may have from the point of view of disability, language, culture or any other requirements?



Q5 Were the Emergency Response Officers courteous and helpful?

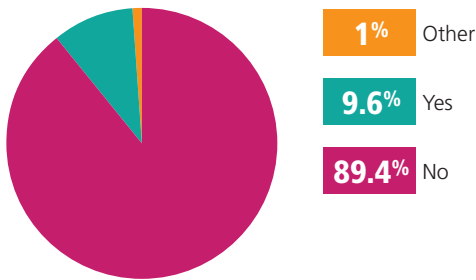


Q6 When necessary, the Emergency Response Officers will refer you to other professionals i.e. Falls Clinic, GPs, Social Services. Do you find this helpful?

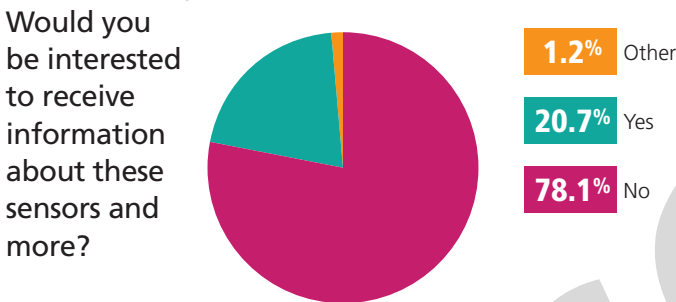


Other questions in relation to the overall service provided

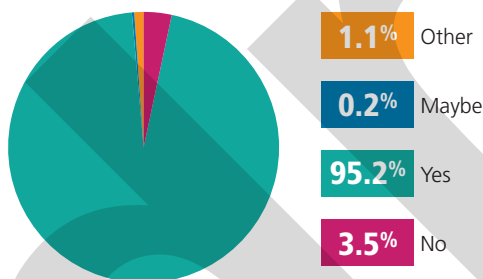
Q7 Please indicate if you are interested in joining our WATCH Lifeline Focus Group?



Q8 There are other sensors that can be connected to the WATCH Lifeline, i.e. Smoke detector, flood detector, temperature extreme. Would you be interested to receive information about these sensors and more?

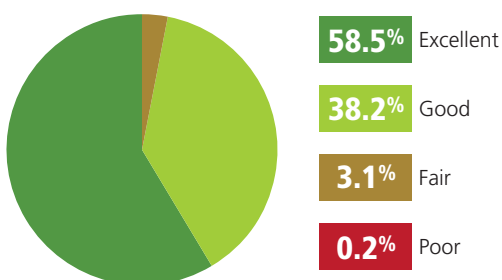


Q9 Do you think the WATCH Lifeline Service represents good value?



Overall service received

Q10 Please rate the quality of the WATCH Lifeline Service



Some of your survey comments:

What you like about the service

'Very assuring to know that at the press of the button a voice will be there to answer and help if needed.'

'This is an excellent service and the staff are always very kind and patient if I make a mistake and accidentally press my alarm.'

'I have only had my alarm approx. four months, but it has given me and my daughter great peace of mind.'

'Absolutely fantastic service! (all Staff). Invaluable in allowing independent living. Thank you.'

'I would not be able to live alone without WATCH Service - thank you.'

How can we improve?

'Testing is not carried out very much.'

Service Users are expected to test their alarm every month.

'I would like more information about the Focus Group.'

'I wish my alarm was a bit easier to keep clean. I do not like the material it's made of.'

'Response times can be slow when in an emergency. I waited an hour on one occasion.'

All calls are prioritised. WATCH is not a blue light emergency service so depending on the volume of calls and the nature of the emergency the Emergency Response Team will act appropriately.

'I can not take the pendant in the shower. It would be good if it was water-proof.'

'Lifeline Services are a little expensive for pensioners' ***WATCH Lifeline charges have been frozen since 2013 and will remain the same for the new financial year 2020/21.***

'With technology what about sending an email or text to remind me to test the alarm as I keep forgetting?'

The WATCH Lifeline Service continues to be highly valued by our customers and service users.

We are always looking for ways to improve the service and your feedback and comments are crucial in helping us to achieve this.

Following interest shown in the survey many of our service users attended the most recent WATCH Lifeline Focus Group meeting, which was held at Yew Tree Lodge, Tooting in November. Thanks to all our customers who responded to the survey.

Tony Roberts, Head of Supported Housing Services

Festive activities, events and trips

Our WATCH Lifeline service users are invited to attend a variety of activities, events and trips organised by our Sheltered Housing Schemes.

A warm and friendly welcome for all is guaranteed and there is a wide variety on offer, ensuring there is something for everyone!

Clients of the WATCH alarm service and all older people living in the borough are welcome to join any of these activities. Residents living in the council's sheltered housing schemes will be given priority. There is a small cost for some activities (usually around £5). Dates/times are subject to change.

To book or for further information, please contact 020 8871 8198.

Chelverton Court, Putney	
5 December	Christmas party
18 December	Carvery
24 December	Coffee morning

Dimson Lodge, Battersea	
17 December	Christmas buffet and Christmas carols from local school

Doris Emmerton Court, Battersea	
6 December	Christmas meal, raffle and entertainment

Grosse Way - Hepplestone Close & Riplington Court, Roehampton	
3 December	Christmas decorations, tree up, Christmas carols with mince pies and mulled wine
6 December	Christmas party, with Mr Ray Lowe
19 December	Christmas dinner at the Hogsmill Toby Carvery

Holmleigh Court, Battersea	
20 December	Traditional Christmas lunch

Haven Lodge, Battersea	
3 December	Christmas trip to Walthamstow Market
20 December	Christmas party

Ivor Mayor Lodge, Balham	
11 December	Traditional Christmas lunch

James Searles Lodge, Battersea	
5 December	Christmas meal at Marquis of Granby

Minstead Gardens, Roehampton	
18 December	Christmas mince pie coffee morning
20 December	Christmas party event

Nursery Close, Putney	
14 December	Christmas party
18 December	Carvery
23 December	Coffee morning

The Alton, Roehampton	
2, 9, 16 and 23 December	Christmas drop in for festive treats (mulled wine/mince pies)
6 December	Tenants' Christmas party
13 December	Mini German Christmas market (stalls/food)
17 December	Mo's Christmas raffle

The Lennox, Roehampton	
17 December	Christmas party

Yew Tree Lodge, Tooting	
20 December	Christmas party
1 January 20	New Year's Day Party



Have you had a fall?

**Are you concerned about falling?
Do you have bone health issues?
Help is at hand.**

95% of respondents to the 2018 WATCH Lifeline Satisfaction Survey said that they find referrals to other professionals (such as the Falls Clinic, GPs, or social services) helpful.

Within Wandsworth there has been a successful long-standing referral process between the WATCH Lifeline Team and the Integrated Falls and Bone Health Service at St John's Therapy Centre. However, both partners recognise that there is an opportunity to improve this further by working more closely together to ensure that individual needs are met, and that people are supported to be as independent as possible to live the life that they choose.

This work began with a listen and learn period in November, which will continue in December, and staff across the system will be encouraged to contribute to this along with the WATCH Lifeline User Forum and the Falls and Bone Health Patient Forum.

If you would like to add your voice and you are not currently part of these groups, please contact the Administration Team on 020 8871 8198, or the Integrated Falls and Bone Health Team at St John's Therapy Centre on 020 8812 4079.

Fire-retardant bedding saves lives

Free fire-retardant bedding provided to sheltered housing residents and vulnerable residents has proven very successful.

The joint initiative by the London Fire Brigade and Supported Housing Services has so far provided over 160 fire retardant bedding sets to individuals at risk of fire. The fire-retardant bedding set consists of a duvet, pillows, two sets of linen and a throw for the sofa.

The bedding has already made a difference to two individuals' lives. One tenant living in sheltered housing fell asleep whilst smoking in bed. Thanks to the bedding provided, it resulted in only a small cigarette burn through the bedding. In another incident a WATCH client's fire-retardant pillow fell onto an electric fire. This resulted in a small burn to the pillow.

If you are a smoker and would like to be referred for the fire-retardant bedding, please contact the Supported Housing Admin team on 020 8871 8198.

ROTARY
Christmas Day

Christmas Day lunch and entertainment for elderly people in the Borough of Wandsworth

HELD EVERY YEAR IN THE CHRISTMAS EVENTS MARQUEE IN BATTERSEA PARK.
TRANSPORT PROVIDED FOR EVERY ELDERLY GUEST.

If you are over 65 or you know of an elderly person who would like to come on Christmas Day please call: 020 7223 8005 Note: new number
and we will send you an Application Form

Rotary
Battersea Park
Event organised by Rotary for our local elderly since 1962

Registered Charity No. 107633

DONATIONS ARE VERY WELCOME
(The event is funded by donations from local residents and businesses)
It's easy to give. Please go to JUST GIVING at www.justgiving.com
IF YOU WISH TO HELP MAKE THIS A SPECIAL DAY FOR OUR GUESTS...
Please go to our website for info and to register as a volunteer: www.rotarychristmasday.org

Readers' page



Festive spice shortbread biscuits

Makes 12 biscuits

Ingredients:

- 175g / 6oz plain flour
- 85g butter / 3oz softened
- 85g / 3oz caster sugar
- 1 egg
- ¼ teaspoon ground cinnamon
- ¼ teaspoon ground ginger
- ½ ground nutmeg
- 1 egg yolk

Method:

1. Mix the flour, butter, sugar, eggs and spices in a bowl. Rub together with your fingers and form a ball
2. Put the dough in the refrigerator and set aside for at least 3 hours
3. Preheat oven to 180 C / Gas mark 4
4. Remove the dough from the refrigerator and set aside at room temperature for 45 minutes
5. Roll out the dough and use the biscuit cutter of your choice to cut out different shapes
6. Transfer the biscuits onto a baking tray.
7. Beat the egg yolk in a bowl and brush the biscuits with the egg yolk.
8. Bake in the oven for about 15 minutes.

Keep warm and well this winter

Wandsworth and Richmond Assessment Point (WRAP) is a one-stop support service for vulnerable residents to help them stay warm for less. To check if you are eligible for energy saving measures, please call our not-for-profit partners Thinking Works, on **0800 118 2327**, text: **07928 394 482** or email: enquiries@thinkingworks.co.uk

Leonard Cheshire Disability can support anyone who is in need. We can provide a winter warm bag, hats, scarves, gloves, food, bed linen, blankets, kettles and microwaves throughout the winter months. For further information or support please call on **(020) 7223 0350** or email: winterservices@leonardcheshire.org

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, visit 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