



WATCH

Lifeline Alarm Service

Reassurance and peace of mind at the touch of a button

WATCH newsletter • Issue 27 • Summer 2020



**Emergency
Response Officers
are here for you**

Dear WATCH Lifeline Customer



Welcome to the summer edition of the WATCH newsletter.

I hope this finds you safe and well.

The current Coronavirus (COVID-19) pandemic means that this is a worrying time for all of us. We've filled this issue with useful information and advice on looking after yourself at the moment. Please keep the newsletter in a safe place so you have the important telephone numbers on pages 2 and 3 to hand if you need them. The council is keeping its website up-to-date with all the latest advice and

information – go to www.wandsworth.gov.uk/coronavirus

We've also included some local history and as ever there's a delicious recipe to try – this one only needs 4 store cupboard ingredients!

The Emergency Response Team remains on call all day, every day. If you have an emergency, just press the alarm as normal.

Look after yourself and do not hesitate to contact the team if you need to.

Tony Roberts
Head of Supported
Housing Services

WANDSWORTH ARTS
FRINGE IN YOUR LIVING ROOM
8-24 MAY

Wandsworth Arts Fringe in your living room

Enjoy the best local theatre, live music, dance and art activities in your living room as part of Wandsworth Arts Fringe festival. Events will be available for as long as the current lockdown measures are in place. Visit www.wandsworthfringe.com/whats-on-2020



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)

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:
Telephone: 020 8871 8198 or email:
supportedhousing@wandsworth.gov.uk

Useful sources of information

- Latest information from the council can be found at: www.wandsworth.gov.uk/coronavirus
- The latest information and advice from the Government can be found at: www.gov.uk/coronavirus. This includes information on what you can and cannot do during this time and health advice from the NHS.
- Age UK Wandsworth has information on getting help during the pandemic on its website: www.ageuk.org.uk/wandsworth or phone on 020 8877 8940.

Coronavirus - staying safe and well

Taking care of yourself is very important during this difficult time and we are encouraging people to take some simple steps to help them stay well.

Stay in touch

Keep in touch with family, friends and neighbours through telephone and video calls. If you need help setting video calls up on your mobile phone or computer Age UK have a handy guide online:

www.ageuk.org.uk/information-advice/work-learning/technology-internet/video-calling

If you are feeling lonely and would like someone to talk to, please call the council's Community Hub on **020 8871 6555** who can connect you to a befriending service.

Keep busy

Try to keep up with your normal hobbies and activities as far as possible. Whether you're a keen knitter, a gardening enthusiast or a crossword champion, make sure you have plenty of supplies to keep you going.

Wandsworth libraries have a range of online resources including free audiobooks, books, newspapers, magazines and music. To become a new library member complete the online form at

<https://capitadiscovery.co.uk/wandsworth/join>

The home library service is still delivering to elderly and vulnerable people – email hdl@gll.org for further details or call the Community Hub on **020 8871 6555** to request a visit.



Mental wellbeing

Many people will be feeling anxious or worried at the moment. The NHS Every Mind Matters website has tips on maintaining mental wellbeing: www.nhs.uk/oneyou/every-mind-matters or call the Community Hub on **020 8871 6555** to be put in touch with a local service that can help.

The Silver Line is a helpline for older people providing information, friendship and advice. It is open 24 hours a day and you can call **0800 470 80 90**.

Staying active

Keeping active is hugely important. If you haven't been advised to shield yourself and are showing no

Coronavirus symptoms you can go out for a walk, staying at least 2 metres from other people. There are a wide range of online resources that can help you find an activity that works for you – www.weareundefeatable.co.uk is a great place to start.

If you haven't got access to the internet, remember that Diana Moran is doing live short classes on BBC One at 6.55am and 8.55am every Monday, Wednesday and Friday.

Age UK are offering gentle chair-based exercise sessions over the telephone with trained volunteers. Please call **020 8877 8940** to register.

What to do if you need help - the Community Hub

A Community Hub helpline has been established to coordinate the support offered by the council working in partnership with Wandsworth's many voluntary organisations.

This helpline has been launched as a first response for residents. It can signpost you to the latest information and government advice, as well as other services the council can provide. It can also help if you are vulnerable, perhaps due to age or a medical condition, and need help to access medical and food supplies at the moment.


If you or someone you know needs this assistance and there aren't existing family, friends or other support that can step in, then please contact **020 8871 6555** or covid19support@richmondandwandsworth.gov.uk

How Supported Housing is working at this time

The Supported Housing service is a large team which includes Sheltered Housing Officers, the Business Support Team, Tenancy Support Officers, Community Development Officers, a Project Officer, Emergency Response Officers and Telecare staff. Home working is new to the team as we deliver frontline services.

We have successfully combined home working and office-based support for our vulnerable clients and each other. One way support has worked well is through the use of online video meetings. As a management team we have set up catch-up meetings with the teams to understand how they are coping with the changes to working arrangements. It also provides them with an opportunity to see and speak with colleagues and share experiences.

To enable this to work well we split the meetings into areas of business and teams.



A management meeting
Sandra Jordan - Senior Emergency Response Officer (top left);
Carole Heagney - Senior Emergency Response Officer (top right);
Donna St Croix – Senior Officer for Supported Housing Services (bottom left);
Robin Ollett – Telecare Development Officer (bottom right)

Locks and keys

Have you changed your door locks? If so, have you let us have a new set of keys?



We are here to help you as quickly as we possibly can. If you have changed your locks and not given us a new set of keys, we will still endeavour to get to you as quickly as we can but without a key it may take longer to enter your home to help you. Not only will it delay our help but it could be both noisy and expensive.

If you have changed your locks (or even think you may have done), had a key safe installed or changed the combination, please call us either by alarm or by phone and we will come to collect the new keys as soon as possible.

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



Advice from the Crimes Against Older People project

The Crimes Against Older People project was set up in 2015 and aims to raise public awareness about crime trends. Here, they tell us a bit about common crimes to be aware of with tips on staying safe.

Doorstep scams and distraction burglary

Criminal opportunists may appear at your doorstep and make up a story to convince you to hand over money to them, (for example, offering to go shopping for you) or let them into your home (for an urgent repair, or to provide home Covid-19 testing). They may also try to keep you talking to distract you whilst an accomplice tries to gain entry to your home.

Tips to stay safe

- Avoid opening the door if you are not expecting a visitor. If a visitor claims to be from a company or from the council ask to see their photo ID card.
- Ensure that ground floor windows and back/front doors are kept closed and locked when a room or area in your home is unattended.
- Do not allow cold callers to do any work on your home.
- If you need some work completed in your home, get three written quotes from reputable firms. Check traders with a scheme such as Trustmark on 0333 555 1234 or get recommendations from friends.
- Never hand over any money, your personal or financial details to cold callers.

Internet and telephone scams

As people are at home at this time and increasingly on their phones and computers, there is more opportunity

for criminals to try and trick people into parting with their money.

Action Fraud has confirmed that the majority of incidents reported so far relate to online shopping scams in which people have ordered and paid online for items which never arrive.

Criminals may also try to contact you by phone, text or email. They may impersonate government organisations (such as the DVLA or HMRC), the NHS, Age UK and the police, amongst others. Their aim will be to make you disclose your personal and financial details or get you to make a payment using your credit or debit card. This may include a fake offer to provide home Covid-19 testing in return for a payment.

Tips to stay safe

- Never give out your personal or financial details to anyone over the

phone, by text, or by email.

- Always carry out some research on the seller and contact a friend or family member who you trust before deciding to purchase items online.
- If you decide to go ahead with an online purchase, use a credit card if you have one, as most major credit card providers insure online purchases.
- Watch out for scam email and text messages. Don't click on the links or attachments in suspicious emails and never respond to unsolicited messages and calls that ask you for your personal or financial details.
- You can report or get advice about fraud or cyber-crime by calling **Action Fraud on 0800 123 2040.**

Are you expecting a visitor?

Police?
Gas, Electricity,
Water company?
Builder, Trader,
Sales person?

Is this person genuine?

Check their ID!

Still not sure?

DON'T OPEN THE DOOR!

battersea
crime prevention panel

Wandsworth
ageUK

METROPOLITAN
POLICE
TOTAL POLICING

Wandsworth

Alton Animates

Roehampton residents have been learning the fine art of animation at a new positive mental health art group run by the Community Development Team from the council's Supported Housing Services.

The group considered the theme of "change", discussing many changes facing them including their physical health, loss, the Roehampton Regeneration and the changing world around them.

Under the guidance of local community artist Sam Haynes the group used traditional art skills and learnt new animation skills using modern technology to create their own animation exploring the changes in their lives.



The animation can be viewed online at the Wandsworth Arts Festival and on YouTube at www.wandsworthfringe.com/whats-on-2020/alton-animates

[whats-on-2020/alton-animates](http://www.wandsworthfringe.com/whats-on-2020/alton-animates)

The Community Development Team hope to arrange a premier of the film in a Roehampton venue for the wider community as soon as is possible.

Contact simone.farr@richmondandwandsworth.org.uk or elaine.curley@richmondandwandsworth.org.uk for more information.

The Alton estate on screen

Fahrenheit 451 is a 1966 British dystopian drama directed by Francois Truffaut and starring Cyril Cusack. Based on the 1953 novel of the same name by Ray Bradbury, the film takes place in a controlled society in an oppressive future in which the government sends out firemen to destroy all literature to prevent revolution and thinking. This was Truffaut's first colour film as well as his only English-language film. At the 1966 Venice film festival **Fahrenheit 451** was nominated for the Golden Lion award.

Part of the film was filmed on the Alton estate in Roehampton. The modernist blocks, hailed as architectural triumphs at the time, were the perfect setting for the futuristic drama.



The opening raid takes place on Highcliffe Drive and the block from which the furtive bibliophile narrowly manages to escape is Dunbridge House. Just a few hundred yards below these blocks runs Minstead Gardens, the row of flat-roofed bungalows past which, towards the end of the film, the police car is driven exhorting the 'cousins' to be on the lookout for the furtive Montag.

The buildings overshadowing these dwellings are part of the University of Roehampton – the imposing classical mansion is the Grade I-listed 18th Century Mount Clare House, which now serves as a hall of residence. The gardens of Mount Clare, which now form the grand sweep of land in front of the house and provides the dramatic view up to the slab blocks, were designed by Lancelot 'Capability' Brown, the famous 18th century landscape architect.



Enjoy some theatre at home

Local community theatre company Rah Rah have, with Arts Council Funding, put together several exciting activities for people to enjoy free of charge in their own homes.

There is a new show, 'Online Antics', described as a fun interactive online variety show performed by two professional actors. The show consists of a selection of songs, poems, short quizzes and a reminiscence activity all with a 1950s theme. The show will be performed online via the Zoom video messaging platform. Rah Rah will be on hand to offer clear instructions and technical help getting set up and anyone unable to connect online can call in and listen via phone. You can book as a group and connect from different locations or book a single slot to join a group of other individuals.

Rah Rah are also offering a 'Sunshine Call'. One of Rah Rah's lovely actors will brighten your day by giving you an individual phone call. The phone call will be a slightly shorter version of the show over the phone and also a chance for the person being called to connect and talk through how they are doing.

There is also a fun downloadable activity pack available with lots of creative activities to keep people busy during lockdown. Some of the activities link in with and can be used during the show. A limited number of the packs will be printed and posted to those who are unable to access a computer.

To make a booking or for more information please contact Rah Rah either via email to rahratheatre@hotmail.com or by phone on **07944 868358**.



112 years of pie and mash in Tooting

Harringtons, opened in 1908 on Selkirk Road in Tooting, is one of the most famous pie and mash shops in London.

Bertie Harrington, alongside his wife Clara, opened his shop when he was just 26 years old and ran it for 31 years until his death. Clara continued running the shop right through the second world war until she handed it over to their third child, Viktor, and his wife Doris. Following Viktor's death in 1968 Doris continued running the shop until the introduction of VAT in 1979 when Doris's nephew, also named Viktor, took over. The shop remains in the family 112 years after opening!

The savoury pie, described as "the staple food of a cockney", was designed to be transportable with a cold pastry crust to protect it from dirt. Originally the filling was made from locally sourced eels, a sturdy fish that could survive the polluted River Thames back in the day. The pie was later served with a scoop of mash and liquor made from the eel cooking water.

Now the pies have a minced meat filling, still with a scoop of mash and liquor, and eels are served as



jellied eels on the side.

Harrington's cook has worked for the shop for 51 years, starting in 1969 at the age of 13!

Readers' page

Super simple peanut butter cookies

Ingredients:

200g peanut butter (crunchy or smooth is fine)

175g golden caster sugar

¼ tsp fine table salt

1 large egg

Method:

Heat oven to 180C/160C fan/gas 4 and line two large baking trays with baking parchment.

Measure the peanut butter and sugar into a bowl. Add ¼ tsp fine table salt and mix well with a wooden spoon. Add the egg and mix again until the mixture forms a dough.

Break off cherry tomato sized chunks of dough and place, well-spaced apart, on the trays. This recipe should make around 16 cookies. Press the cookies down with the back of a fork to squash them a little. The cookies can now be frozen for two months; cook from frozen adding an extra minute or 2 to the cooking time.

Bake for 12 mins, until golden around the edges and paler in the centre. Cool on the trays for 10 mins, then transfer to a wire rack and cool completely. Store in a cookie jar for up to three days.



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



Eye health and falls

It is normal for our eyesight to change as we get older and declining eyesight has been linked to falling. Some tips for avoiding falls are:

- Have regular eye tests. Everyone over the age of 60 is entitled to free eye tests.
- Make sure you have good lighting throughout your home
- Ensure all carpets are well-fitted and are not trip hazards. Rugs should not move when you walk on them
- Always wear suitable footwear inside and outdoors
- Wear sunglasses outside if you are dazzled by the sun