



WATCH

Lifeline Alarm Service

Reassurance and peace of mind at the touch of a button

WATCH newsletter • Issue 28 • Winter 2020



Season's
Greetings

Dear WATCH Lifeline Customer



Welcome to the winter edition of the WATCH newsletter.

I hope this finds you safe and well.

This year has brought unique challenges to us all and I would like to thank all our WATCH Lifeline customers for your cooperation and understanding during what continues to be a difficult time. I'm proud of the way the supported housing team have worked hard to continue to provide a vital service to residents across the borough.

On page 3 we've included some information on support services available if you need help getting your shopping at the moment or could benefit from a friendly chat with someone.

WATCH Lifeline customers are reminded to be prepared for the colder weather. Turn to page 4 for some top tips on keeping warm and safe throughout the season.

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.

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

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:

Telephone: **020 8871 8198**

or email:

supportedhousing@richmondandwandsworth.gov.uk

Address: **2 West Drive, London SW16 1RP**

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

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

AD.917 (2.17)

Reassurance and peace of mind at the touch of a button

WATCH

Lifeline Alarm Service

FREE four week trial

To find out more about our push button response services contact:
call: 020 8871 8198
email: watch@wandsworth.gov.uk
www.wandsworth.gov.uk/watch

AD.1083 (2.19)

Do you need help during the coronavirus pandemic?

As the coronavirus pandemic enters different phases we want to let WATCH Lifeline customers know that there is still help available. The situation is ever-changing but here are details of some of the key support services in the borough available at the time of writing. Please do not hesitate to contact the supported housing service if you need anything.



Age UK Wandsworth – online food shopping service

If you can't get out to the shops and don't have anyone to shop for you Age UK Wandsworth can help you order supermarket shopping online. Age UK do the online shopping for you while you are on the phone letting them know what you need. Clients must have a bank card they can use to pay for the shopping. Anyone interested in this service can contact **020 8877 8940** or **catherine.waters@ageukwandsworth.org.uk**

Age UK Wandsworth – active chats

Age UK Wandsworth's Active Chats combine telephone/virtual befriending and gentle seated exercises and mindfulness to help older residents stay active and positive at home. Chats can be done via telephone or Zoom/Skype. If you or someone you know would benefit from the Active Chats service, please contact Sorrel Brown: **sorrel.brown@ageukwandsworth.org.uk**

NHS volunteer responders

If you were previously advised to shield or are vulnerable due to another reason, for instance being aged over 70, you may be eligible for help from the NHS volunteer responders scheme. Services include:

- community response volunteers who can help with shopping and collecting prescriptions
- check in and chat volunteers available for regular chats over the phone
- check in and chat plus volunteers – a phone service provided by volunteers who are self-isolating, offering a friendly voice to those who are also self-isolating

To register for support call **0808 196 3646**.

Morrisons teleshopping service

Morrisons are offering a telephone ordering service. Customers can order a delivery to their doorstep from a list of 47 essential items including milk, butter, eggs, potatoes, pasta, bananas, cereal and flour. After placing an order over the phone, delivery will be made the following day by a store colleague from your local store. Payment will be taken on the customer's doorstep using a chip and pin device.

If you want to place an order please phone **0345 611 6111** and select option five.

Sainsbury's assisted shopping service

People who are housebound and don't have anyone who can shop for them and can't do online shopping can order their shopping over the phone. Orders placed before 12 midday can be delivered the next day. Telephone lines are open Monday to Friday 9-5pm. People must register via the telephone before they can place telephone orders.

For more information about delivery costs and registering for the service, please contact Sainsbury's Assisted Shopping directly on **0800 9178 557**.

Priority supermarket deliveries

People deemed to be clinically extremely vulnerable who have no-one who can shop for them can register for priority supermarket deliveries. To do this, register your needs via the National Shielding Support Service (NSSS) using the following link: **www.gov.uk/coronavirus-shielding-support**. You must also set up an account with the supermarket(s) you wish to use so that they can match you against the NSSS list (Sainsbury's, Morrisons, Ocado, Tesco, Iceland and Waitrose are all participating). Once a supermarket has matched you from the NSSS list they should contact you to let you know you now have priority access to home delivery slots. You can then place online shopping orders in the normal way.



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. And 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 close
- During the day you may prefer your living room to be slightly warmer than 18C
- To reduce the risk of sudden infant death syndrome (SIDS), babies should sleep in rooms heated to between 16C and 20C (60-68F)
- 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

Remember, keep yourself safe too!

Trips and falls



- Make sure you have well-fitting slippers and shoes to avoid trips and falls.
- Stand up slowly and carefully if you have been sat down for some time as you may get dizzy if you stand up

Using electric blankets



- Never use a hot water bottle in the same bed as an electric blanket, even if the blanket is switched off.
- Unplug blankets before you get into bed unless they have a thermostat control for safe all-night use.
- Don't leave electric blankets folded as this may damage the internal wiring.
- Get your blanket tested by a qualified electrician every three years.
- Replace your blanket if it is more than ten years old.
- Never buy a second-hand electric blanket.

Open fires



- Keep chimneys/flues clean and well maintained, ensure they are swept at least once a year.
- Make sure you always use a fire guard to protect against sparks and hot embers.
- Ensure embers are properly put out before you go to bed.

Using portable heaters



- Keep heaters at least one metre away from curtains and furniture. Never use them for drying clothes.
- Always unplug electric heaters when you go out or go to bed.
- Try to secure heaters against a wall to stop them from falling over.
- Only use gas or paraffin heaters in well ventilated areas.

Services to support Wandsworth residents 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. The service involves a home visit to check bills and tariffs with free energy and water saving measures including a carbon monoxide detector, LED bulbs and radiator reflector panels as well as assessments for grants and health and wellbeing services. To check if you're eligible, please call our not-for-profit partners Thinking Works, on 0800 118 2327 / text: 07928 394 482 / email: enquiries@thinkingworks.co.uk or go to their website: www.thinkingworks.co.uk/wandsworth-wrap

Leonard Cheshire Disability can support anyone who is in need; younger and older people, families and the homeless. 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

Help with heating costs. You may be able to claim financial and practical help with heating your home. Grants available include the Winter Fuel Payment (www.gov.uk/winter-fuel-payment) and the Cold Weather Payment (www.gov.uk/cold-weather-payment). It's worthwhile claiming all the benefits you're entitled to before winter sets in.



A visit in February 2020 to the Houses of Parliament for the Wandsworth LGBTQ+ forum, History Month Tour

Wandsworth takes pride in its older people

Friendship is a precious commodity that can seem scarce as we get older, especially if you're living alone.

Health, wellbeing and social connections are among the cornerstones for successful ageing, yet these are areas in which many LGBTQ+ elders face substantial barriers, even before the pandemic. Fortunately, there are opportunities to connect in Wandsworth and people waiting to hear from you:

- LGBTQ+ Chats is a new befriending service from Age UK Wandsworth which matches older LGBTQ+ residents with LGBTQ+ volunteers from the community. Initial phone chats can also include seated exercise routines and mindfulness techniques. Once Covid-19 restrictions ease, there will be the opportunity to meet in person. Age UK Wandsworth will also be hosting an LGBTQ+ coffee morning at their offices on Old York Road when it is safe to do so. If you would like to find out more contact Rebecca Lothian on **020 8877 8940** or email **rebecca.lothian@ageukwandsworth.org.uk**
- If you are looking for something that is a little less of a commitment, why

not download the Switchboard emotional wellbeing pack from **www.switchboard.lgbt** or contact the Switchboard LGBT information and support line on **0300 330 0630**, open daily between 10am-10pm, to talk about anything.

- Another popular connection is the Wandsworth LGBTQ+ Forum who promote the interests of LGBTQ+ people. The Forum has established a broad range of advocacy, health and cultural activities for LGBTQ+ people of all ages including weekly coffee mornings for the over fifties at The Furzedown Project.

Watch this space as plans progress to get back to meeting in person again soon. For information to join social opportunities, talks or other events and services please contact the LGBTQ+ Forum on **020 7498 9933**, email **wandsworthlgbt@hotmail.co.uk** Visit **www.wandsworth.lgbt** Twitter: **@lgbtwandsworth** Facebook: **Wandsworth LGBTQ+ Forum**

Home Instead launches free quiz

To help older adults cope with the loneliness and social isolation that may occur while shielding from COVID-19, Home Instead has launched its free quiz and information booklet.



Lucy Atcheson, a counselling psychologist, says: "During the isolation we start to miss 'micro-lifts' which generate a sense of achievement". For many people a sense of achievement can come from things as simple as completing a jigsaw puzzle, Sudoku or a crossword.

Home Instead's booklet helps stimulate the mind, provides fun, light relief and helps to combat the stress of loneliness and give that much needed 'micro-lift'.

If you are interested in receiving a paper copy please ring **020 8871 0006** or email **tony.oflaherty@homeinstead.co.uk**

To download a digital copy follow this link: **www.wandsworth.gov.uk/housing/sheltered-housing-and-independent-living/home-instead-quiz-and-puzzle-book/**

Drink more water!

Dehydration is one of the risk factors for falls in older people and is associated with a number of adverse effects including pressure ulcers, constipation and cognitive impairment.



Temperature regulation One reason why the body needs enough water is for temperature control which is achieved due to the thermal properties of water and the efficiency of the release of heat from the body when sweat evaporates from the surface of skin.

Digestion (including defecation) Water is an important biochemical partly because it participates in so many essential chemical reactions within biological organisms. These include the digestive processes by which food is broken down, especially chemical digestion.

This benefits from sufficient fluid within the body due to drinking enough water. Insufficient fluid in the gastrointestinal tract can lead to constipation, a common cause of difficult and/or painful defecation.

Joint and muscle health Synovial joints are among the structures of the body that require lubrication in order to function properly, effectively and comfortably. The water that forms the fluids in and around joints helps to prevent excessive friction between moving surfaces and so ease movement.

How much water should you drink every day?

By the time we feel thirsty we may already be slightly dehydrated, so what should you drink, and how much should you have?

Under normal circumstances, around 1.5 litres of fluid a day (about eight glasses of liquid) should be enough to keep your liquid levels healthy. If it's very hot, you've been very active and sweaty, or you've had diarrhoea and/or vomiting, you'll need to drink more to keep your stocks from running low.

Plain old tap water is perfect, but you don't have to limit yourself to this. Milk, fruit and vegetable juice, squash and fizzy drinks will all add fluid to your system. Tea and coffee do have a slight diuretic effect – the caffeine in them and in some fizzy drinks can make you produce more urine than other drinks. But in most cases it makes very little difference, so these drinks still help you stay hydrated.

Alcohol is a stronger diuretic and drinks with a high proportion of alcohol, such as spirits, will increase your fluid loss, and add to the effect you feel the next morning (as dehydration is part of the cause of hangover symptoms). Drinks that have a low alcohol content, such as wine spritzers and many beers, won't normally upset your fluid balance as much.

Telephone fraud - be aware

Have you had a call from the police saying that your debit card has been used fraudulently or someone has had access to your account?

Well, it won't be true!

Sadly, every month in Wandsworth there are at least 12 victims of this type of crime in the 60+ age group that have been reported and there could be more.

This is what happens...

You will get a telephone call from someone saying they are from the police, your bank, BT, etc. They will say that your card has been used by someone or they are investigating a fraud and need you to withdraw some money to help them in their investigations.

They might even offer to take you to the bank to get the money out or ask you to tell them your PIN number. Some will offer to send a cab to pick your card up.

Scammers often tell you to phone your bank or police station to check that what they have said is correct. Don't be fooled! They can keep the phone line open so even if you put the phone down pick it up and dial another number you will still be talking to the criminals.

REMEMBER your bank or the police will **NEVER** ring you and tell you that they are coming to your home to pick up your card so **NEVER** hand it over to **ANYONE** who comes to collect it. Your bank will **NEVER** ask you for your **PIN** number or to authorise anything by entering your **PIN** number into the telephone.

NEVER share your PIN number with anyone.

Mincemeat cookies Makes 12

Ingredients:

- 125g softened butter
- 100g dark brown soft sugar
- 50g golden caster sugar
- ½ heaped teaspoon fine sea salt
- 1 medium egg
- 1 teaspoon vanilla extract
- 5 tablespoons mincemeat
- 220g plain flour
- ½ teaspoon bicarbonate of soda

Method:

Heat the oven to 180C/160C fan/gas mark 4.

Beat the butter with both types of sugar and salt; beat in the egg, vanilla extract and mincemeat.

Stir in the flour and bicarbonate of soda then chill for 20 minutes.

Scoop tablespoons of the mixture onto lined baking sheets, leaving space between each so they can spread.

Bake for 10 – 12 minutes or until the cookies are just firm around the edges but still soft in the middle – they will firm up as they cool.

Transfer to a wire rack and leave to cool.



active chats

**Friendly chats
LGBTQ+
volunteers**

LGBTQ+

LGBTQ+ Chats offers telephone befriending with LGBTQ+ volunteers

- Friendly chats with LGBTQ+ volunteers
- Fun and accessible exercise routines
- Relaxation techniques and mindfulness
- Designed by a professional trainer
- Introduction to other LGBTQ+ activities in Wandsworth

If you think you might benefit from an LGBTQ+ chat, then please contact us on: **020 8877 8940** or rebecca.lothian@ageukwandsworth.org.uk

LGBTQ+ coffee morning coming soon!

Wandsworth ageUK

Gentle exercise routines & Mindfulness

YOUR HOUSING CONTACTS

Applying for sheltered housing (020) 8871 6840

Or email:
supportedhousing@richmondandwandsworth.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