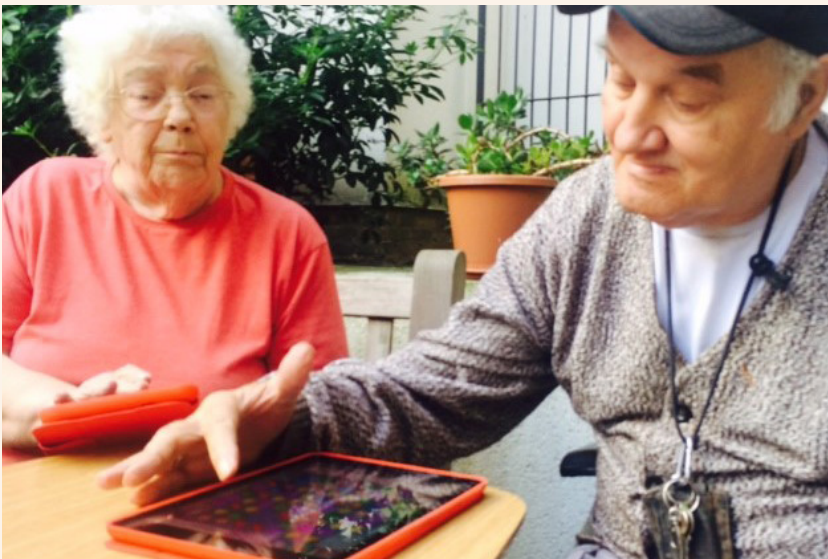


AUTUMN 2014

SUPPORT NEWSLETTER

GETTING DIGITAL



Members at our day care centres and extra care schemes are using digital technologies such as tablets and PCs to learn new skills, to keep in touch with loved ones, enjoy music and take part in sociable activities through a pilot programme.

Members are enjoying setting up email accounts, using Skype or Face Time applications (Apps) to talk to friends and relatives, and playing games together like Candy Crush.

Staff came up with the idea of using Apple TV to display what was happening on an iPad screen on a much larger television screen, so that groups of people can participate in the iPad activities together. Members of staff have also used the same setup to help communicate important information during members' meetings.

▶ *Continued inside*

Working with health services to meet the needs of our extra care residents

Significantly fewer admissions to hospital among extra care residents has been seen in recent months as a result of an Integrated Care Partnership (ICP) pilot project we have been working on with health and social care professionals. The pilot is part of a borough wide project to improve co-ordination across health services to reduce the need for people to go into hospital and get people home quickly if they are admitted.

Professionals including district nurses, GPs, community mental health workers, pharmacists and members of the falls team are working together to hold regular 'ward rounds' at our extra care schemes. The aim of the project is to help us to identify health issues earlier and improve residents' experience of health and social care services.

We are now reviewing our approach to falls prevention, with the aim of further reducing hospital admissions. We plan to trial new equipment and provide training to help more people to get up on their own safely.

Let us know your news or what you think of this newsletter

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"I mainly use it to play Candy Crush and check the BBC website, as I love to read the news every day. I also use it to Face Time my 18 year old grandson and find it a really easy app to use. I have now started to watch my favourite horror films on YouTube. I still want to learn more about the internet and will try to attend the Monday training sessions held here at the day centre."

Margaret

Staying in contact - from sending letters to e-mails

One of our residents regularly sent letters to her family. With the help of day care centre staff, she set up an email account which meant she could write to her loved ones, but with the added benefit of immediate and free delivery – and quicker replies too. She is very pleased to no longer have to worry about having stationary and stamps or waiting for someone to escort her to the post box to send her letters. Other people are now using digital apps such as Skype and Face Time to stay in touch with their friends and family.

Helping people with dementia to relive their memories

Many of our day care centre members have dementia which affects their short term memory. Using tablet computers to record events and photograph activities is proving to be a good way to help members to recall things they have done at the centre. Looking at pictures and videos often leads to lots of laughter and reminiscing about recent fun experiences.

Work anywhere in the building using Wi-Fi

During the pilot project, we have found that Wi-Fi coverage does not always reach the upper levels of our buildings, which means that some residents are not able to access the internet on digital devices in their homes. We are now looking at ways to improve Wi-Fi coverage in our buildings so that more residents can get online at home.

Getting up to speed on foot health and falls prevention

The first in a new monthly series of events to promote health this month was a presentation given by Amalia, one of our digital champions.



Amalia using iPad and Apple TV

Amelia used an iPad and Apple TV to make it easy for 21 members of Kensington Day Centre to join in with the session on foot care and falls prevention. Members also took away a helpful hand-out full of information about good foot care and how to avoid falls. Some key things to watch out for:

- Building up your core strength – yoga, chairrobics or steady and stable classes
- Wearing the right sized footwear
- Take advantage of Podiatry/ Chiropody services
- Making sure your living space is not cluttered, has supports and no trip hazards

The next event will focus on nutrition.

Reducing loneliness in Westminster

Our outreach service, based at Leonora House Extra Care Scheme in Maida Vale, has helped over 700 older people in the past two years.

Our team work all over work all over the Borough of Westminster to link people over 50 who find it hard to get out of their homes for a variety of reasons, with local activities, companionship and social events or groups. Getting people out and about for only a few hours each week or spending social time with an older person who otherwise feels isolated can make a huge difference to their health, wellbeing and independence.



The service recently worked with Betty:

"I used to like music and singing and since I've met [Octavia outreach worker] Haydar, he has arranged for me to come to the singing group every week on a Friday. I am also going to go to a Christmas party and I am taking a coach trip to Bath Christmas Festival which he has arranged for me. He comes to pick me up and sees I get home ok and has helped me to register with Westway Community Transport service to attend all my appointments and activities. It's really nice to meet some new faces. I wish I had done it before."

Our outreach service can also assist residents to access community transport, GP's and other health services such as physiotherapy, occupational therapy and obtaining housing and benefit advice. Our team works closely with the Octavia Foundation's befriending service and the local activity hubs run by Open Age and by Notting Hill at Penfold Street. If you are interested in the service please contact 0207 289 0176

Silver Sunday

Silver Sunday is an annual day of fun and free activities for older people across the UK. Led by The Sir Simon Milton Foundation, it celebrates the value and knowledge that older people contribute to our communities while combating loneliness and isolation.

We held three events for older people over the weekend with our friends at Octavia Foundation, kindly supported by the Local Sainsbury's at Sloane Avenue and Ladbrooke Grove and M & S Fulham Road, with free tasty refreshments.

The events took place at three of our extra care schemes for older people at Burgess Field and James Hill House in Kensington and Chelsea and at Leonora House in Westminster and one of our sheltered schemes, Eileen Anderson Court in Westminster. The residents of these schemes and older people that we work with through our outreach and the Foundation's befriending project were able to enjoy a rare afternoon out of the house with a delicious afternoon tea and entertainment provided through live music and Irish dancing.

Supporting older vulnerable Octavia residents in times of need

Our floating support service recently had some great success helping 81 year old Mr M.

After being diagnosed with a life threatening disease, Mr M's health was declining which was starting to impact all parts of his life and he began to suffer from anxiety.

An Octavia floating support worker visited Mr M to help him through this difficult period. Together they identified a few things that would help him to live more comfortably and make his home a healthier place to be.

The Floating support worker successfully accessed a Westminster Local Support Payment to purchase items for Mr M including a new fridge, carpet, bedding and cooking utensils. They obtained a £150 grant from Hyde Park Charities to buy him some new clothing and our own Octavia Foundation provided Mr M with an electric cooker which was delivered within four days of his application.

Having a new cooker and a working fridge has enabled Mr M to prepare hot meals and store food safely to eat more healthily. Other changes such as having a clean new carpet and bedding have also helped to improve his overall health, comfort and wellbeing. If you are interested in the service please refer to the number on the back page.

Gardening therapy



Miss Boyd Carpenter at Miranda House

Green fingered residents at one of our extra care schemes in Kensington and Chelsea have transformed an area of their garden into a vegetable patch. The project has been a really positive experience for residents of Miranda House with an interest in growing food and has given residents an opportunity to learn about nutrition while getting some physical exercise outdoors. It is a great example of how getting involved and active can help people stay in shape and above all enjoy the fruits of their labour with a nice healthy tomato or two.

Miranda House: one resident's story

Mr W, 75, was living in shared housing but had to find somewhere new to live when the building was being closed down for renovations. His mobility is reduced due to arthritis in his knees and he frequently experiences tremors that place him at risk of falling. He also has mental health support needs and had been receiving regular visits from a community psychiatric nurse.

Mr W wanted to continue living as independently as possible, but with help on hand for personal care and domestic tasks. It was essential for Mr W to have support on a daily basis to help him stay healthy and well.

Since moving to Miranda House, Mr W has taken part in a wide range of events and activities at the home and in the local community, and developed invaluable social connections. The Miranda House team supports Mr W with shopping and food preparation, showering and personal care, cleaning, paying bills and visiting the bank. District nurses also visit him daily. He has experienced fewer falls and his mental health has also improved. He no longer requires visits from the community psychiatric nurse and this has helped him to feel more positive and in greater control of his life, with a new sense of motivation and purpose.

You said...we did!

Issue	Area	What we are doing?
A fire door was too heavy for wheelchair users to use safely	Sheltered housing	We have fitted automatic door openers to make sure the fire door can be used safely
There were limited activities for residents who have dementia	Extra care schemes	We have invested in activity equipment that is specially designed for use by people with memory impairment
Tenants were not making full use of a shared lounge	Sheltered housing	We provided new furniture to give the lounge a more homely feel
Rubbish was being rummaged through once it had been put out	Supported housing	We fitted doors on the bin shed
A tenant was struggling to use his kitchen area	Sheltered housing	We adapted their kitchen to meet their needs

Events

Leonora House residents' trip to Wembley

After seeing a TV ad for an upcoming football match between England and Norway, Leonora House residents Tony and Dennis were determined to head to the game. Octavia Support staff helped them to make this happen by arranging for two of our care workers to accompany them to the match. The residents paid for their own tickets, which they got at a discounted price, and received free tickets for their carers to attend with them.

Everyone thoroughly enjoyed the evening at the football stadium – as well as the game they got to watch a military parade and listen to a live band before kick-off. Tony and Dennis would love to attend more matches in the future and the carers are also keen to do it all over again!

Nanny McPhee visits Kensington Day Centre

The London Children's Ballet visits Kensington Day Centre each year as part of its outreach programme. This year the dancers performed Nanny McPhee at the day centre's temporary location at James Hill House in North Kensington. The show was a great hit with members and everyone is already looking forward to next year's event.



Kensington Day Centre members' election 2014: it's your choice

Members of the Kensington Day Centre (KDC) will soon be voting in a new members' committee. Every member of the centre has a chance to nominate themselves or another member to become one of five elected representatives.

The committee forms part of the KDC's user involvement strategy, with committee members meeting with the management team to review and discuss ideas for improving the service. After each meeting, the committee provides feedback to the other members of the centre.

New ventures for Octavia Support

Park Lodge House, Sutton Lane, Hounslow

Octavia Housing bought the former Sutton Lane care home from the London Borough of Hounslow in May 2013. We are now transforming the site at Sutton Lane into an extra care scheme with 36 flats for older people, to meet the rising demand for extra care services in the area. It will open spring 2015.

The Scheme, Park Lodge House, will feature shared areas, a laundry and guest rooms, along with a large landscaped garden which will provide ample space for outdoor activities. It will be our first extra care scheme in Hounslow and we are working in close partnership with the local authority to make sure it offers high quality design and an excellent standard of services.



Kensington Day Centre, (KDC) North Kensington

We are now in a position to progress works at the KDC site. The new, expanded centre will be completed by spring 2016 and will offer three flexible areas which can be arranged into open, accessible public spaces or quieter spaces for private meetings, therapies and treatments.

The building will have level access throughout and incorporate lighting, signata, colour and assistive technologies to support members who have dementia and other age-related impairments.

In the evenings, the new building will be used by an Octavia Foundation project for young people. Above the centre will be 13 new one-bedroom flats designed to help older people with mobility problems to live independently.



Burgess Fields (Royal Borough of Kensington and Chelsea Extra Care)

Octavia Support will be formally taking over the management of the care and support service by December 2014. This exciting development will add 28 units of extra care to Octavia's portfolio. The aim is to integrate it with our other three schemes in RBKC.

If you would like this newsletter in large print then please email supportnews@octavia.org.uk

Please contact us if you need any part of this information in Braille, on audio tape or explained in a different language.

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