

SPRING 2015 *Supporting older people to live life to the full and stay independent at home*

SUPPORT NEWSLETTER

OUR SATISFACTION SURVEY RESULTS ARE IN!



Octavia support homes that have a very positive reputation among residents and the local communities where we work. In a recent satisfaction survey conducted, 95% of respondents said they were satisfied with the care and support they receive from us.

Here is a snapshot of the feedback we received through the survey:

My support worker is reliable and in time to assist with personal care, meal times are always regular, GP visits and other appointments too, staff are responsive and respected (Highlever Road)

I am always happy after day centre, I have a nice time (Kensington Day Centre)

Continued inside

Cooking up a storm at James Hill House

At our James Hill House extra care scheme, residents and members of the local community recently took part in an interactive 'cook and taste' course. The six-week programme was run in partnership with the Central London Community Healthcare dietetics team.

Each week, the participants spent two hours learning to cook nutritious, tasty and affordable meals. Everyone got stuck in with weighing and mixing ingredients. Residents told us they enjoyed finding out how to prepare healthy and low-cost versions of their favourite recipes. Each participant received a certificate of achievement at the end of the course.



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

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Staff are very reliable in informing me of any doctors or hospital appointments I may have (Leonora House)

I think the staff are always respectful (Miranda House)

I cannot eat tough foods, staff understand I need a soft food diet. Staff know that I like to sketch so provide me with paper and pencils (Leonora House)

Letters about things happening there or changes will always be sent to me (Kensington Day Centre)

I cannot find fault with the staff - the occasional moan is healthy! (Outreach support)

Since moving here I am a lot happier. The staff here are always friendly and helpful (Leonora House)

I am independent with my personal care. Staff ask me what meals I would like and give me choices. Staff clean my room on a regular basis (Leonora House)

I have suffered with depression and since living here my spirits have lifted (Leonora House)

They understood my needs at a time when I was too ill to work it out for myself. (Support Service – EAC)

Within a short amount of time you have helped to improve the quality of my life and given me confidence to face the future (Support Service - EAC)

Some of the ways that we maintain high standards of care and support include:

- making sure that our staff have the right attitude and skills, and investing in ongoing staff training and development
- working closely with residents to develop personalised packages of care and support to meet individual needs
- working with local dementia services and health professionals including GPs and district nurses to coordinate care
- asking residents, family members and others who see our services for feedback on the care we provide
- checking that other health professionals involved in supporting residents are happy with the care we provide.

Of course, you also told us about things you would

like to change and we have asked each of the managers to review all the comments and come up with a service action plan to make sure we are listening to your views and improving what we do. We will be publishing a summary of these actions in our next Newsletter so you can see what we have done.

Thank you to everyone who took the time to complete the survey. We are really delighted to have had such a great response. You can find more information on the quality of our care and support services at

www.octaviasupport.org.uk

Stay active and enjoy good company at our day care centres



When I retired I thought, oh thank God, after working all those years! But then I wasn't eating - I live on my own – so my daughter-in-law suggested going to the day centre. I was reluctant at first – I didn't know what it would be like. But now I think it's the best thing I've ever done.

The company and the people and the atmosphere – everything about Octavia's day centre is good. I come here five days every week. You get to know everybody. I really enjoy it.

Nancy McNamara, Kensington Day Centre member

Our day centres combine fun activities and practical support services to help older people and their carers living in the local community to stay active, well and independent.



Kensington Day Centre (front)

Our new Kensington Day Centre build project is finally underway and will provide a modern, safe and accessible space with lots of opportunities for people to take part in interesting activities. Members will benefit from high quality and affordable care and support services that will promote good physical and mental health in 2016. Of course, the members are still attending daily sessions at their temporary home at James Hill House, Kensal Road.



Kensington Day Centre (rear)

At The Quest (Clarendon Rd. North Kensington), members of the day centre can take part in activities such as dance movement therapy, yoga and other exercise classes which enhance stability and mobility. People like the sessions as it helps them to stay on the feet and not fall over and hurt themselves. Members often enjoy shopping trips and outings

to local places of interest, and there's a healthy and nutritious three-course lunch every day, with all food prepared fresh on-site. The service caters for people over 50 just 'dropping in', but also offers specialist day care in a comfortable, safe lounge for those with dementia or Parkinson's Disease.

To find out more about how joining one of our day care centres could help you to live life to the full, visit www.octaviasupport.org.uk

Discovering what digital technology can do for you



Our digital inclusion pilot project team has come to an end. The project has proved to be successful at helping residents at our extra care schemes and members of our day care centres to explore how technology could make a difference to their everyday lives. Around 60 people joined in with fun, hands-on training sessions covering technology including iPads, email and Skype. Participants told us that the training has given them new ways to stay in touch with loved ones, spend time with friends and find out useful healthcare information. The success of the project has led to the Friends of KDC donating five new iPads along with funding for a training programme that starts in April 2015. As more and more information and access to services goes online it is important that people are able to utilise these tools.

Small changes can make a big difference

Our adaptations service helps Octavia residents to continue living safely and independently in their home. The service is available to residents living in our general needs properties as well as in extra care housing, sheltered housing and supported housing.



“We’ve been with Octavia for about 30 years. This is the first time we’ve asked for help. We asked for a new kitchen and bathroom and when the ladies came round to see us about it, one of them was from Age Concern. I told them my husband is frightened of the stairs; there are two steps up from the bedroom and he’s had a slight fall in the past. She suggested putting in a handrail. Two very nice gentlemen came to do it. It wasn’t long after the lady had suggested it – about two days later. It was a very quick service, we were very surprised. My husband is 86 now and unsteady on his feet because he’s got arthritis in his joints. We

both use it now. I think it’s done him the world of good. It’s made our lives easier. They are going to put a wet room in for us next month too, taking the bath out and putting in a shower with a chair. We’ve both fallen in the bath – you get a bit wobbly when you get older. They’ve been very good to us. We’re very happy with what Octavia are doing for us.”

Mrs Hunt

Helping residents to move into adapted homes

Our floating support service recently helped a resident who has poor mobility and was struggling to get in and out of her home. Her property had one flight of stairs to the front door and 2 internal flights of stairs. When an occupational therapist advised that the resident would need at least three stair lifts to be safe and comfortable at home, we offered her a more suitable ground floor property that was adapted, only a short distance away from her current home. The resident is now happier and much more comfortable in her new home.

To find out more about how our adaptations and floating support teams could help you make changes to your home, visit www.octaviasupport.org.uk

Councillor Lily Bath gets digging at Hounslow’s new extra care scheme



To mark the start of landscaping work at the new Park Lodge House extra care housing scheme, we invited Councillor Lily Bath, Hounslow Council cabinet member for adult social care and health, to plant the very first tree.

Commissioned by Hounslow Council and delivered by Octavia Housing, Park Lodge House is made up of 36 homes for people who need extra care and support but want to continue living in a home of their own.

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Councillor Bath said: *“I’m delighted to plant the first tree in the central garden at Park Lodge House. It’s such a welcoming inviting outdoor space for residents, which will encourage them to exercise daily – which is really important for overall wellbeing.”*

“Extra care housing is an important part of Hounslow Council’s strategy to prevent people needing residential and nursing care or hospital when it is not absolutely necessary. Moving into extra care schemes at the right time prevents vulnerable residents’ needs increasing to a level where they are unable to continue to live independently.”

Regional award win for James Hill House Extra Care Scheme Manager



Mohammed and Pauline

Many congratulations to Mohammed Gbadamosi, Scheme Manager at James Hill House, who was named best Home Care Manager at the Great London Care Awards 2014. These awards are a part of the Great British Care Awards, which celebrate excellence across the care sector. The Home Care Manager award is given to someone who combines a high level of expertise with exceptional skills in managing the complex business of providing support and care to people in their own homes. Mohammed has been with Octavia for eight years and his greatest pleasure is to leave a resident with a smile on their face. Several other staff were nominated and Pauline Mckoy from Leonora House was shortlisted for the great work she does keeping the building exceptionally clean whilst engaging with residents and offering support wherever she can.

Fix Your Finances - Free Workshop for People Aged 63 and Over



The FIX (Financial Inclusion Extras) project, run by the Citizens Advice Bureau in Hammersmith and Fulham (BUT also supporting people in Westminster and Kensington and Chelsea), targets people aged 63+ and their support networks; providing skills, services and support on money matters, specifically around benefit entitlements, financial distress such as scams, avoiding debt, understanding financial products and avoiding fuel poverty.

They run free money matters workshops, held in the community and delivered by volunteers where they broadly cover the following topics:

- Make your money go further
- Cut energy bills
- Get what you are entitled to Spot scams
- Cut down debt

To find out more or to book a session, visit their website <http://fixproject63.wix.com/fixproject2>

Staying safe from scams

People of all backgrounds and incomes fall victim to scams, but older people are often particular targets for scammers. Scams can happen online, by mail, over the phone or door to door. Being targeted by a scammer can be a very upsetting experience, so we are providing support to help older residents understand common scams and feel safe in their homes.

In January, we invited residents at Eileen Anderson Court to a fraud awareness session, where they had a chance to learn about scams that fraudsters often use against older people. We are also training befrienders to look out for changes in behaviour or lifestyle which could indicate that an older person is being targeted by scammers.

Common scams to watch out for

- ▶ Lotteries and prize draws: you receive news that you have won a large prize, but will need to send a payment before you can obtain the prize. If it sounds too good to be true, it probably is!
- ▶ Payment protection insurance (PPI) compensation: you receive a call from someone claiming to be from a PPI claims firm, who tells you that you are due compensation for mis-sold PPI – but that they need your bank details to release the funds.
- ▶ Phishing: you receive an email from what looks like a legitimate source, such as your bank or building society, asking you to update your personal details – but it directs you to a fake website where the scammers can steal any information you enter.
- ▶ Internet fraud: a caller claiming to be from Microsoft says that your computer has a problem and gives you instructions to fix it – but if you follow the instructions, the scammer can remotely access your computer and security passwords.

Top tips for avoiding scams

Register with the national Mail Preference Service and Telephone Preference Service to reduce the number of unsolicited letters and phone calls you receive. You can do this online at www.mpsonline.org.uk and www.tpsonline.org.uk

Never provide sensitive information in a phone call which you did not initiate.

Shred documents containing financial information and other sensitive details which could be useful to fraudsters.

When making a charitable donation, check that the charity has a registered charity number – you can do this by calling the Charity Commission on 0845 300 0218.

Talk about this issue and share these tips with anyone you think might be at risk.

If you think that someone has been scammed or is at risk of being scammed, contact Action Fraud on **0300 123 2040**. You can also find useful support and information about common scams and how to avoid them at www.thinkjessica.com

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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