

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

SUPPORT NEWSLETTER

OLDEST RESIDENT CUTS THE RIBBON WITH CLLR KAUR AT OUR BRAND NEW EXTRA CARE SCHEME IN HOUNSLOW



On 3rd September, Octavia held a garden party for residents and their families at our brand new state of the art extra care facility for older residents in Hounslow, Park Lodge House. The event was to celebrate the opening of the scheme and welcome key people who have made the scheme possible. Our oldest resident at Park Lodge House, Maisie (90) cut the ribbon to mark the official opening with Councillor Kamaljit Kaur Kaur (Cabinet Member for Adult Social Care and Health Services).

'I was really pleased to be able to officially launch this lovely complex of homes. Park Lodge is in a lovely setting and gives people who need

it the extra care they need to go on living at home rather than in a residential care home. As a council, we want to support our residents to remain independent for as long as possible.' (Cllr Kaur)

The scheme is designed specifically for older Hounslow residents with extra care needs and provides 36 homes for older people. The facilities will support residents to lead better lives by supporting them to live independently in a safe, accessible and secure environment. Strengthening social lives and family relationships with the effect of reducing loneliness, institutional care and the need for overnight hospital care. The use of colour co-ordination on fixtures and fittings has been designed to support people with sensory impairment and/or dementia.

'I'm pleased Dad will receive 24/7 care here. His very excited to move in and is already looking happy and relaxed' (Julie)

Continued inside

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

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A diverse group of care staff, with the ability of speaking in different languages has been recruited to support 36 residents, reflecting the diversity of Hounslow.



'Mum lived in a flat on her own. She's 89 and needs full support and deserves to get the best care available. She's not been keeping too well, couple of month's back she had a few falls, and one was during the night. Recently she was diagnosed with early stages of dementia. We don't have the care facilities at home and the hospital would only discharge her if she has the right care with someone around her 24/7. She can forget to turn off the gas cooker which can be very dangerous. Mum use to be a professional classical singer. I can see she already likes it here and is looking forward to making new friends'
(Hamsha, daughter)

Each flat has its own bedroom, accessible shower room, lounge, modern fitted kitchen including fridge/freezer, hob and oven. There is also a communal

lounge and kitchen for preparing food for events with a good-sized landscaped secure garden and tele-care devices to support independent living.

To find out more about Park Lodge House and the facilities on site, please contact us on **020 8354 5586** or email enquiries@octavia.org.uk and ask for the care and support duty line.

**Our extra care homes
rated as 'Good' by the
Care Quality Commission**

The Care Quality Commission (CQC) changed the way they inspected and rated our extra care services this year. Instead of just saying a service is fully compliant or not, they now ask 5 key questions of the service (is it safe, effective, caring, responsive to people's needs and well led?) and rate each as inadequate, requires improvement, good or outstanding. They also provide an overall rating.

Octavia has been inspected at James Hill House and Miranda House under this and has been rated 'Good' overall on both occasions. To set this in context, CQC published ratings this month were:

- ▶ Outstanding – 2%
- ▶ Good – 58%
- ▶ Requires improvement – 33%
- ▶ Inadequate – 7%

We had one recommendation to update our Mental Capacity Policy following the outcome of recent court cases. This means how we work with people who may not be able to make decisions for themselves for example because of the severity of their dementia. This has now been done and staff are receiving more training in this area over the next couple of months.

Ever considered a housing transfer rather than seeking adaptations to your home?

Following a review of the adaptations service, we identified some improvements we want to make.

For major adaptations we identified a number of key steps we have to go through to get a major adaptation right in order to continue to achieve 100% life changing satisfaction. However, we identified that last year it took an average of one year from someone initially requesting a major adaptation to completing the job. Whilst we are reviewing each step of the process to make sure it is completed right and quicker, it may still take longer than the resident or Octavia would like.

So we are introducing an option to transfer to another, more suitable property to make life changes quicker. We have available properties, on the ground floor that have already been adapted.

Rehousing maybe a more attractive option than waiting for an adaptation, and we can offer support through the process and help you with moving and settling into your new home

Please contact the support team on **020 8354 5500** if you would like further information.

Timescales for repairs



We group repairs into four categories and aim to complete the job within the response time set out below:

- **Emergency:** we will get someone to your home as soon as possible and make the situation safe within 24 hours. This is for repairs that are needed to remove immediate danger to people, such as flooding or burst pipes, total electrical failure or an un secured front door.
- **Urgent:** we will arrange an appointment and do the work within 5 working days. This is for work that needs to be done quickly but where there is no immediate health, safety or similar risk such as a broken door entry system.
- **Routine:** we will arrange an appointment and do the work within 15 working days. This is for work that does not pose an immediate inconvenience or danger, but should not wait for planned

work such as leaking taps, damage to fences or a broken extractor fan.

- **Planned Work:** we will advise you of a timescale when these works are due to take place. This is when we carry out certain non-urgent works to several homes together as this is more efficient.

Having new experiences

Life outside London



The care and support team organised a day trip to Arundel in August this year. The purpose of the trip was to provide Octavia tenants, who are in receipt of support from the care and support team with an opportunity to have a fun day out. We were lucky to have received funding for the coach trip from the foundation.

Approximately 20 residents attended, many were tenants who often don't get the chance to travel far due to mobility issues, so getting out of London was a real treat and learning experience. Residents experienced Arundel, saying

what a beautiful little town it was, with quaint shops and an impressive cathedral. Some of the residents visited Arundel Castle, they learnt about the 1000 year history with many Dukes and people of notability living at the castle. Visiting the exquisite drawing rooms, bedrooms and library, all decorated to a grand look of yesteryears. Residents also explored the beautiful gardens, with colourful flowers and lush plants.

Preventing loneliness and social isolation

Following a referral to Octavia's Outreach Team, Mary Gething went to visit Helene in with her supportive daughter Jennie who was present. As Jennie works during the week, she tries to support her mother at the weekends but for long periods of the time Helene is alone. When they have time together, Helene and Jenny enjoy going to the theatres and operas as Helene loves singing and used to perform professionally when she was younger.

Helene has a diagnosis of dementia and her Outreach support worker Mary suggested that it would be good if Helene could visit the Memory café on a monthly basis in Westbourne Park. For the first time Mary escorted Helene and supported her at the venue where the theme that afternoon was music from the operas and Helene got up to sing at the end of the session accompanied by a Dementia Advisor playing the piano. Everyone at the Memory café applauded the performance and Helene also enjoyed giving everybody a good show which helped boost her confidence as she had not performed for many years.

Helene also attended six sessions of "Music For Thought" at Wigmore Hall which was part of Westminster Art's Resonate Programme and the Royal Academy of Music for Life.

Helene was part of a group of twelve people who at the end of the six sessions managed to write a poem

of the seasons and compose the music to it with the assistance of the Royal Academy of Music. On the last day Helene actually performed on stage at Wigmore Hall which was recorded and the group were each given a CD recording of the music composed. Helene is very proud of having one of her performances recorded and plays her CD often.

If you would like to enquiry about our Outreach Services then please contact our friendly team on **020 7289 0176** or email outreach@octavia.org.uk to find out more.



A Summer trip to Worthing



A new member of our Kensington Day Centre, Mr Khan attended a Summer trip to Worthing. It was his first trip to Worthing, which he enjoyed and normally wouldn't have been able to attend on his own without the assistance of KDC.

Could you, or someone you care about benefit from a weekly friendship visit?



The Octavia Foundation has expanded its befriending service, which has previously operated only in Westminster. The Foundation will now be offering the service to adults who live in the Royal Borough of Kensington and Chelsea.

The befriending service offers vital emotional support to older and vulnerable people. Each individual is carefully matched with a volunteer befriender who visits every week for at least six months. Befrienders offer their company and support, visiting a befriended in their own home or providing the support they need to venture out. They provide emotional support, promote independence and reduce isolation.

Befriending sessions can include; having a chat, going for a walk, doing an activity and visiting a place of interest. It depends on what the person would like to do. Meetings are organised on a day and time to suit the individual. All our volunteers are carefully recruited, police checked and trained to ensure a safe, professional service and the best friendship match possible.

The befriending service is funded by the Royal Borough of Kensington and Chelsea and is part of the Octavia Foundation's Ageing Better in Kensington and Chelsea project.

For further information about the service or how to make a referral please contact Raksha on **0208 354 5532** or email raksha.gadhvi@octavia.org.uk

Miranda House raises £280

Miranda House held a table top sale in aid of the late Mr McNiven and raised £280 in total which will go towards future activities at Miranda House.

There was a real community feel to the day and we had both neighbours on either side out supporting us.



Become a volunteer

Octavia supports adults in our extra care schemes and day centres to share ideas and experiences, develop skills and confidence, explore opportunities and make life-long friends.

We invite you to share your ideas, skills and enthusiasm with the adults in Westminster, Royal borough of Kensington and Chelsea and Hounslow.

Perhaps you'd like to contribute a couple of hours as a one-off workshop? Or maybe you'd like to take part in a group discussion or games night once a fortnight?

Either way we would love you to get in touch.

Please email noreen.hodge@octavia.org.uk or please call 020 8354 5000



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