

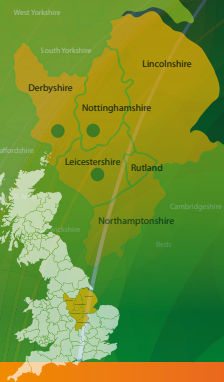


'Ageing Positively'

Good Practice Guide

There is some excellent practice in the East Midlands to support people 'age positively' and this booklet compiled by the East Midlands Later Life Forum gives examples of some of this from around the region - Liz Mandeville, Chair of East Midlands Later Life Forum

Email: chair@eastmidlandslaterlifeforum.org.uk



For more information visit
www.eastmidlandslaterlifeforum.org.uk

EAST MIDLANDS LATER LIFE FORUM (EMLLF)

The East Midlands Later Life Forum is one of nine English Forums on Ageing (EFA) which were established to represent the views of older people throughout England. The EFAs represent an opportunity to engage with older people, (well in excess of 300,000 across England), who are experts by virtue of having lived experience. Engagement, listening and acting on the issues of importance to people as they age is vital to future planning of policy and practice.

EMLLF covers Derbyshire, Leicestershire, Lincolnshire, Rutland, Northamptonshire and Nottinghamshire, and the cities of Derby, Leicester and Nottingham. It is a strategic partnership managed and led by older people, who work with others from the public, private, voluntary and community sectors. These include: City & County Councils; Leicestershire Police; Crown Prosecution Service; Nottingham & Loughborough Universities; 50+ networks & Forums and the National Pensioners Convention.

The success of the EMLLF is based on co-operation and collaboration between partner organisations and older people who meet quarterly to discuss relevant issues and deliver solutions together. The Forum has a unique place as a partnership within the East Midlands, having a singular focus on later life.

EMLLF has organised workshops and seminars for up to 40 delegates covering several themes to share information and best practice, these include:

- **Equalities & Diversity in the police** – reaching out to older people;
- **The National Energy Alliance** – making a difference for older people tackling the issue of fuel poverty;
- **Older People's Safety Issues** – including reference to dementia and hate crimes;
- **Money Matters** – as this affects older people. This resulted in the publication of a National & East Midlands leaflet detailing where to find help & advice on a range of issues affecting older people;
- **Doorstep Crime & Scams** – covering cold callers, organised gangs & doorstep traders. This also resulted in a publication of a National and East Midlands leaflet covering scams: telephone, doorstep, investment, email/ electronic, mobile & text, pension and postal scams.

EMLLF have also organised two Conferences for up to 100 delegates at each from across the East Midlands:

In October 2012 the theme was ‘Ageing Positively’ – a view from the East Midlands.

The aim was to discuss what it’s like to grow older in the region now and, how by working together, older people and organisations can challenge, inform and influence locally in the East Midlands and Nationally. A key focus of the Conference was housing. Themes running through the conference were: ageing is something that happens to others; media & ageism; consultation & voices; finances; housing & your home; independence; health; the contribution made by older people to society; the Care system; employment & retirement; the importance of information sharing and collaboration is power, and information means choice.

The Conference report contained recommendations for policy makers and stakeholders and has informed the work of EMLLF since 2012. Copies of the acclaimed report were widely distributed amongst: delegates; partners; DWP and other Ministerial Departments, as well as public sector bodies, organisations and voluntary & community groups.

In November 2015 the theme for the Conference was ‘Advancing “Ageing Positively” into the next decade.

The well informed contributions from Lord Geoffrey Filkin CBE, Chair of the Centre for Ageing Better; Guy Robertson, Director of Positive Ageing Associates and Sharan Jones, Health and Wellbeing Manager at Nottingham City Council were praised in the delegates evaluations.

The round table discussions were animated and produced excellent pictures of what is needed to age positively and the challenges that ageing in the 21st century presents. The conference report provides an insight for policy makers, service commissioners and providers, and aims to encourage more collaboration and joint work across the generations.

The importance of communities and local provision is a recurrent theme -it’s where we all live. We have over 30 suggestions for future topics for EMLLF to cover – certainly a programme for the next five years.

LEICESTER CATHEDRAL

As a Cathedral community all members play a vital role in the life of the Church. Older members are an integral part and add to the richness and vibrancy of our life and witness. They take part in every aspect from helping with the children, entertainment, catering, craft work, cake making, singing in the choir, bell ringing, flower arranging, and giving group tours to King Richard III tomb. We also have a walking group and social group with meals out, and Lay Ministers in Cathedral Services.

All Church members of all ages are respected and valued for the contribution they give and the congregation would seem unbalanced if retired and older members were not part of it. The Pastoral Care Team regularly visit housebound or sick persons in their own homes, hospital or nursing home – our oldest member is 97 years.

LEICESTER AGEING TOGETHER – AUDREY CHAN

Email: hello@leicesterageingtogether.org.uk

This is a Big Lottery funded programme which started in 2015 and is a partnership of 17 organisations led by Vista and being evaluated nationally. It will be working over the next 4 years to reduce isolation and loneliness in older people (aged 50+). Most projects are targeting 5 particular wards in Leicester, but a few cover the whole of Leicester. 23 very diverse projects, including IT skills; advice and information; intergenerational work; gardening; befriending; men in sheds and arts in care homes.

ACTION ON HEARING LOSS

Part of Leicester Ageing Together (LAT) being led by Vista. In collaboration with 17 partners to reduce social isolation within Leicester City amongst people aged over 50. Building community links and empowering older people.

Action on Hearing Loss is City wide for those experiencing hearing loss/deafness/tinnitus. Other partners are working in specific wards (including Thurncourt; Belgrave; Spinney Hills and Evington)

TOM DAY

Email: t.day@harborough.gov.uk

The Narborough District has got a very good Health & Wellbeing agenda. There is a spend of £61pp (Leicester City £17pp). They have a falls prevention agenda; community safety; work with G.Ps; volunteers; support with community transport; befriending etc.

LEICESTERSHIRE OLDER PEOPLE'S ENGAGEMENT NETWORK – BARRY WILFORD

Email: bwwilford@yahoo.co.uk

Leicestershire OPEN in conjunction with CYCLE (The County Youth Council of Leicestershire) held an intergenerational event at the end of September 2015. This was a repeat of an event held in the previous year, and was once again a great success. There were approximately 100 people present (roughly 50/50 from each organisation) and they enjoyed a day of various activities including dance; singing; table tennis; painting; knitting, and technology (phones, laptops, and tablets).

A discussion evening was also held when topics were raised about what causes problems for older people, and the young people realised that they had the same problems, i.e. transport – or lack of it in rural areas, thus leading to feelings of loneliness and isolation. This has brought the two groups together and they each appreciate the problems faced by each other. This format has worked and there are plans to continue with this in the future.

ASHBOURNE AND DISTRICT 50+ FORUM – JOHN DICK.

We invited 'Drivability' to come to our Forum in November 2015, and they presented a talk outlining their work assessing the ability of those people in recovery from a range of ailments, i.e. strokes; heart attacks; surgery; limb replacement; mental breakdown; and a loss of self-confidence. Two practitioners funded by the NHS and Dept. of Transport emphasised that they did not put people through a driving test, but assessed their ability to get back behind the wheel of a car, alone and with confidence to do so.

A very enlightening, informative 2.5 hours – well worth the free time and input.

WEST LEICESTERSHIRE CLINICAL COMMISSIONING GROUP

The Older Persons' Unit is based at Loughborough Hospital and the service is provided by Leicestershire Partnership NHS Trust. It provides rapid access to clinical assessment by a Consultant Geriatrician, Advanced Nurse Practitioner and Health Care Assistant.

This service is for people generally 65 years and older who have complex medical needs, people who have fallen recently or at risk of falls, suspected UTIs and suspected chest infections.

The service is open 9am- 5pm Monday to Friday. Referrals are via a GP and patients can be seen on the same day or offered an appointment within 48 hours.

At the unit patients are given a full geriatric assessment by an Advanced Nurse Practitioner and the Consultant, who can organise blood tests, X-rays, ECGs and bladder scans. Once the results of the assessments are known, patients are returned home and the recommendations are sent to the patient's GP in order to organise future care needs.

Patient transport can be arranged by the unit if necessary. St John Ambulance services are able to collect patients and return them back after treatment. They provide a two person crew and ambulance which can accommodate a stretcher so they are fully equipped to deal with more frail patients.

From January -October 2015 the unit prevented 312 avoidable emergency admissions. It has proved invaluable in helping older people receive the care they need as soon as they need it, therefore preventing their conditions worsening and avoiding the need to access emergency care through A&E.

Please see below an example case study about a patient who was referred to the Older Persons' Unit by her GP:

Mrs S aged 78, attended the unit following a series of falls. Her GP was unable to find anything clinically wrong with her, but was still concerned, so referred her on to the unit for further tests.

Mrs S said, "I fell last week and couldn't get up and it wasn't the first time, I'd had a couple of falls in the last few weeks. I went to the doctor this morning, and he couldn't find anything wrong. He wanted a more in-depth examination as he thought I've fallen too often. I came straight to the unit and was seen really quickly. I didn't expect that, there was no waiting."

Mrs S was diagnosed with osteoarthritis of the knee which was causing her knees to give way, explaining why she was falling over. The centre prescribed pain medication and contacted her GP with a recommendation for Mrs S to be referred to a specialist osteoarthritis clinic.

Mrs S added: "It's great to be able to make use of the unit, I had no idea that they had this kind of thing here. I think it's wonderful, everyone has been very kind and helpful. So often older people aren't dealt with properly, and they're not given enough time. But this time I was treated right, this is much better. I felt really reassured by everything, it's a really good service. It should be available for everyone."

To learn more about other initiatives that Leicestershire partners are delivering to ensure joined up health and care for local residents, please see our Health and Care Integration Bulletin:

www.leics.gov.uk/health_and_care_integration_bulletin_summer_2015.pdf

We have also developed "Emma's Story" to illustrate how changes to health and care integration will support people like Emma to maintain their health, wellbeing and independence at home for as long as possible . Please view the animation at - www.youtube.com/watch?v=AU8CK-LT3dU&feature=youtu.be

CLAY CROSS 50+ FORUM

We are increasing membership all the time. We have four forums a year for the members as well as free trips. We also do intergenerational work every year with different schools in our area. We have a really good committee who work hard all year so the members have different topics and schemes.

NOTTS OLDER PEOPLES' ADVISORY GROUP

Notts OPAG was appointed by Nottinghamshire County Council as their independent advisory group on age.

A group of OPAG members are currently working with an Officer from Notts CC, Public Health Dept. on tackling loneliness and social connectedness.

Notts CC has invited OPAG members to contribute to the Government's consultation on the reform of Deprivation of Liberty Safeguards, particularly where these apply to older people. The Council will be submitting a formal response incorporating the views of stakeholders in the near future.

Along with Notts CC Officers and members, OPAG contributed to focus groups led by consultants from Sheffield Hallam University who wanted to hear views and experiences from Notts voluntary and community sector. This research into the 'state of the sector' was required by the Council to assist with 're-defining' how public services will be delivered, and it was published at the end of October 2015.



LEICESTERSHIRE OLDER PEOPLE'S ENGAGEMENT NETWORK – TERRY KIRBY.

Email: terrykirby2104@outlook.com

We have built up an excellent working relationship with Leicestershire Police over the last few years. They support us by giving us free room hire and refreshments at their Head Quarters for our meetings. We in turn, keep them informed of issues in our communities and those facing older people generally and help them however we can. An excellent result of this is the 'Bridging the Years' event held annually on a Saturday at a local College where students from year 7 upwards meet with people of our generation for various events, including art work, dance, IT and other relevant topics.

The students, their teachers and older people who attended this year's event, absolutely loved it. So much so that we wonder now if it is possible to look for more than one venue in the future. This event is also sponsored by Leicestershire Police and it's a real 'ice breaker' for dealing with the generation gap.

NORTHANTS 50 PLUS NETWORK – RAY HUTCHINS.

Email: Chairman@Northantsfiftyplus.co.uk

We have two strategies in our arsenal that are well liked by our members. The first is a quarterly magazine. This is produced for us by a local company free of charge. We send (by post) to about 1100 members who do not have internet access. The balance of 2900 we distribute as widely as we can around the county to all the libraries, to all Age Concern shops, to as many of the doctors surgeries as we can and too many other varied locations where older people can be found.

Our lack of funding has led us into a very busy coach outing programme, that's very popular with our members, as well as a being cheaper than other coach companies. Our website is well used and well supported by advertising revenue.

PUBLIC HEALTH, LINCOLNSHIRE COUNTY COUNCIL, VULNERABLE ADULTS PROGRAMME.

Email: Peta.Hill@lincolnshire.gov.uk

TED (talk, eat & drink) in East Lindsey is funded by BIG Lottery and is addressing issues of social isolation, using food and drink as a focus.

Excellent Ageing strategic programme across Lincolnshire seeks to:

- enable older people to have a voice
 - ensure that older people inform strategic decision making
 - ensure that all partners are 'age aware'
 - older people have opportunities to comment on all Local Authority consultations
-

CARE & COMFORT COMMUNITY SERVICES – LIS LAWRENCE.

Email: lis@careandcomfort.org.uk

Care & Comfort has a Befriending Service and from that has developed the Orchid Friendship Group in Ollerton (rural area of North Notts). The group is a 'service user' led group, and has grown in numbers to 15 attending every Monday for activities & lunch. The group has outgrown its current premises and will move to alternative accommodation in Edwinstowe from December 15.

The activities so far have been: making cards; crafts; painting; games; reminiscence sessions; chair based exercise sessions; trips to Skegness, garden centres, tea shops, Sherwood Forest, and Christmas shopping at the East Midlands Designer Outlet.

We have also had donated from The Wavelength Charity, an HD TV & DVD – this enables the group to keep up and discuss world & local affairs and watch films.

This type of 'prevention' work builds confidence; enables social & geographical inclusion; choice; helps people feel part of their community, and relieves loneliness & isolation.

NB Care & Comfort is a locally based registered charity based in Farnsfield, Notts, working predominately in Newark & Sherwood – a rural part of North Notts where small villages lack regular transport and often do not have a shop.

Other services we offer include:

- hospital discharge – free service of 6 visits after discharge
 - carers support
 - home support – help with household tasks, meal prep, shopping etc.
 - rapid intervention – in partnership with Central Notts Clinical Services
 - chair based exercise classes
 - First Contact signposting service
 - Befriending service – using volunteers to do home visits
 - Orchid Friendship group.
-

LONG EATON & DISTRICT 50PLUS FORUM – PETE WEARN.

Email: petewearn@hotmail.com

Digital Inclusion for Older People: The Long Eaton 50Plus Experience

1. The Long Eaton 50 plus Forum began in 2005 supported by the Wellbeing Team at Derbyshire County Council HQ, Matlock. The team was very IT conscious and keen to encourage the use of IT for forum communications. They provided laptops and training for an ECP (Electronic Contact Person) in each of 14 forums in Derbyshire. In our forum, this post was eagerly taken up by Roy Smith, a retired Business Lecturer.
2. During the first year, the committee noticed the shortage of free/low cost IT courses locally. So to encourage forum members to join the IT world, we decided to target the issue in a practical way.
3. In 2006, Roy spotted an opportunity in the local library: 5 PC's sitting idle during school hours. With the expert help of committee member, Ann Bennett, retired Boots IT staff member, and others, the forum ran 5-week Beginners Courses on Thursday afternoons from 1- 3 pm. These were for

forum members only. They incurred a small charge for the course booklet and covered the basics of a PC, e-mailing, surfing the web and poster/card design.

4. Later in August 2009, a second Library Opportunity came up for the use of the same PC's, now on a Monday morning. This was taken up to provide free drop-in sessions. They became popular with a variety of activities and a chance to ask for help. There was a changing population with some long term stayers. By Feb 2010, Roy was reporting the arrival of laptops but with no free power sockets or Wi-Fi, their use was very limited.
5. In 2010, the forum got involved with the SUSIT project (in its later stages) helping with their engagement surveys. The contact proved very fruitful growing into a working partnership. The forum gained a welcome input of energy and expertise to its IT programme and SUSIT gained another research input. In June 2012, Long Eaton hosted a Round Table Report & Questionnaire Event. Video clip on our website of this.

Then the Chair was invited to 2 other Roundtable Meetings held in London and a 2 day Consultation at St Georges Hall, Windsor.

6. In June 2011, we held our first LapiUp session. The need for laptop help at the library had outgrown the room available and pleasingly Erewash Borough Council had now grown very supportive of the forum and its work on digital engagement. They funded the hire of an excellent venue at Parklands Connexion for monthly sessions and tutor training with a Digital Unite Online Course. The laptop sessions proved challenging for tutors with a variety of Operating Systems and some antiquated machines! We concentrated on using laptops for photos, social media, surfing etc. Further funding came from DCC Cllr Hosker's Community Leadership Fund.
7. Four recent developments run together:
 - Another library opportunity – a large room has been refurbished to a high standard and has DCC Wi-Fi with tables and chairs for help sessions on Monday mornings, free for users.
 - An offer of help from a locally-based company St Gobain (Stanton Ironworks!) who were looking for opportunities for community involvement. Our publicity display at a local event caught their interest.

- Increasing interest by 50plus members in using tablets and smartphones. The forum needs to get up to speed on this. We have some celebration funding of around £400 for start-up
 - Another free venue at our Adult Community Education Centre, (Community House, Long Eaton)
8. The current plan is to: buy some tablets for taster sessions; use a data projector for live tablet and smartphone demonstrations; and develop course material – help cards for specific problems that arise during our sessions.
-

FITZROY– BEV PEARSON, COMMUNITY & FUNDRAISING CO-ORDINATOR.

Email: beverley.pearson@fitzroy.org

In Nottinghamshire FITZROY offer Supported Living for those with Learning Disabilities including Autism, as well as supporting those with Mental Health issues. We have developed services that enable those with Learning Disabilities etc. to live as independently as possible and become part of society.

More and more people are living longer including those with disabilities. Those who have cared for them in the past may no longer be able to do so. Fitzroy have therefore expanded its services to Mansfield and Newark as well as continuing to offer support in the Greater Nottingham area by supporting those in need.

Our Supported Living and Support at Home services offer people the independence of living in their own home offering a choice and a real sense of what is possible to achieve, regardless of their disability. Regular reviews help us to understand a person's needs and respond to changes in those needs.

By listening to the people who use our services we have reduced loneliness, prevented isolation, challenged misconceptions, helped people communicate, brought about positive change, created opportunities and helped people to reach their goals. Everyone should be given the same opportunities to 'age well'

Case Study: Belinda has PTSD and was struggling with everyday life as well as being isolated. Unable to manage even simple daily tasks and unable to go into public places Belinda did not envisage a good future, she was self-harming on a regular basis. Belinda says“Fitzroy took time to get to know me and helped me to take positive steps forward in my recovery. They put a plan in place to help with daily living and reduce my isolation, supporting my therapy sessions and understanding what triggers my PTSD. I am hopeful that I will be a stronger and more resilient person. I can see a future where I can return to work, live independently and support others as well as contributing to society. I cannot express how grateful I am to Fitzroy and the dedicated workers who support me in a practical, non-judgemental way”

.....

**RADFORD CARE GROUP – BEV PEARSON, DEMENTIA
INFORMATION PROGRAMME CO-ORDINATOR & FACILITATOR.**

Email: bev.a.pearson@ntlworld.com

Radford Care Group in Nottingham provide special information sessions for carers of those with dementia to help them understand the person they care for and to help keep themselves as well as the person with dementia well. The person(s) does not have to live in the City to receive support.

Making Sense of Dementia

The journey from A to Z - What carers need to know

The information sessions provide: Improved understanding of all aspects of dementia, answers to questions, experts guiding the groups, mutual support from other carers, a choice of attendance times and dates (weekday, evenings and Saturdays), seven weekly sessions, refreshments included. Help with transport and care for the person with dementia where possible and an information resource pack to take home. We also run a quarterly carers' support group.

By delivering this service we are helping people to cope with the changes dementia brings, supporting the carer and the cared for to 'have a more positive experience' and remain in the community for as long as possible by providing information and support.

“This has helped me understand my dad more and look after him better” (Carer of father with dementia)

Radford Care Group is also a great centre for socialising and keeping in touch with the community.

We are open 5 days a week and have:

- A friendship group
- Day care facilities
- Delicious food, activities and outings

Supporting those over 50 to lead an active life and remain independent and part of the community.

.....





HEANOR 50+ & DERBYSHIRE OLDER PEOPLES ADVISORY GROUP

We have tried many things over the last few years i.e. had speakers on the local history - like the trams and buses; canals, and the local hospital. Day trips out with two hour coach trips to Bury market, Ely Castle and Cathedral and Llandudno have all worked very well. 'most enjoyable' and 'a great day' being some of the comments noted.

We arranged a meal for our tenth anniversary open forum and it was enjoyed so much that we have now arranged to have a Christmas dinner at the December open forum and 58 people have booked a place.

We have also joined up with a youth group known as Blend and we have had several get togethers where they have shown the elders how to work their iPad, laptops, and mobile phones. We then had afternoon tea put on by the youth club and at our last meeting with them we painted a mural of the 50+ (8ft x 4ft) and this has now been put up in the Town Hall in Heanor.

LEARNING FOR THE FOURTH AGE

L4A is an award winning not for profit organisation working with older people in Leicester & Leicestershire who are isolated due to ill health, poor mobility, and other problems associated with ageing. L4A aims to provide stimulating activities and informal learning sessions, on a one-to-one basis at home and or in small groups.

L4A works with older people receiving care in residential settings; in their own home, or sheltered housing, or day care. We have a team of volunteers who spend around 2hrs a week with their 'learning partner'; they plan the sessions and bring resources to suit each individual's needs and interests. We plan learning with the people we work with so that what we do is personalised and in 'partnership' The benefits of this work are great; enriching lives; bringing a sense of wellbeing and purpose, and providing social contact - often with people from a different generation.

Our volunteers are all DBS and reference checked. We provide specific support and training for our volunteers as they work with elderly people receiving care or in their own homes. We also provide support and training for volunteers who are working with older people suffering from dementia and memory loss.

Some of the activities we have provided in our sessions so far include: art & craft; languages; poetry reading; film; history; photography; literature; computer skills; documentary making about life stories; reminiscence; looking at family trees; discussion of news topics – and we are always open to new topics.

We are currently funded by Leicestershire County Council on their innovation funding to work with older people with memory loss and dementia in their homes providing this service. We are also funded for three projects through the BIG Lottery on the Leicester Ageing Together project.

DERBYSHIRE COUNTY COUNCIL – MARKS NATIONAL OLDER PEOPLE DAY

Teaching older people how to get the most out of their mobile phones was the aim of a number of sessions held across Derbyshire to mark National Older People's Day and Silver Sunday.

Our prevention team organised free mobile phone drop-in buddying sessions and encouraged older people who wanted to learn more about how to use their phones to go along and get some advice.


Invitations were sent out to all 50+ Forum members across the county to encourage them to go along and also spread the word to older friends and neighbours. They were also invited to volunteer at the sessions to share their own experience and help others.

The mobile buddying programme is part of a Derbyshire Older People's Advisory Group (DOPAG) and 50 plus Forum Network initiative, Community Ventures. Community Ventures was set up at the end of 2014 and has seen local older people working with us to draw up a range of 'topics' that could be developed into new initiatives to benefit older people and their communities.

The mobile phone buddying programme is the first initiative to be started as part of the Community Ventures scheme, and staff are hoping that it will inspire older and younger people to work together on developing future schemes.

Members of our prevention team will be on hand at the mobile sessions and will be able to offer advice on different phone functions and how to use them. Sessions are being held in libraries will also be supported by library staff, who will be promoting library online services, for example eBooks and eMagazines. Any mobile phone issue that can't be resolved on the day of the session will be made a note of and the team will get back to people with solutions or suggestions.

The events link into National Older People's Day and Age UK's Silver Sunday which are both designed to celebrate and support Adult Social Care.



“we wholeheartedly back National Older People’s Day and Silver Sunday as they are excellent ways of celebrating the achievements that older people make to our society and economy”. “In Derbyshire hundreds of older people have joined together by becoming members of their local 50 plus Forums, which are supported by the County Council, ensuring they have a strong collective voice” “This ensures their opinions are heard at a local level, and through DOPAG, at a regional and national level too”

Councillor Paul Smith

“The mobile phone buddies programme is an excellent example of the support that is out there for older people to ensure they can make best use of technology available; stay in touch and play a full part in their communities. I am sure the sessions will prove very useful and popular”

Councillor Paul Smith

Disclaimer: East Midlands Later Life Forum has made every attempt to ensure the accuracy and reliability of the information provided in this leaflet. East Midlands Later Life Forum does not accept any responsibility or liability for the accuracy, content, completeness, legality, or reliability of the information contained in this leaflet.

Designed and printed by Leicestershire County Council. Tel: 0116 305 6128