

Minutes of Hillingdon's Older People's Assembly
30 October 2018
Council Chamber, Civic Centre, Uxbridge

1.	Welcome Marion Finney from the Customer Engagement Team introduced herself as the Chair and welcomed everyone to the meeting. She went through the agenda and explained the purpose of the Older People's Assembly which is to hear about services and activities that partners and the Council provide and a forum for people to ask questions.
2.	Update from Older Peoples Champion - Cllr Ray Puddifoot Below are the key points of the update. <ul style="list-style-type: none">• The Council recently won gold in the "large city" category of the London in Bloom award.• The Council to date has invested £1.65 million on CCTVs, including 850 cameras covering town centres, parks, car parks, housing estates. These cameras produce very high quality images that are useful to the police service.• Bowls club initiative for older residents is doing well with positive feedback from residents.• The Brown Badge parking scheme remains popular with over 12,000 active users.• The Council continues to provide support to community groups working with older people. Funding is open to groups who wish to organise Christmas events or other community based activities/events.• The Heater Loan scheme is still available to older residents.• The council continues to deliver the TeleCareLine services to residents over 75 years old.• Free swimming lessons for residents over 65 years old taking place at the main leisure centres in the borough. <p>Q1. It's good to have all these cameras in the borough. What are you going to do about the cars that go through red traffic lights, zebra crossing and in</p>

<p>general people just driving dangerously?</p> <p>A1. That is a matter for the police. What the council can do is provide CCTV images or recordings that would help the police in their investigation when solving crimes.</p> <p>Q2. There has been a number of housing facilities built in Hayes and around the borough, what is the Council doing to provide adequate medical facilities for the increase in population?</p> <p>A2. This is not something the Council has control over. It is up to the NHS, we can only try to influence decisions.</p> <p>Q3. The pavements in Coldhabour Lane and Uxbridge Road are slanted and it is extremely difficult for people in wheelchairs. There are also no disable bays in the shopping areas.</p> <p>A3. If you have an issue with a road or a pavement, please report it via the contact centre and your local Councillor as that's the way the information gets fed through to the relevant department for action to be taken.</p>
<p>3. Presentation 1 - Priscilla Simpson - Sport and Physical Activity Team Manager, LBH - Keeping Social and Active</p> <p>Priscilla spoke about the importance of keeping physically, emotionally and socially fit and active during the winter and the reasons why people tend to be less active over this period.</p> <p>Below are some of the advice she gave on how to help stay social, active healthy and keep one's heart happy.</p> <ul style="list-style-type: none"> • Physical Activity - sports, walking, gardening, yoga, cleaning... • Nutrition - one needs to be mindful of salt intake, sugar intake, healthy eating, cholesterol and other key elements relating to wellbeing. • Relationships - Combating loneliness, family, friends, colleagues... • Volunteering, feeling useful, giving back, having a role or a purpose. <p>Listed below are some of the ways elderly residents can stay active.</p> <ul style="list-style-type: none"> • MOVES exercise classes (over 65s) which takes place in the Middlesex Suite at the Civic Centre • Dances - Tea, Line and Desi • Healthy Walks - free group walks in the borough

- Free swimming (over 65s) swimming lessons
- Bowling clubs
- Cycling
- Active 50+ Brunel University
- Allotments

There are 19 sessions in libraries across the borough once a month tea dances, line dances, Indian style dances. Keep active through MOVES, costs £1 for 1 hour session;

- This includes chair based and zumba gold exercise in libraries and community centers
- Check out your local library to find out time and day of all the sessions
- Uxbridge Tuesdays at 11:30am
- Botwell Thursdays at 10:00am
- Manor Farm Monday 10:00am

Dancing

- Tea Dances monthly at the Civic Centre and Winston Churchill Hall (3rd Monday and Thursday month)
- Tea Dances and Line Dances at West Drayton Community Centre (First Monday or Tuesday of the month)
- Desi Dance at Botwell (last Wednesday of each month)

Socialising

- Social Clubs
- Dining Centres and Lunch Clubs
- University of the Third Age
- Library Coffee Mornings
- Residents Associations
- Dementia Coffee Mornings (Uxbridge, Botwell, Northwood Hills, Ruislip Manor, Harlington, Yiewsley)

Stress relief

- Take a walk in the green spaces and Parks across the borough
- Theatres: take trips to The Beck, Compass, Northwood Arts
- Rent a Canal Boat: available in Harefield
- Visit to the Southlands Art centre
- Visit to local libraries and take part in various activities
- Take trips to the Bunker Museum

Below are places where you can take part in activities to stimulate the mind

- Hillingdon Adult Learning Centres
- University of the Third Age
- Brunel University

- Museums

Volunteering opportunities

- Volunteering for Age UK, Hillingdon Carers or at a charity shop.
- Become a Dementia Champion
- Join a group (Resident Association, Town Action groups...)
- Help out in a school (Time Travellers...)

To book or for further enquiries, please call the Sport & Physical Activity Team on 01895 250 453 or via email at sportandphysicalactivity@hillingdon.gov.uk

To book dances: 01895 556 688 or via the weblink at www.hillingdon.gov.uk/teadance

4. **Presentation 2 - Julian Lloyd - Age UK, Hillingdon - Stay Safe and Warm this Winter**

Outlined below are the key points of his presentation.

2500 people die prematurely exacerbated by winter. Age UK is looking to achieve the following through support, advice and guidance.

- Reduce hospital admissions
- Reduce attendance at Accident and Emergency
- Reduce GP Appointments
- Reduce winter deaths
- Reduce number of people having problems meeting fuel bills
- Provide information, support and practical assistance to stay warm and well.

As people get older their bodies respond differently to the cold. Being cold increases the risk of chest infections, heart attacks and stroke. There is an increased risk of slips and falls. The cold thickens blood and increases blood pressure and as people get older it takes longer for our bodies to warm up.

The following points are ways residents can be prepared for winter

- Get your heating system serviced every year
- Make sure you claim all financial support you are entitled to help
- reduce heating costs
- Ensure you know where your stopcock is
- Stock cupboards and freezer with food

- Register for shopping deliveries
- Keep grit or a salt/s and mix to put on steps and paths in icy weather
- Have your annual flu jab
- Stock upon prescription medicines
- Book your free fire safety assessment
- Consider grab rails for front or rear doors
- Keep bedroom windows closed
- 65°F (18°C) is the ideal temperature for your bedroom
- 70°F (21°C) is the ideal temperature for your living room

Keep well by;

- Eating well
- Doing regular exercise
- Keep warm (check temperatures)
- Wear warm clothes in and out of the house
- Keep your bedroom warm
- Use a hot water bottle or an electric blanket
- Keep your hands and feet warm
- Several thin layers are warmer than one thick layer
- Wear a hat, gloves and wrap a scarf around your face when going out in cold weather

For further information and enquiries, please call 020 8756 3040 or send an email to enquiries@ageukhhb.org.uk. You can also visit the main website at www.ageukhillingdon.org.uk

5. **Presentation 3 - Jane Walsh - Clinical Commissioning Group - NHS 111 Service**

Jane spoke about the newly introduced Care Connection Teams which have been in operation since April 2018.

- 15 teams introduced across the Borough aligned to GP registered population of people aged 65 years and above.
- Each team has a guided care matron and care co-ordinator working with the GP
- The aim is to identify people who have become or are at risk of becoming unwell and to provide additional input and support in their home, including family and carers.
- People have a new or updated care plan and know who to contact if they start to feel unwell again

A recent patient satisfaction survey undertaken independently, on behalf of the service provider, found that overall patients were very satisfied with the

<p>service, with 66% rating it as excellent and 100% rating it good, very good or excellent.</p> <p>Care of the Elderly Consultants</p> <ul style="list-style-type: none"> • Provide specialist support to GPs, Rapid Response and Community Matrons <p>Carer support services</p> <ul style="list-style-type: none"> • Hillingdon Carers act as a single point of access for carers support services. <p>111</p> <ul style="list-style-type: none"> • This is a national service but call handlers have access to the local directory of services
<p>6. The following questions were asked and answers given:</p> <p>Q1. Social Services have not been mentioned in the presentation so which leaves me quite puzzled, is there a reason for this?</p> <p>A1. Yes, we liaise with social workers and meet on a monthly basis, Care Connection and District nursing through Health. This is a new service when people anticipate or when people become unwell. They will need to see who is on the care list and review and refer onto a multi disciplinary team if that is what is required.</p> <p>Q2. Matron care coordinator work with the GP's. Do they work with every GP? If so I am not aware of it.</p> <p>A2. The service is specific to older people (65+) who have been identified by the GPs as needing case management because of their health and social care needs. The overall population is divided up evenly amongst the Care Connection Teams.</p> <p>Q3. Do you have any Age UK shopping service like they do in Kensington and Chelsea, where they take you to the supermarket and back to your home? It's an hourly rate paid service to help you do your shopping. Can you look into how Kensington and Chelsea run that service and see if it is something Hillingdon Council can introduce.</p> <p>A3. We do not have that service in Hillingdon. What we do have is the "Home Help" service which provides professional and friendly help with day-to-day domestic tasks to help older people stay in their homes for longer. Example</p>

	<p>of the tasks are, shopping, laundry, housework, preparing meals/meal delivery or just running various errands. It is an hourly paid for service. We will have a look into it and find out how they manage the initiative and how successful it has been.</p> <p>Q4. Do you have a list of Residents Associations in the borough? We need representation through them.</p> <p>A4. Yes we do have a number of associations in the borough, some private and some funded by the Council. They can be found on the council's website. The Customer Engagement Team can also assist residents who wish to set up groups in their local area.</p> <p>Q5. We need more information on advocacy, how can that be achieved?</p> <p>A5. Age UK provide informal advocacy. They provide information and advice and will support informally.</p> <p>Comment: We are encouraged to keep on learning to keep the mind active but fees are so expensive. There is discount for borough residents and nothing for seniors.</p> <p>Response: Adult learning is funded by Skills Fund not the Council. Discount only applies to residents living in the borough but we can pass on your concern to Adult Learning.</p> <p>Comment: I would like to thank the borough for what has been done for the bowls club. Great facilities! You can play from the age of 10 to 90 years. We have been trying to get indoors for years. People in the winter can get a hot meal and a drink. As a resident, I would like to encourage people to join as it is also a place to interact and make new friends.</p> <p>Response: That is very good feedback. It is part of the council's aim of putting residents first.</p> <p>We encourage people to contact their local councillors if they have issues in their locality.</p>
<p>7.</p>	<p>A.O.B.</p> <p>The attendees agreed to cancel the Assembly scheduled for 4th December till 26th March 2019 as the assemblies would be too close together for the date in December.</p>

8.	Date of the next Assembly: Tuesday 26 th March 2019 From 2pm to 3.30pm (registration from 1.30pm) The assembly will be held in the Council Chamber
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