

Older people



Mrs W's story

Mrs W is an 85 year old woman who has **diabetes** and lives **alone** in her fourth floor flat. She experiences **agoraphobia** and until a recent hospital admission had **not ventured out for 30 years** and had travelled no further than the rubbish chute at the end of the balcony. Mrs W's sight is becoming more limited and she uses a frame to get around her flat. She experienced severe depression after discharge from hospital; staying in bed, **not eating, caring for herself** or taking her medication. Her **GP referred her** to social care services where the [First Response Provider team](#) helped her **set goals** to wash and dress herself, take her pills and make meals. They also agreed **long term goals** for her to use the stairs to leave the flats. The hospital's adult **community** (long term) **rehabilitation team**

provided **physiotherapy** and **psychotherapy** to strengthen her limbs and help her **overcome her fear** of going outside. They encouraged Mrs W with **exercises**, showed her how to **dress safely** without falling and gave her a long handled brush to wash her back. They **rearranged her kitchen** and provided a **perching stool**. Over time, the rehabilitation workers **built a trusting relationship** with Mrs W and **gradually she regained her confidence**, spending less time in bed and **caring for herself once again**. **With persistence and support** she was able to use the rubbish chute again and **eventually ventured outdoors** using different strategies for **managing her anxiety**. Mrs. W is now **able to walk to Well Street** from her home with support, something she had not tried for many years.

Older people in Hackney

Hackney is often described as a 'young' borough however this sometimes hides the fact that we also have around 18,000 older residents.

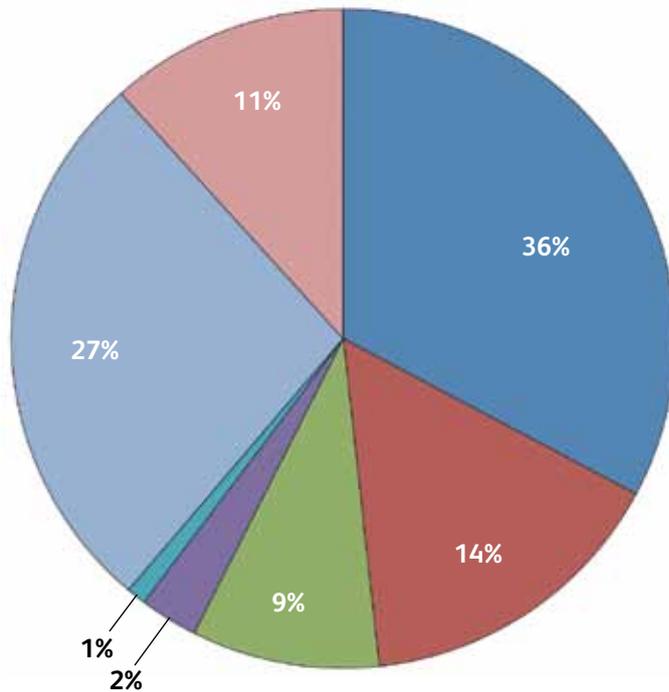
In 2018, when many of Hackney's 'baby boomers' reach pensionable age, census figures show that the number of older residents will increase by 10% to around 19,900. We are working on ways to cope with the increased demand on social care by helping more residents stay healthy, independent and avoid the need for care services as they age. To find out more about services in Hackney visit [Hackney iCare](#).



“It’s stressful when things need fixing in the house. Older people need an affordable and trustworthy handy man service”

What we spent in 2012-13:

We spent a total of £34 million on 2,754 older people last year. Part of the money supported 352 carers of older people with services such as temporary home care to give the carer a break.



Key

- **£12.1m (36%)** home care for 1,006 people, most receive around 10.5 hours of care per week
- **£4.9m (14%)** supported housing schemes - tenancies for 326 adults where personal care support is also provided
- **£2.8m (9%)** day care, 256 older people
- **£0.8m (2%)** meals, 282 people
- **£0.3m (1%)** equipment, 801 people
- **£9.4m (27%)** residential homes, 470 people (includes respite)
- **£3.7m (11%)** nursing homes, 162 people

In the above chart, we have not included 117 people who received professional support from our social workers, which mainly includes advocacy and sensory support. These costs are paid out of staff costs as shown in the [Overview fact sheet](#).

This chart does not show short term support services such as reablement provided to 1,773 people.

Some people received more than one service



Plans

Below we have summarised what we did in 2012-13 and what we plan to do in 2013-14.

What you wanted...	Examples of what we did and what we plan to do...
More control and choice over services	<ul style="list-style-type: none"> • Increased the number of older people getting services through self directed support from 1,432 in 2011-12 to 1,923 in 2012-13, an increase of 34 % • Increased the number of older people with dementia using self directed support from 18 in 2011-12 to 116 in 2012-13 <hr/> <ul style="list-style-type: none"> • We reviewed our day services and found they were no longer good value and people wanted a wider range of activities. Our review, which used findings from an online survey (2011) and consultation with key stakeholders (2012) showed: <ul style="list-style-type: none"> ○ People want more choice, variety and flexibility in what is offered ○ People want us to protect the most vulnerable people ○ Day care attendance is reducing ○ More people are using direct payments to organise their own care • Over the next three years, day services will change: <ul style="list-style-type: none"> ○ Our four day care centres will close, subject to finding a suitable site for a new facility ○ A new purpose built resource centre will open in 2015-16 for people with the highest levels of need ○ A range of existing and new community based day activities will be available for people who will not be attending the Resource Centre ○ People living in 24 hour staffed accommodation will generally have their day activities provided through their accommodation providers supported by the activity co-ordinators • We will engage with a range of stakeholders including existing users and their carers <p>Read the cabinet report on changes to day services</p>
Services that help people become more independent	<ul style="list-style-type: none"> • Provided short term support to 326 older people after illness or injury with 201 people regaining full independence within six weeks of leaving hospital • Provided home care to 1,006 older people • Provided telecare to 1,733 older people, 234 more than in 2011-12 <hr/> <ul style="list-style-type: none"> • Reduced the number of older people in council-funded long term residential care by 52 from 464 in 2011-12 to 412 in 2012-13 <hr/> <ul style="list-style-type: none"> • Invest in 2013-14 to provide more home care reablement and help older people avoid having to go into care after a spell in hospital <hr/> <ul style="list-style-type: none"> • Invest in new preventative services for those people who have moderate levels of need but are not eligible for social care support. Services or support that will delay or reduce the need for more intensive help will include: <ul style="list-style-type: none"> ○ Managing finances and housing ○ Taking medication and treatment ○ Health and wellbeing ○ Volunteering and befriending <hr/> <ul style="list-style-type: none"> • Invested in training our care managers to carry out better quality assessments and support planning <hr/> <ul style="list-style-type: none"> • Invest more in training staff to promote independence

A way for older people to report poor home care without going through the care agency first	<ul style="list-style-type: none"> • Launched a new home care complaints line in November 2012 so people can contact us directly if they have concerns about their home care • Responded to 31 complaints • Improvements made to services as a result of this feedback
Help with fuel poverty among older people	<ul style="list-style-type: none"> • Advised 189 older people on fuel benefits and keeping warm through the Hackney Seasonal Health Intervention Network (SHINE)
Action to tackle loneliness and social isolation among older people	<ul style="list-style-type: none"> • During 2013-14 we will invest in a new befriending and volunteering service to help people be more independent and access their community
Health and social care services to share information more easily to improve older people's care and support	<ul style="list-style-type: none"> • We are working to improve our links with GPs and share people's care plans. During 2013-14 we will try out shared care plans at Shoreditch Park and Elsdale surgeries • We will make the most of user consultation and feedback through iCare to improve care and support for older people
More flexible support for unpaid carers looking after older people	<ul style="list-style-type: none"> • This year we supported 352 carers of older people. During 2013-14 we will select several organisations to help coordinate and deliver services for carers including: <ul style="list-style-type: none"> ◦ Advice to carers ◦ Carers assessments on behalf of the council ◦ Helping carers to arrange direct payments from the council ◦ Carers cards <p>Read more about carers services online</p>

What is Hackney [SHINE](#)?

SHINE stands for Seasonal Health Interventions Network, a project launched in April 2012 to deal with the causes of fuel poverty and help prevent winter deaths and hospital admissions. Any Hackney resident referred to SHINE may be eligible to receive one or more of 20 services such as:

- Fire safety and home security checks
- Benefit checks
- Energy advice
- Home energy assessments
- Fall assessments
- Handy person services
- Taxicard
- Water and power utility priority services register
- Telecare

189 (78%) of referrals to SHINE in 2012-13 were for older people

[New Age Games](#)

With 2012 the Olympic and Paralympic year, our New Age Games programme continued to be popular. Attendance averaged nearly 300 per week with activities including gym, swimming, badminton, zumba and walking. 140 attended the finals, and the 30 winners were awarded tickets to the Olympics.

What you told us in March and April 2013

We received lots of useful comments and feedback about our services when we consulted older people on what should go into the local account between March and April 2013.

Below we have summarised what you said you wanted, what we are doing and other plans to improve services.

What you said you wanted...	Examples of what we are already doing	Examples of what we plan to do in 2013-14 and beyond
Better care for people with dementia	<ul style="list-style-type: none"> • We are reviewing all our services for people with dementia and planning improvements including: <ul style="list-style-type: none"> ◦ Alzheimer support workers in GP surgeries ◦ More dementia friendly environments 	<ul style="list-style-type: none"> • Open a new resource centre in 2015-16 suitable for people with the most complex needs including people with dementia, subject to finding a suitable site
Better training for home carers	<ul style="list-style-type: none"> • We worked with organisations that provide our home care services to make sure their staff are better trained 	<ul style="list-style-type: none"> • Commission new home care services that will support people to be more independent. These services will be in place towards the end of 2014
Protection for older people and support to maintain their dignity	<ul style="list-style-type: none"> • Our safeguarding team works hard to make sure any abuse is dealt with promptly • 113 abuse alerts were investigated, 28 were substantiated • We have improved our monitoring arrangements for people who receive home care 	<ul style="list-style-type: none"> • Publicise our home care complaints line more widely so people can use it to alert us to poor care or late visits
Older people need an affordable handy person service	<ul style="list-style-type: none"> • We already commission an affordable Mobile Repair Service routinely offered to older people leaving hospital. The service offers home safety checks, help for people who hoard, emergency heating and cooking equipment 	<ul style="list-style-type: none"> • The Mobile Repair Service will take part in two national pilot schemes to secure extra money to help older people in Hackney have safer, warmer homes
Better printed information and signposting	<ul style="list-style-type: none"> • We launched Hackney iCare in March 2013 which has lots of useful information about health and wellbeing services in the borough • Council staff and voluntary organisations are now using iCare to help people find the most useful services for them • People receive our Adult Social Care Commitment Statement, Promoting Independence and an information pack at their reviews 	<ul style="list-style-type: none"> • Continue to promote iCare's use and ensure it has even more useful information for older people and that more local providers, council staff and voluntary organisations use it to help people find the most useful services for them • Improve the way we publicise carers services as part of a new contract we are awarding in 2013-14

Contact details and how to get a printed copy



If you would like to receive a printed copy of a fact sheet or one in another language or alternative format, call **020 8356 3980**.

If you want to contact Adult Social Care to get help or find out more about the services available, call **020 8356 6262** or visit **www.hackneyicare.org.uk**