

# Older People



Promoting  
independence



## Older people



### Mrs A gets her life back on track after a stroke

Mrs A is a 74 year old widow left weak on one side of her body after a stroke. This made it hard for her to care for herself properly and affected her speech. Mrs A was depressed after the death of her husband and had no family living nearby. Therapy at home and reablement staff worked with Mrs A after she left hospital to help her to relearn how to dress, walk to the corner shop and make a meal. A physiotherapist and reablement

care workers visited Mrs A twice a day for six weeks until she was able to dress herself, cook and walk to the shop independently. A speech and language therapist worked with Mrs A to help her speak more clearly. Mrs A still felt low so her social worker referred her to the local bereavement service where she could talk to someone about the pain of losing her husband, and to the council's befriending service whose volunteers provide companionship to isolated people during the week. Mrs A now finds it easier to cope with everyday life.

## Older people in Hackney

Hackney has around 18,100 older citizens. Most older people in Hackney live independent, healthy and fulfilling lives without needing help from the council. Some older people get care and support from family and friends. However, some older people may need help from us, at some point in their lives. This may be for a short time, after a fall, illness or hospital admission, especially if they have no family living nearby.

Last year around one in seven people aged 65 or over in Hackney received support from our adult social care services. Most of the people we helped had physical impairments although some had more complex needs such as depression or dementia. We aim to support and help older people to remain living in their own homes and communities for as long as possible.

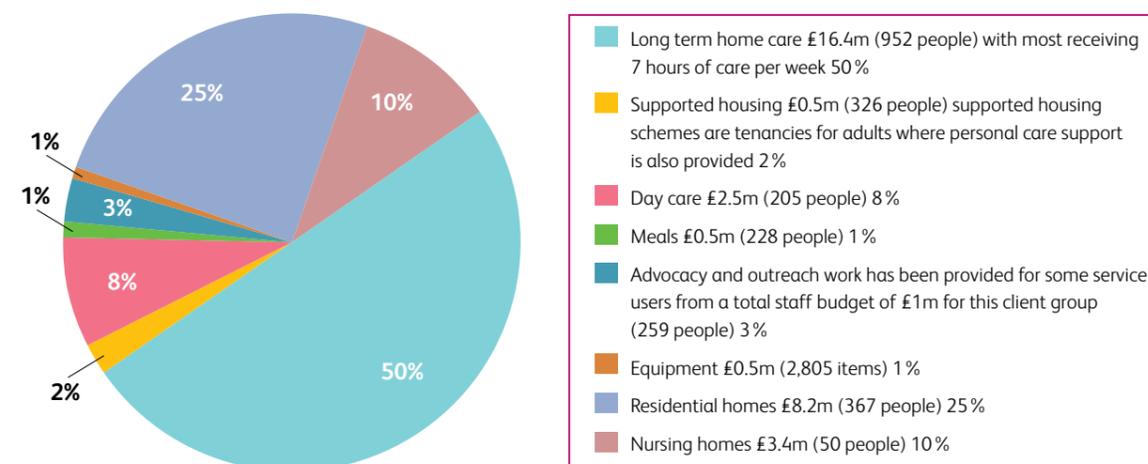
Last year we invested significant amounts in preventative services like our new Volunteering and Befriending service. Services like these can help isolated older people by putting them in touch with people in their communities.

### During 2013-14

- 90% of older people were able to remain living in their own home after supported discharge from hospital
- We helped more older Hackney residents stay in their own home for longer, with just 68 older people being placed permanently in care homes in 2013-14 compared with 116 in 2011-12
- We supported 428 carers of older people with services like temporary home care or respite to give them a break

## What we spent in 2013-14

We spent a total of £32.9 million on 2,369 older people last year.



Some people received more than one service and some used a direct payment to 'buy' services and control their own care.

## Plans

Below, we have summarised what we said we would do in last year's local account, what we did in 2013-14 and what we plan to do in 2014-15.

What we said we would do	What we did in 2013-14 and what we plan to do in 2014-15 and beyond
Enable older people to exercise more choice and control over services	<p>In 2013-14, we:</p> <ul style="list-style-type: none"> <li>Slightly increased the number of older people using direct payments to buy their support by 6.7% from 135 in 2012-13 to 144 in 2013-14</li> </ul> <p>In 2014-15, we will:</p> <ul style="list-style-type: none"> <li>Set up a support planning and brokerage pilot with Outward to help older service users write their support plans and arrange the services they want</li> </ul>
Engage with older day service users and their carers over the changes to day services	<p>In 2013-14, we:</p> <ul style="list-style-type: none"> <li>Consulted service users and carers at our four day centres to gather their views on our plans to design and build a new day care resource centre at Oswald Street, set to open in 2016</li> <li>Kept carers up to date on day service changes through letters, frequently asked questions and answers and an article in Hackney Today</li> <li>Gathered people's views on transport and meals services via a customer survey</li> <li>Ran and facilitated consultation workshops on the design of the new service</li> </ul> <p>In 2014-15, we will:</p> <ul style="list-style-type: none"> <li>Ensure the views of older people are fully considered in shaping our plans for new day services</li> </ul>

What we said we would do	What we did in 2013-14 and what we plan to do in 2014-15 and beyond
Ensure older people living in 24-hour staffed Housing with Care get a chance to take part in stimulating activities in their accommodation	<p>In 2013-14, we:</p> <ul style="list-style-type: none"> <li>Worked with our housing providers to develop a range of social activities</li> <li>Appointed three activity and welfare officers to work across the 15 Housing with Care units to support tenants to take part in daytime activities they enjoy</li> <li>Introduced Friendship Link to help reduce social isolation as well as games afternoons and events at the Picture House</li> </ul> <p>In 2014-15, we will:</p> <ul style="list-style-type: none"> <li>Give Housing with Care tenants more choice by introducing a new range of activities</li> <li>Introduce New Age Games to Housing with Care schemes and organise interesting day trips, BBQs, garden parties and visits to places of interest</li> <li>Make sure tenants who need help to take part in community activities get appropriate support from our new Befriending service</li> </ul>
A range of existing and new community based day activities will be available for people who will not attend the new Resource Centre	<p>In 2013-14, we:</p> <ul style="list-style-type: none"> <li>Consulted users and carers at meetings to find out what people wanted from community based day activities</li> </ul> <p>The things people wanted included:</p> <ul style="list-style-type: none"> <li>Flexibility in the times services are offered</li> <li>A wider range of activities and places where people can get their support</li> </ul> <p>We are looking to develop a range of community day opportunities, such as:</p> <ul style="list-style-type: none"> <li>Visits to places of interest</li> <li>IT classes, music therapy, art therapy, film club and trips</li> <li>Massage, tai chi and yoga</li> <li>Gardening</li> <li>Healthy eating advice and activities</li> </ul> <p>In 2014-15, we will:</p> <ul style="list-style-type: none"> <li>Give more support to service providers to help them expand the range of activities and day opportunities they offer for older people</li> </ul>

What we said we would do	What we did in 2013-14 and what we plan to do in 2014-15 and beyond
<p>Provide more reablement and support to older people so they can remain independent and prevent hospital or residential care admissions</p>	<p>In 2013-14, we:</p> <ul style="list-style-type: none"> <li>• Reduced the number of older people placed in residential care homes by 14% from 252 in 2012-13 to 217 in 2013-14 by providing more support at home</li> <li>• Provided short term support to 1,583 older people after illness or a hospital stay, with 81% achieving independence after six weeks</li> <li>• Provided home care to 975 older people</li> <li>• Provided telecare to 3,784 people including 1,375 sheltered housing residents and 2,409 people living in their own homes</li> </ul> <p>During 2014-15, we will:</p> <ul style="list-style-type: none"> <li>• Develop new home care services with new providers starting in July 2015</li> <li>• Ensure new home care services focus on reablement and delivering outcomes and people's desired goals</li> <li>• With Homerton University Hospital we will bring together health and social care in a new service called Reablement and Intermediate Care Service (RICS) to help people leave hospital quicker, regain independence after a spell in hospital or to help them avoid unnecessary admission in the first place</li> </ul>

What we said we would do	What we did in 2013-14 and what we plan to do in 2014-15 and beyond
<p>Invest in new preventative services for people with moderate needs not eligible for social care support to reduce the need for more intensive help. These services will help people:</p> <ul style="list-style-type: none"> <li>• Manage finances and housing</li> <li>• Take medication and access treatment</li> <li>• Improve health and wellbeing</li> <li>• Benefit from volunteering and befriending</li> </ul>	<p>In 2013-14 we invested £3.4 million, creating three new Targeted Preventative services launched at the end of 2013:</p> <ul style="list-style-type: none"> <li>• A new Floating Support service to provide practical support and interventions for up to 1,500 people who struggle to cope including support to maintain tenancies, linking to services and developing skills to build links in the community. One Support, Family Mosaic and the Single Homeless Project will provide this support across four neighbourhoods</li> <li>• A Health and Wellbeing activities programme with Norwood to provide healthy eating, exercise, arts and cultural activity sessions for up to 400 people in the first year</li> <li>• A Volunteering and Befriending service with Outward providing 33,000 hours of support through home visits and/or phone befriending to help up to 250 people overcome isolation, get out and about and take part in activities</li> </ul> <p>People will only have to contact one referral point for all three services (see useful contacts at the end of this fact sheet)</p> <p>In next year's local account, we will tell you how many people using these services reported improvements in:</p> <ul style="list-style-type: none"> <li>• Physical and emotional health</li> <li>• Emotional wellbeing</li> <li>• Independence</li> <li>• Social inclusion</li> <li>• Self esteem/self confidence</li> </ul> <p>We will also let you know how satisfied people are with the new services</p>
<p>Train more staff to promote independence</p>	<p>In 2013-14, we:</p> <ul style="list-style-type: none"> <li>• Ran 286 practical workshops to support staff to promote people's independence</li> <li>• Trained 193 council staff and 93 people from other organisations including agency care workers and volunteers</li> </ul>

What we said we would do	What we did in 2013-14 and what we plan to do in 2014-15 and beyond
Test shared care plans at Shoreditch Park and Elsdale surgeries	<p>In 2013-14, we:</p> <ul style="list-style-type: none"> <li>Worked to improve our links with GPs and share people's care plans</li> </ul> <p>In 2014-15, we will:</p> <ul style="list-style-type: none"> <li>Work with all our health and social care partners to try out shared care plans across Hackney</li> </ul>
Help carers of older people have a break and support them in their caring role	<p>In 2013-14, we:</p> <ul style="list-style-type: none"> <li>Supported 428 carers of older people with services like temporary home care or respite to give them a break</li> <li>Commissioned a new community partnership called 'Carers are the Bedrock', due to start in 2014, to make it easier for carers to get support including: <ul style="list-style-type: none"> <li>Carers' assessments</li> <li>Hackney Carers Card</li> <li>Advice and advocacy</li> <li>Training</li> <li>A point of contact for GPs</li> </ul> </li> </ul> <p>See the Carers fact sheet for more details</p>

## What you told us

During the last year we have consulted with older people who use services to get their views on what we provide now and what they would like to see in the future.

What you said	What we have done and what we plan to do
Older people need someone to drop in and check on them	<p>In 2013-14, we:</p> <ul style="list-style-type: none"> <li>Launched a new Volunteering and Befriending service with Outward</li> <li>Arranged for volunteers to visit or phone people to help them to be less isolated and take part in community activities</li> </ul> <p>In 2014-15, we will:</p> <ul style="list-style-type: none"> <li>Collect information on how satisfied people are with the new service and report this in next year's local account</li> </ul>
Provide advice for older people on managing winter fuel bills and make people more aware of the available advice	<p>In 2013-14:</p> <ul style="list-style-type: none"> <li>SHINE* (Seasonal Health Interventions Network) helped 107 older people and 93 disabled people in Hackney to manage their fuel bills, keep warm and safe by directing them to a range of advice and support</li> </ul> <p>In 2013-14, SHINE will:</p> <ul style="list-style-type: none"> <li>Run a campaign to make older people aware of the service and how it can help</li> </ul>
Older people and carers would like access to free exercise	<p>In 2013-14, we:</p> <ul style="list-style-type: none"> <li>Recorded 8,746 attendances at Hackney's New Age Games, an annual over-50s activity exercise programme. Free sessions included archery, dance, gym, yoga, pilates, cycling, racquet sports and walking football</li> <li>Continued to fund free swimming for carers and over 60s in Hackney pools</li> </ul> <p>In 2014-15, we will:</p> <ul style="list-style-type: none"> <li>Run New Age Games activities from 19 May to 29 November 2014</li> </ul>

What you said	What we have done and what we plan to do
<p>Let older people know how they can get a telecare pendant</p>	<p>At the end of April 2014:</p> <ul style="list-style-type: none"> <li>• 1,504 Hackney residents in the community had telecare pendant alarms</li> <li>• 612 people had pendants combined with other telecare support</li> <li>• 1,374 people in sheltered or supported housing were also connected to the telecare system</li> </ul> <p>All requests were assessed by our Information and Assessment team in the first instance</p> <p>In 2014-15, we will:</p> <ul style="list-style-type: none"> <li>• Publicise telecare at community events and work closely with GPs and fall prevention staff</li> <li>• Publicise telecare through iCare and the council website</li> </ul>
<p>People wanted to know more about changes to day services.</p> <p>Carers wanted reassurance that people moved out of day centres to take part day activities in the community would not lose their friends</p> <p>Carers also wanted assurance that the new Oswald Street Resource Centre could comfortably accommodate people with very different needs including dementia, complex needs and learning difficulties</p> <p>Day centre service users want better quality, hotter meals and a wider choice</p>	<ul style="list-style-type: none"> <li>• We provided detailed sets of frequently asked questions and answers to carers and service users affected by day care changes</li> <li>• Care managers reviewing service users will consider people's friendships and try to make sure friends are still able to do enjoyable activities together</li> <li>• The centre's design and operational plans will ensure people attending with a range of profound and multiple disabilities or complex needs are comfortably accommodated and catered for. Community and voluntary organisations and health services using the centre will offer a range of services and opportunities there, with some activities for specific groups, and others for all centre users. People with learning difficulties will also benefit from a range of community-based day opportunities</li> <li>• Meals at the new purpose built Oswald Street Resource Centre will be prepared on site, providing more choice</li> </ul>

## People with dementia in Hackney

Dementia describes a set of symptoms that includes memory loss and difficulties with thinking, problem solving or language. It is caused by damage to the brain by diseases including Alzheimer's disease or a series of strokes. Symptoms worsen over time.

There are around 1,249 older people living with dementia in Hackney and we expect numbers to increase by 3% a year. Around one in three people aged over 65 are likely to develop some form of dementia as they age.

Dementia is a significant and growing issue nationally, and Hackney's health and care services are working to improve the quality of services for people with dementia including:

- Earlier diagnosis
- Access to telecare and assisted technology to enhance people's independence at home
- Support for carers including assessments, respite and short breaks
- Appropriate care packages
- Investment in Dementia Friendly Environments
- Planning new home care services that provide appropriate support to people with dementia

Last year the council invested £150,000 in two dementia friendly environments, interesting spaces designed to gently stimulate people with dementia

- A sensory conservatory for Beis Pinchas care home with fragrant trees and piped music
- A new sensory room and summer house for Southwold Road Supported Living Scheme and upgraded lighting

Hackney Council has signed up to the Manifesto for a Dementia Friendly London and in 2014-15 we will expand our dementia work to include

- Support for the national Dementia Friends programme
- Dementia training for staff who work in libraries and museums
- A new £300,000 high quality housing provision called St Peter's House which will provide 39 self contained for people with dementia, including people with learning disabilities who have dementia

## Useful links and contacts



SHINE – Seasonal Health Interventions Network

[www.hackney.gov.uk/shine.htm](http://www.hackney.gov.uk/shine.htm)

[shine@hackney.gov.uk](mailto:shine@hackney.gov.uk)

**0800 281 768**

Targeted Preventative Services

[hackneytpsreferrals@outward.org.uk](mailto:hackneytpsreferrals@outward.org.uk)

**020 7249 9004**

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](http://www.hackneyicare.org.uk)