

## Appendix Four

### How stakeholders work together to support older people

On 28 April 2006, the PCT and the Council held an event to start work on this Strategy. The list of stakeholders below was developed on the day – many people were invited to the event, but we didn't invite the full range of people who need to be involved. As a result, part of this list arose from debate about who else should have been there.

Rather than having a long list of organisations, the stakeholders have been grouped by themes that we know are important to older people. By arranging it this way, we wanted to underline the point that it's the way that stakeholders work together which can make such a difference to older people's lives. In each case we have only had room to include one example of an actual partnership in Kensington and Chelsea - many, many, more exist, and therefore many organisations have not been mentioned by name.

#### Healthcare

**Stakeholders** Our local NHS hospitals – the Chelsea and Westminster, St Mary's, Hammersmith and Charing Cross; private health companies that run hospitals, hospital transport, nursing homes or provide home care; London Ambulance Service; community nurses; podiatrists; pharmacists; dentists; opticians; the Community Rehabilitation Team; GPs and practice staff; health promotion workers.

**Example of how stakeholders work together** The PCT's Community Rehabilitation Team is made up of a skilled therapy staff from different specialisms – including physiotherapy, occupational therapy, dietetics and speech and language therapy. Working with a larger group of colleagues from the hospital and community and voluntary sector, staff from the Team develop a specialist support plan based on goals an older person wants to achieve in order to return home safely, and as swiftly as possible.

#### Mental health

**Stakeholders** The Central and North West London Mental Health Trust; the voluntary sector.

**Example of how stakeholders work together** Specialist advice and emotional support is important in the area of mental health. This could be for family carers when an older relative has dementia, or for an older person recently diagnosed with dementia. CNWL's Admiral Nurse service works with family carers, and Age Concern provide a service for people with dementia themselves.

#### Housing and support services

**Stakeholders** Housing associations that manage accommodation or provide support services for our older residents; the companies that keep Council estates clean or carry out repairs; "Staying Put" and other organisations that help older people with home improvements or offer a handy person service; the Council's team that administers the Supporting People grant from central government; occupational therapists and Environmental Health officers at the Council who provide equipment or arrange adaptations to older people's homes; the Community Alarm Service.

**Example of how stakeholders work together** The Supporting People Grant is used to fund the Community Alarm Service and it is provided to mainly older residents, who have the reassurance that they can summon help in an emergency.

### Social care

**Stakeholders** Private sector organisations who provide home care, residential or nursing care; Council staff who assess need, arrange care packages, or provide care directly; voluntary sector organisations who have expertise in day or social care provision; the Direct Payments worker supporting older people who receive money from the Council to arrange their care services themselves.

**Example of how stakeholders work together** Day care can be crucial in helping an older person to stay independent. In Kensington and Chelsea, day services for older people have been developed to provide for different levels of health need, and residents from particular communities. The Council provides some services itself, and commissions other organisations to meet other types of need. The Pepperpot in W10 is a well-established centre for older people from the African-Caribbean community. EPICS in W10 is a joint service with the PCT and is for people with complex health needs who require intensive support for a particular reason (for example following a stroke).

### Crime prevention and safety

**Stakeholders** The police and Police Community Support Officers; Council street cleaners; Parks staff from the Council; Trading Standards officers; residents' associations and park user groups; London Fire Brigade.

**Example of how stakeholders work together** London Fire Brigade work with the Council's Trading Standards officers to make sure that older people have free safety checks on electric blankets, and offer free replacements when needed. London Fire Brigade offer free safety checks and smoke alarms for older people – health and social care professionals are one of the main sources of referrals for the service.

### Transport

**Stakeholders** Transport for London who oversee the buses and tubes, and the firms who provide those services; staff at the Council who help with administration of services such as the Taxicard, develop the Borough's transport policies or arrange transport for day centre users; community transport organisations; user groups.

**Example of how stakeholders work together** The Pensioner's Forum held a session at the Town Hall in June 2006, inviting older residents to have their say about transport services. 60 older people attended and were able to put their views directly to senior managers from Transport for London and the Council who are responsible for many of the transport services that are important to older residents.

### Leisure and learning

**Stakeholders** The firm that runs the Borough's two sports centres; staff at the Council's Sports Development Team who work with other stakeholders to develop special exercise programmes for older residents; GPs who refer their older patients for specially designed exercise programmes; libraries staff; Council officers working in the Borough's parks and Leighton House Museum; health promotion staff from the PCT; voluntary sector organisations; everyone involved in the arts, including Council officers who produce the Borough's Arts Strategy; Council officers who develop and fund adult learning programmes and all the organisations who provide them.

**Example of how stakeholders work together** Exercise for older people is funded and organised in a number of ways. Voluntary sector groups, such as the Over 55's at the Muslim Cultural Heritage Centre, advise older people about diet and exercise. Adult Learning services fund other voluntary sector organisations to arrange specially designed exercise classes, and the Sports Development Team also work in this area, for example planning and putting on sessions with Open Age.

### Benefits and advice

**Stakeholders** Everyone who helps older people and carers to get what they are entitled to - advice agencies and specially trained workers from voluntary sector organisations who advise on rights, benefits and employment opportunities; Council officers in Housing Benefit or Council Tax sections.

**Example of how stakeholders work together** The Council funds the Citizens' Advice Bureau to work with residents who Council staff identify as being in need of specialist advice. This includes older people and their family carers – a CAB worker will ensure that they are getting the Council and government benefits that they are entitled to.

### Representation and accountability

**Stakeholders** Our councillors, and members of NHS and voluntary sector management boards.

**Example of how stakeholders work together** These are people who are committed to, and know our local communities well. They can set the direction of local policy, or influence national decisions in the NHS and government.

### Streets, regeneration and planning

**Stakeholders** Highways staff, Environmental Health and Waste Management officers from the Council; the Cityscape project which works to prevent falls; staff from the Council, the Mayor of London's office, and local groups such as Dalgarno Neighbourhood Trust, who work together on the redevelopment of large areas of the borough.

**Example of how stakeholders work together** We know from consultation with older people, and it was confirmed at a meeting of the Health and Social Care Reference Group in June 2006, that the availability of public toilets is extremely important to older residents, who feel more confident about going out if they know they can access a toilet. Council officers can advise on the location of public toilets or suggest alternatives.