

Appendix Three

What we know from older people in the Borough

This is a summary of recent consultation with older people, by the Primary Care Trust and the Council.

- **Health and Social Care Reference Group 2006:** Older residents want the Council to intervene more to improve quality of life – for example having more staff to pick up litter, and to stop people from riding their bikes on pavement
- **Community Strategy consultation with African Caribbean elders at Pepperpot Club February 2005:** These older residents felt they were getting more isolated. They have lived in the area for 10 – 40 years, but their children had been forced to move out to get better job opportunities. Their isolation was causing mental health problems for them. But it also masks the difficulties African Caribbean elders face in accessing benefits, reading and writing, and living in poverty.
- **Strategic Review of Supporting People services for Older People 2005:** Residents in sheltered housing, and those living in other types of housing but using support services to help them manage their tenancies, said they felt safe and secure. However, the service users living in sheltered schemes said they would rather ask for help when they needed it – and did not necessarily want the pre-arranged package of support on offer to everyone in sheltered housing. Black and Minority Ethnic service users and carers were asked about their need for specific services. Their preference was for more access to specialist services in the community such as day care, home care, or advocacy, rather than new housing schemes.
- **Community Strategy consultation with East Chelsea Elderly Group, February 2005:** Older residents wanted more **coordination** between services to reduce overlaps. If there is a person who needs a lot of services, they should get one named worker, who makes that coordination happen; they felt staff needed more training on **disability awareness**; public transport was a big issue – inefficient **bus, rail and underground systems** made people use their cars – with a bad effect on everyone's health.
- **PCT consultation on Your Health, Your Care, Your Say, November 2005:** There was support for 'new' types of health services in community settings which people can get to easily and which are user friendly. There was a lot of support for preventative measures rather than just treating illness. There was support for the voluntary and community sector to be able to provide some services either in partnership with statutory service or independently.
- **PCT work on 'Choosing Health' June 2004:** Older People wanted green open spaces, which were well lit and in which they could feel safe, more community centres and opportunities where they could meet to 'just talk'.
- **Complaints about Adult Social Care at the Council:** the main message from older people is that we are not always good enough at communicating with them, their families, and other workers who play an important role in their lives
- **The Council's annual Residents' Survey contains views from older people, and comments on leisure seem especially relevant for our strategy.** Rather sadly, when asked whether they used local leisure centres, one older person said 'I'm a pensioner – sports centres aren't for OAPs'. Older people said the following things would encourage them to use the centres: 'If the prices were reduced for entry'; 'It seems to be primarily directed towards young people (loud music etc) – if there were more programmes for seniors, I might use it more'. The Council's

Appendix Three: Summary of Consultation

Sports Development Team are stakeholders in this Strategy and keen to work with all of us to follow up what those older people said.

Developing the Joint Older People's Strategy with stakeholders

28 April and 27 July 2006: Stakeholder Workshops to develop the Joint Older People's Strategy for Kensington and Chelsea, Isaac Newton Centre, W11

Attendees:

Abigail Garraway – Supporting People Commissioning Manager, Housing, Health and Adult Social Care, RBKC
Alan Clark – Strategic Commissioning Partnerships (Facilitator)
Alan Tyrer – Head of Provider Services, Housing, Health and Adult Social Care, RBKC
Amanda Johnson – Supporting People Manager, Housing, Health and Adult Social Care, RBKC
Andrew Kenworthy – Chief Executive, K&C Primary Care Trust
Ann Bailey – Director of Finance, K&C Primary Care Trust
Anna Porta – Westway Community Transport
Carole Orgell Rosen – Manager of EPICS, Housing, Health and Adult Social Care, RBKC
Caroline Leveaux – Mental Health Commissioning Manager, K&C Primary Care Trust
Christine Simpson – Head of Care Services, Women's Pioneer Housing
Christopher Allen – Sports Development Team Manager, RBKC
Cynthia Dize – Director, Sixty Plus
Denise Roach – Older People's Commissioning Manager, Housing, Health and Adult Social Care, RBKC
Dev Luchowa – Older People's Team Manager, Housing, Health and Adult Social Care, RBKC
Eileen Greene – Women's Pioneer Housing
Eric Craig – Service Manager, Central and Northwest London Mental Health Trust
Fran Pearson – Older People's Partnership Manager, RBKC / K&C Primary Care Trust
Guy Van-Dichele – Head of Policy and Performance, Housing, Health and Adult Social Care, RBKC
Gwyn Morris – Head of Service, Older People, Housing, Health and Adult Social Care, RBKC
Hash Chamchoun – Care Services Manager, RBKC Tenant Management Organisation
Helen Leech - Director, Open Age
Henry Bewley – Health Policy Manager, Housing, Health and Adult Social Care, RBKC
Henry Leak – Older People's Team Manager, Housing, Health and Adult Social Care, RBKC
Jacqueline Leslie - Head of Occupational Therapy, Housing, Health and Adult Social Care, RBKC
James Hebblethwaite – Public Health Analyst, K&C Primary Care Trust
Jane Turner – Chair, Inkerman Housing Association
Janine Jolly – Head of User Involvement, K&C Primary Care Trust
Jean Daintith – Director of Housing, Health and Adult Social Care, RBKC
Jim Mullany – Older People's Policy Manager, Housing, Health and Adult Social Care, RBKC
Joan Campbell – Domiciliary Care Service Manager, Housing, Health and Adult Social Care, RBKC
Justine Dornan- Empty Property Officer, Environmental Health, Housing, Health and Adult Social Care, RBKC
Lisa Redfern – Service Manager, Older People, Housing, Health and Adult Social Care, RBKC
Maisie McKenzie – Locality Manager, K&C Primary Care Trust
Martin Pendry – Service Manager, Provider Services, K&C Primary Care Trust
Mary Clay – Nurse Consultant for Older People, K&C Primary Care Trust
Melanie Smith – Director of Public Health and Partnerships, K&C Primary Care Trust
Nazneen Iqbal – PA, Commissioning & Performance, K&C Primary Care Trust
Nick Murray - Older People's Team Manager, Housing, Health and Adult Social Care, RBKC
Peter Donkin – Residential Service Manager, Housing, Health and Adult Social Care, RBKC

Appendix Three: Summary of Consultation

Peter Ebenezer – Continuing Care Manager, K&C Primary Care Trust
Peter Kanssen - RBKC Tenant Management Organisation
Peter Okali – Director, Age Concern Kensington and Chelsea
Raj Jogia – Voluntary Sector Commissioning Manager, Housing, Health and Adult Social Care, RBKC
Sasha Pearce – Community Rehab Team Manager, K&C Primary Care Trust
Simon Bokor-Ingram – Provider Services Manager (Adults), K&C Primary Care Trust
Stella Baillie – Head of Adult Social Care, Housing, Health and Adult Social Care, RBKC
Tarh Nzo – Team Manager, Environmental Health, Housing, Health and Adult Social Care, RBKC
Tim Ellis – Corporate Programmes Manager, RBKC.
Usha Prema – Head of Voluntary Sector Partnerships, K&C Primary Care Trust
Yvonne Atkinson – Director of Care Services, Octavia Housing
Yusef Noden – Muslim Cultural Heritage Centre

Apologies from:

Abdul Karim Kubica – Centre Operations Manager, Muslim Cultural Heritage Centre
Anne Marie McCooey – Community Pharmacist, K&C Primary Care Trust
Becky Hirst – K&C Social Council
David Palmer – Deputy Director, Migrant and Refugee Community Forum
Fiona Sutcliffe – Director of Services for Older Adults, Central and North West London Mental Health Trust
Martin Waddington – Head of Housing Needs, RBKC
Hamish Pringle – Head of Leisure, RBKC
Tim Keay – Deputy Director of Environmental Health, RBKC

<i>Consulting on the Joint Older People's Strategy April – October 2006</i>
28 April: one-day workshop with stakeholders, Isaac Newton Centre
16 June: update to older people at Health & Social Care Reference Group
26 June: meeting with Older People's Voluntary Organisations steering group
3 July: Older People's Voluntary Organisations Forum discussion
12 July: Discussion with PCT Chair
13 July: Discussion with Team Managers – Older People's Assessment Service RBKC
13 July : Director & Cabinet Member / Lead Member discuss at RBKC
18 July: PCT Board discussion
19 July: RBKC Management Board
19 July: Older People's Partnership to review its Terms of Reference, membership, and agree project groups to implement Strategy
21 July: presentation to Contracts and Commissioning team RBKC
27 July: follow up workshop with all stakeholders, Isaac Newton Centre
10 August: joint event with Sixty Plus Healthwise Group
21 August: joint event with Migrant and Refugee Forum older people's organisations
1 September: presentation to PCT Commissioning Executive
4 September: Supporting People provider forum
7 September: presentation to Age Concern Board.
13 September: presentation to PCT Provider Managers
26 September: follow up on implementation proposals with Health and Social Care Reference Group
6 October: follow up on implementation proposals at Sixty Plus Health Fair