

## OLDER PEOPLE'S PLAN UPDATE

<b>Cabinet Member(s)</b>	Councillor Sir Ray Puddifoot MBE Councillor Jane Palmer
<b>Cabinet Portfolio(s)</b>	Leader of the Council Social Care, Health and Wellbeing
<b>Officer Contact(s)</b>	Kevin Byrne – Residents Services
<b>Papers with report</b>	Older People's Plan update Q1 & 2 2020/21 Appendix A

## HEADLINES

<b>Summary</b>	To provide Cabinet with an update on the progress in delivering the actions in the plan for older people.
<b>Putting our Residents First</b>	The Older People's Plan assists the Council to deliver its plans to put residents first. Supporting older people to live independent, active, healthy lives and providing opportunities to improve well-being is key to Hillingdon's Health and Wellbeing Strategy
<b>Financial Cost</b>	There are no additional cost implications for the Council in respect of this report. The projects detailed in this report are financed from within existing resources across the Council including the 'Leader's Initiative for Older People' Fund.
<b>Relevant Policy Overview Committee</b>	Social Care, Housing and Public Health
<b>Relevant Ward(s)</b>	All

## RECOMMENDATIONS

**That Cabinet notes the successes to date and continued progress to deliver the Older People's Action Plan during the first half of 2020-21 to improve the quality of life, health and wellbeing of older people in Hillingdon.**

### Reasons for recommendation

The Older People's Plan endorses the commitment from the Council and its partners to the continued improvement of services and support designed to create a better quality of life for older people in Hillingdon. The plan supports the Council to put residents first and contributes to improving the health and wellbeing of Hillingdon's older residents.

## Alternative options considered / risk management

None considered.

## Policy Overview Committee comments

None at this stage.

## SUPPORTING INFORMATION

Supporting older people to live independent, active lives, to make a positive contribution to local communities and helping older people to feel safer in their homes and in the wider community and contributes directly to the priorities of the Health and Wellbeing Strategy.

In Hillingdon, there are well-established arrangements to hear from older people and keep Hillingdon's older residents informed and involved across the Borough on important matters. This includes their involvement through Hillingdon's Older People's Assembly.

Hillingdon's Older People's Plan, led by the Older People's Champion (Cllr Sir Ray Puddifoot MBE, Leader of the Council) sets out a range of actions that the Council and its partners are undertaking in response to issues that older people in Hillingdon have said are important to them. The key themes in the plan remain: *safety and security; preventative care; keeping independent and healthy; supporting older people in the community; and housing*. The action plan is regularly updated and monitored by the Older People's Champion.

The Covid-19 pandemic has inevitably curtailed a number of activities, but services have risen to the challenge and there have been a number of achievements during 2020-21. Several are highlighted in the summary below, with a fuller update attached at Appendix A. The update reflects Quarters 1&2 of 2020-21.

This includes service improvements supported by the Leader's Initiative developed within the community, with partners and across Council services to enable older people to remain independent, active and healthy.

### Safety and Security

#### Free burglar alarms

In March 2020, our contractor suspended installation of alarms in the homes of older residents because of the pandemic.

In the period January to end September 2020, 130 alarms were installed in Phase 12, leaving 368 to be installed in older residents' homes. Funding for Phase 13 for a further 1000 alarms has been approved.

A free service is now offered 12 months after the initial installation. In the period January to end September 2020, 278 services were carried out, leaving 586 services to be carried out in the current phase

Since the beginning of the scheme in 2008, the Council has installed 10,926 alarms.

## **Preventative Care**

### Telecareline

The TeleCareLine service supports residents to live safely and independently in their own homes using a range of equipment, such as sensors and detectors all connected back to a control centre to providing assistance to older people when needed, 24/7.

As at 30 September 2020, Hillingdon had 6,642 residents in receipt of Telecare, of whom 5,612 are aged over 75 years.

Between 1st April 2020 and 30<sup>th</sup> September 2020, the Council provided the TeleCareLine service to 261 new clients aged 75 & over.

## **Keeping independent and healthy**

All programmes and activities delivered or commissioned by the Sport and Physical Activity team were suspended from 23rd March 2020. However, the team has worked with library staff to keep in contact with older residents. The aim was to provide a welfare and wellbeing check. The team is making regular telephone calls to more than 400 older residents who were registered to attend the Council's chair-based, tea dance and dementia coffee morning programmes.

Feedback from residents receiving these phone calls was very positive and in many cases was the only contact the resident was receiving. Over half of those contacted requested a regular follow-up telephone call.

By the beginning of July'20, with the easing of lockdown measures, a significant number of these residents reported going out more to exercise outdoors, meet friends or join in on online exercise sessions.

New risk assessments and procedures have been drafted to ensure facilities and activities are COVID secure. Provided they can operate within Government guidelines, chair-based exercise sessions will be re-established in Q3.

### Dementia

The team adapted quickly to continue to provide support for older people living with dementia.

Five zoom sessions are held each week. The sessions include virtual coffee mornings, afternoon tea and sing along sessions with 8-12 participants at each session. In July 2020, 184 residents took part in weekly Zoom meetings. The sessions remain valuable; the suggestion is to maintain these into the winter as people are now used to them and attendance is likely to increase again.

Outdoor 'meet ups' were arranged for residents living with dementia and their carers. Two meet ups took place on the grounds of Uxbridge Cricket Club, with 35 residents attending, across three sessions (in groups of 6). An early onset dementia group meet up was held outside Northwood Hills library. These sessions will continue as long as the weather permits. The plan for Q3 is to move to indoor sessions, subject to risk assessment.

A small resource pack known as a 'Buddy Pack' is sent out weekly to residents living with dementia. The packs include a variety of puzzles, quizzes, songs, poems, reminiscence stories, and chair-based exercises.

Packs can be emailed or delivered directly to the resident's home. Volunteers from the Uxbridge Amblers (commissioned by the team) provide this delivery service. 'Buddymails' increased from 61 a week to 91 a week during the summer; these residents were also emailed daily with Zoom links. Doorstep visits have been offered to residents who do not have online access. There are currently (September) 23 doorstep visits taking place each week.

The Team received over 60 referrals for people to join a Zoom Early Onset Dementia Group or to receive a 'Buddy pack'. Referrals were made by Age UK, the Alzheimer's Society, LBH Admiral Nurse and The Hillingdon Hospital Memory Clinic Cognitive Stimulation Group. By July 2020, the team had made contact with over 100 residents who are either living with dementia or are carers for someone living with dementia.

In July, a new Zoom session was introduced: **Football Fridays**. This is a continuation of work started in January 2020 when we ran a football reminiscence session at Middlesex FA. This was due to be followed by a series of football-related events to celebrate the Euros 2020. As we have not been able to carry out these events due to lockdown we have now introduced the Football Friday zoom sessions which so far have been well attended with an average of 9 people attending each session.

Football reminiscence boxes have also been prepared and delivered to 8 residents. These have reflected each resident's own team. Boxes have been delivered to residents unable to take part in the Football Zoom sessions and to two of the residents who have had to go into care homes.

On the 27th July, a special Zoom session was hosted by Adult Learning where we explored gardening. The session was attended by 11 residents with one couple attending who had never attended a Zoom session. The aim is to work with Adult Learning to run further sessions to offer new opportunities to older residents.

### **Supporting Older People in the Community**

The Council supports Age UK to provide a range of services for older residents. Age UK Hillingdon's Good Neighbours and befriending services are targeted at supporting isolated, lonely and vulnerable older people in Hillingdon.

During the first quarter, all Good Neighbours tasks were suspended as a direct result of COVID-19. The exception was obtaining emergency shopping and medication for people in lockdown. Referrals for this type of support were chiefly received during the first three weeks of lockdown until the Council set up its own COVID-19 response service.

164 referrals were received during that time and 132 tasks were completed by 39 volunteers and 7 staff members. Since the easing of restrictions, a limited Good Neighbours service has resumed, offering support such as prescription collection, dog walks, posting letters and parcels, small shops and short walks.

During the first 2 quarters of 2020/21, Age UK's Befriending Team implemented a Check-In & Chat service in Hillingdon (now re-branded Call, Chat, Care) whereby volunteers made frequent short calls, in some cases daily, to service users who have been particularly affected by social isolation as a result of the lockdown. In addition to a friendly chat, volunteers have ensured people have sufficient food and medication and have encouraged them to do some daily exercise.

Approximately 3,123 welfare calls were made by staff and volunteers to service users during this time. Of these, volunteers made approximately 2,436 check-in and chat calls to 84 service users. Around 6% wanted a daily call, 10% wanted a call twice a week, 6% wanted a call just once a fortnight and the remainder 74% received a call once a week.

#### Financial support for older people

Through their information and advice services, Age UK helped Hillingdon's older residents to secure £417,281 of benefits during the first two quarters of 2020. This additional income has the potential to radically improve quality of life for older residents of Hillingdon as well as inject new money into the local economy.

COVID has impacted our ability to provide this service, though from June government systems allowed us to complete all assessments and paperwork over the phone. It is more time consuming to complete assessments over the phone and some service users are holding back until they are able to access face to face support for benefits advice. As such it is anticipated that Age UK's figures will be a little below their usual annual totals.

#### Heater loan scheme

The Council continues to offer the loan of heaters to residents aged over 65 whose heating has broken down. In addition, once the heater or heaters are returned, the Council offers to pay a small one-off grant to ensure people are not discouraged from using the heater by the cost of fuel. The scheme recommenced the loan of heaters in late October as temperatures dropped.

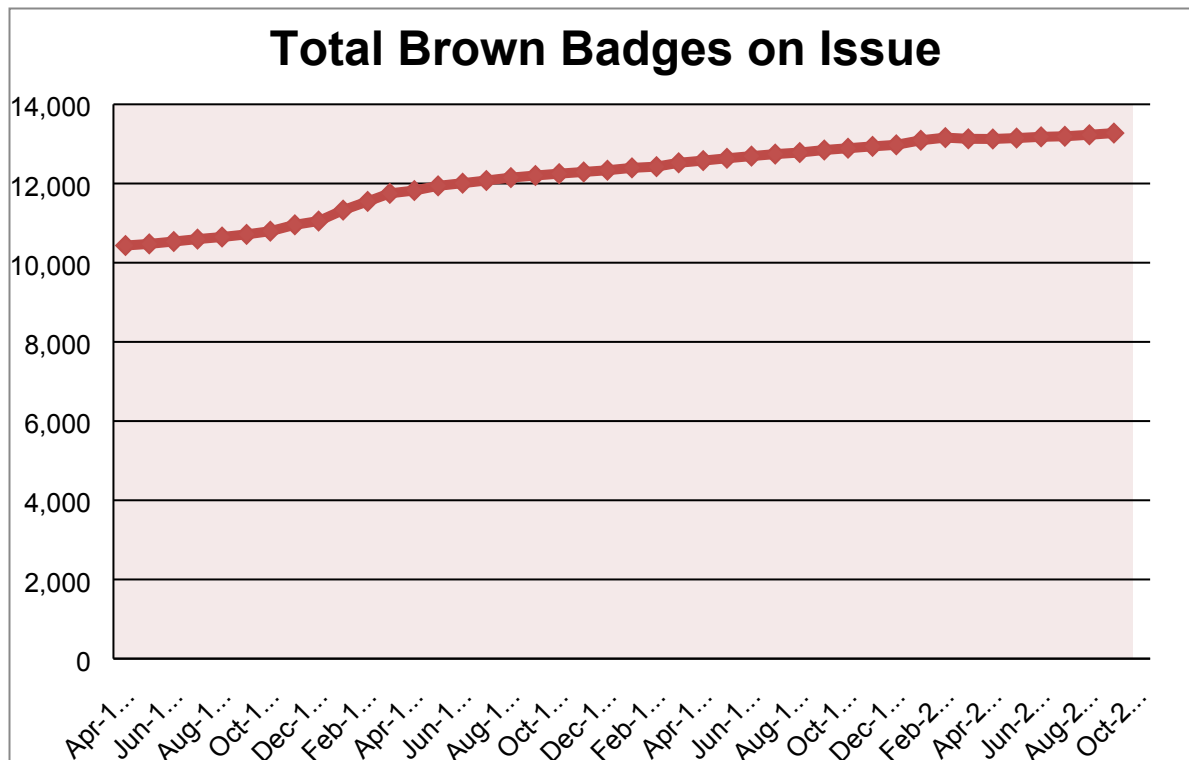
There were 75 heaters in stock as at September 2020.

#### Brown Badge scheme

The Brown Badge Older Person's parking scheme continues to be popular with older residents and, in the 6 months to October 2020, a total of 618 new Brown Badges were issued, along with 191 replacement badges where they had been lost or misplaced. There are currently a total of 13,274 active Brown Badge users. During Q1 and Q2 of 2020/21, 453 (73%) of the Brown Badge applications were made using the online application system.

Brown Badges are issued for 3 years at a time and all the badges on issue were replaced in March 2020, as the previous badges expired on 31st March 2020.

A graph showing the number of badges on issue since April 2017 is shown below:



## Housing

### Age UK Trusted Traders and Help at Home schemes

The Age UK Hillingdon Help at Home service continued to support clients throughout lockdown. In the first 2 quarters of 2020/21 they made 6,630 visits, providing 9,372 hours of support to 263 of our most vulnerable clients. They delivered services such as shopping, meal preparation and general wellbeing checks requested from families who were unable to visit their parents/grandparents. PPE was issued to ensure the safety of our clients and staff.

Age UK Hillingdon’s Homeshare Scheme was suspended due to Covid-19 from March to July 2020. The scheme is now back up and running and Age UK are promoting the service on Social Media and via their website. Between July and September 2020 Age UK received 37 enquiries and had 3 householders on the books waiting to be matched with sharers.

Age UK Hillingdon now have 22 local tradespeople on their Trusted Traders list, the majority of whom suspended their services temporarily during lockdown. In the first 2 quarters of 2020/21, 431 enquiries have been signposted to local traders.

### **Financial Implications**

There are no additional cost implications for the Council in respect of this report. The projects detailed in this report are financed from within existing resources across the Council including the 'Leader’s Initiative' Fund.

## RESIDENT BENEFIT & CONSULTATION

### **The benefit or impact upon Hillingdon residents, service users and communities?**

The Older People's Plan is welcomed by older residents as positively continuing to raise their value and profile and is an opportunity to improve the lives of older people in the community. Appendix A includes more detail on the work being carried out.

### **Consultation carried out or required**

Regular feedback from the Hillingdon Older People's Assembly Steering Group and Older People's Assembly is used to help shape future priorities. The Older People's Assembly in Hillingdon normally periodically receives progress updates on delivering the promises set out within the Older People's Plan, though at present the Assembly is suspended.

## CORPORATE CONSIDERATIONS

### **Corporate Finance**

Corporate Finance has reviewed this report and the associated financial implications, noting that the broad range of initiatives outlined above are fully funded within the existing budgets - including the Leader's Initiative.

### **Legal**

Before the Cabinet is a progress update report on the delivery of Hillingdon's Older People's Plan for 2020/21. Under the Council's Constitution, the Cabinet has the appropriate powers to agree the recommendation proposed at the outset of this report. There are no legal issues arising out of the recommendation proposed at the outset of this report.

## BACKGROUND PAPERS

Previous Older People's Plan reports and updates to Cabinet.