

## Appendix A - Older People's Action Plan Update – July 2021

Ref No	Task	Actions	Lead	Target Dates	Progress Update
<b>1. Safety and Security</b>					
1.1	Increase home security amongst older people.	1.1.1 Ensure the free burglar alarms scheme is delivered and that a free service is offered after 18 months. (Phase 12 installations & Phase 10 servicing)	John Wheatley	31.03.22	<p><u>Ongoing</u> – To help older people feel safe and secure, free burglar alarms have been installed into the homes of older people aged over 65.</p> <p>In March 2020, our contractor suspended installation of alarms in the homes of older residents because of the pandemic.</p> <p>In the period October 2020 to end May 2021, 177 alarms were installed in Phase 12, leaving 191 to be installed. Funding for Phase 13, for a further 1000 alarms, has already been approved.</p> <p>A free service is now offered 12 months after the initial installation. In the period October 2020 to end May 2021, 313 services were carried out, leaving 273 services to be carried out in the current phase.</p> <p>Since the beginning of the scheme in 2008, the Council has installed 11,103 alarms in the homes of Hillingdon's older residents.</p>
1.2	Take action to tackle rogue traders.	1.2.1 Address reports of Rogue Traders including raising awareness.	Martin King	31.03.22	<p>Ongoing - The Trading Standards Service continues to respond to reports of rogue traders / doorstep crime on receipt of reports.</p> <p>In circumstances where intervention may be required, officers will visit victims to advise on how to avoid repeat incidents. Where appropriate we liaise with the council's Adult Safeguarding Team</p>

					<p>to ensure that residents receive any further help and support they may need.</p> <p>Trading Standards are now part of the Adult Financial and Material Abuse Sub Group, working with various teams in the Council and the Met Police to tackle collective issues. The team met with the MASH Team to discuss how we may better signpost concerns.</p>
<b>2. Preventative Care</b>					
2.1	Assist vulnerable people to secure and maintain their independence	2.1.1 Continue to deliver the TeleCareLine service	Louise Forster	31.03.22	<p><u>Ongoing</u> - 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 assist to older people when needed, 24/7.</p> <p>As at 31<sup>ST</sup> May 2021, Hillingdon had 6,835 residents in receipt of Telecare, which is an increase of 193 on last quarter. 5,766 are aged over 75 years.</p> <p>In preparation to the digital switch over in 2025, TeleCareLine has a running program of upgrading the Lifeline units, currently in use, to a new version which is digitally compatible.</p> <p>Safer walking project – We are currently supporting 28 service users with the GPS technology. 7 LD clients to support travel training and enhance independence. 21 older people with early onset dementia.</p> <p>The GPS technology enables families to locate the person when they are out accessing the community, promotes independence and provides reassurance to family/carers.</p>

### 3. Keeping Independent and Healthy (Health and Wellbeing)

3.1	Provide opportunities for older people to participate in sport and physical activity.	3.1.1 Work with a range of partners to deliver and promote take-up of physical activity as part of Hillingdon's Health and Wellbeing Strategy	Priscilla Simpson	31.03.22	<p><u>Ongoing</u></p> <p>All programmes and activities delivered or commissioned by the Sport and Physical Activity team were suspended from 23rd March 2020.</p> <p>Between this date and end of June, the team worked with 9 library staff members to make regular telephone calls to more than 400 older residents who were registered to attend our chair-based, tea dance and dementia coffee morning programmes. 57% of these residents requested a follow-up telephone call either every 2-3 days, twice a month or monthly.</p> <p>The aim was to provide a welfare and wellbeing check. Feedback from residents receiving these phone calls was very positive and in many cases was the only contact the resident was receiving.</p> <p>By the beginning of July'20, with the ease 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.</p> <p>New risk assessments and procedures have been drafted to ensure facilities and activities are COVID secure. Chair-based exercise sessions will resume once they can operate within Government guidelines.</p>
		3.1.2 Continue to offer free swimming sessions to residents aged 65+	Nicky McDermott	31.03.22	<p><u>Ongoing</u> – The programme for older people to take up free swimming continues to be popular.</p> <p>For the period 1st December - 20th December 2020 and 12th April to 30th April, which is when pools in the Borough have been open,</p>

					a total of 212 free swimming sessions took place across the Borough.
		3.1.3 Deliver free swimming lessons for people aged 65+	Nicky McDermott	31.03.22	<p><u>Ongoing</u> – Free swimming lessons in Hillingdon commenced from April 2014 and have been very popular.</p> <p>Free Swimming Lessons for over 65's - lessons for older people have not yet re-started. Lessons are anticipated to restart after the 21st June, subject to restrictions being lifted.</p>
		3.1.4 Hold regular tea dances and other dances for older people to promote participation in physical activity.	Priscilla Simpson	31.03.22	<p><u>Ongoing</u> -</p> <p>Tea and other dances are currently suspended.</p>
		3.1.5 65+ MOVES gentle exercise classes.	Priscilla Simpson	31.03.22	<p><u>New – February 2021</u></p> <p>65+ online gentle exercise classes. Participants sign up prior to sessions by completing a health questionnaire. Online codes to join class are sent weekly and participants complete a 1 hour weekly live class.</p> <p>Online started 2<sup>nd</sup> week in February 2021 106 residents attended over 12 weeks.</p> <p>Live sessions at venues were suspended April 2020 and are still on pause.</p>

		<p>3.1.6 - To better enable residents living with dementia to continue to live independently in our community and feel supported and knowledgeable of where they can access advice and help when required.</p>	<p>Priscilla Simpson</p>	<p>31.03.22</p>	<p><b>Tovertafel</b></p> <p>Access to the 'magic tables is not currently permitted. The aim is to have limited access to the Tovertafel, subject to the guidance and there being sufficient space in the libraries that have the Tovertafel installed.</p> <p><b>Training &amp; resources</b></p> <p>A Dementia Reminiscence training session was held with 18 library staff on Zoom in June.</p> <p>In July the first online Dementia Friends training session was held for library staff. This was well received, and more sessions are planned for the autumn.</p> <p>From November 20 - May 21, 11 dementia friends' sessions were held online, for library staff, Social Care staff, residents and NHS staff. A total of 92 people attended.</p> <p><b>Events</b></p> <p>In December 2020 residents were invited to attend the online performance of the Compass theatre pantomime. The sports team working with Uxbridge library produced a 30-minute Christmas video which was sent to 120 residents and shown to 40 residents in libraries. <i>Bus Pass to Broadway</i> also produced a Christmas show which was on DVD and distributed to residents living with dementia at Christmas. Working with the Rotary Club fiddle muffs and teddies were collected and distributed to residents attending the Uxbridge library session in December.</p>
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				<p>groups of 6). The early onset dementia group meetup was held outside Northwood Hills library; 5 residents attended.</p> <p>These sessions will continue if the weather permits.</p> <p>From the 20<sup>th</sup> May 21, outdoor sessions have resumed. These include weekly sessions at Uxbridge Sports Club and monthly walking football sessions. Outdoor activities will continue until the end of June 21 at which point library groups will reopen.</p> <p><b>'Buddy Packs'</b></p> <p>A small resource 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. 91 emails are being sent per week. Doorstep visits have been offered to residents who do not have online access. There are currently 23 doorstep visits taking place a week.</p> <p><b>Referrals received</b></p> <p>The Team received a total of 61 referrals to join a Zoom Early Onset Dementia Group or to receive a 'Buddy pack'. By July the team had contact with 108 residents who are either living with dementia or carers for someone living with dementia.</p> <p><b>Zoom meetings</b></p> <p>There are 5 Zoom meeting sessions a week with an average of 8 people per session, including an 'afternoon tea', a singalong session, a Dementia coffee morning, and an early onset dementia</p>
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				<p>group. In July 2020, 184 residents took part in the weekly Zoom meetings.</p> <p>In July we introduced a new zoom session: <b>Football Fridays.</b></p> <p>This is a continuation of the 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.</p> <p>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.</p> <p>On the 27th July 2020 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 yet attended a Zoom session. The aim is to work with Adult Learning to run further sessions to offer new opportunities to residents.</p>
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3.2	Continue to develop and expand the Brown Badge Parking Scheme for older people.	<p>3.2.1 Continue to deliver the Brown Badge older persons parking scheme and promote the scheme to older people.</p> <p>Encourage provision of Brown Badge bays as part of planning developments wherever possible.</p>	Roy Clark	31.03.22	<p><u>Ongoing</u> -</p> <p>The Brown Badge Older Person's parking scheme continues to be popular with older residents.</p> <p>Between October 2020 and May 2021 (inclusive), a total of 798 new Brown Badges were issued, along with 186 replacement badges where they had been lost or misplaced. This service continued operating as normal throughout the lockdown period and the number of new applications reduced by just under one third.</p> <p>There is currently a total of 13,461 active Brown Badge users. During this period an average of 78% (611) of the Brown Badge applications were made using the online application system.</p>
3.4	Continue to develop and expand facilities for older people in Hillingdon's allotments.	3.4.1 Improve access and facilities for older people in Hillingdon's allotments	Stuart Hunt	31.03.22	<p><u>Ongoing</u>:</p> <p>We continue to carry out regular maintenance jobs, including repairing water leaks to troughs, repairs to fencing and gates along with any substantial waste being removed as required. The first borough wide communal area cut is underway.</p> <p>We currently have 404 allotment plots allocated to over 65s and 85 allotment plots allocated to over 60s on the concessionary rate.</p> <p>We are streamlining our allotment allocation process, bringing more of it online, which will help improve our system for new and old plot holders and will also reduce the amount of paper used.</p> <p>Projects:</p>

					The Chrysalis team are currently looking into a request from the Grosvenor Avenue allotment site in Hayes and Moor Lane, who both wish to install a composting toilet for use of all plot holders.
3.5	Actively promote the opportunities available to older people to keep healthy, independent and well and establish what difference they are making to improve the lives of older people	3.5.1 Ensure articles appear in every edition of Hillingdon People and on the Council website promoting the opportunities available and making use of feedback from older people	Emma Gilbertson / Marion Finney	31.03.22	<p><u>Ongoing</u> – articles appear in every edition of Hillingdon People within the older people’s page. Recent and planned content is as follows:</p> <p><b>Hillingdon People Nov/Dec 2020</b></p> <ul style="list-style-type: none"> <li>• News item to highlight the extra care flats available in Park View Court, Yiewsley</li> <li>• Older people page – feature to highlight a series of free online events and activities that brought older people together to mark the annual Day of the Older Person</li> <li>• Coronavirus feature – keeping Hillingdon safe and supporting residents</li> <li>• Feature to highlight how the Samaritans are supporting residents during the pandemic</li> <li>• New adult learning programme launches.</li> </ul> <p><b>Hillingdon People Jan/Feb 2021</b></p> <ul style="list-style-type: none"> <li>• Older people page - supporting residents during the pandemic with care packages, socially distanced visits, and free burglar alarms for the over 65s</li> <li>• Coronavirus feature – keeping Hillingdon safe and supporting residents</li> <li>• Vaccination – first Hillingdon resident, 89-year-old Catherine Coleshill, vaccinated against COVID-19.</li> </ul> <p><b>Hillingdon People March/April 2021</b></p> <ul style="list-style-type: none"> <li>• New Harlington bowls clubhouse</li> <li>• Older people page – supporting residents in their homes through the TeleCare monitoring service.</li> </ul>

				<ul style="list-style-type: none"><li>• Coronavirus feature – keeping Hillingdon safe and supporting residents</li><li>• Supporting carers and keeping families connected – spotlight on the experience of carers and staff at Hatton Grove and Merrimans Respite Centre.</li></ul> <p><b>Hillingdon People May/June 2021</b></p> <ul style="list-style-type: none"><li>• Highlighting the support available for unpaid carers</li><li>• Feature on the extra care housing schemes at Park View Court, Grassy Meadow Court, Triscott House, Cottesmore House</li><li>• Coronavirus feature – keeping Hillingdon safe and supporting residents</li><li>• Older people page – supporting residents and carers who are living with dementia through online support and trailing Amazon’s Alexa to provide targeted support in the home</li><li>• What’s on – exercise classes for the over 65’s.</li></ul> <p>The <b>Older People’s Assembly</b> remains on hold due to the pandemic. This will be reviewed in line with the governments' advice and decision making of the Council.</p>
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4. Supporting Older People in the Community					
4.1	Improve financial inclusion for older people in the borough	4.1.1 Deliver benefits and financial advice and support sessions for older people across the borough through the Age UK Hillingdon financial health checks	Age UK Hillingdon  Julian Lloyd	31.03.22	<p><u>Ongoing -</u></p> <p>Through our <b>information and advice</b> services Age UK helped Hillingdon's older residents to secure £493,735 of benefits during the second half of 2020/21. 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.</p> <p>Having moved successfully to largely phone-based work, our I&amp;A staff and volunteers continued to work with residents in Hillingdon. Demand for the service was lower with a lack of face to face work for most of the year. Residents are eager to have particular types of advice in person and as of March 21 we are enabling greater options on a number of Covid safe sites that have been opened.</p>
4.2	Support older people in their own homes to stay warm and healthy during the winter months	4.2.1 Provide free temporary heaters and small grants to cover electricity costs to older people.	John Wheatley	31.03.22	<p><u>Ongoing -</u></p> <p>The Council continues to offer the loan of heaters to homeowners 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.</p> <p>There are 65 heaters in stock as at June 2021.</p>
4.3	Provide and encourage opportunities for older people to actively participate in events across Hillingdon.	4.3.1 Provide support to community groups for older people as requested through the Leader's Initiative for Older People.	John Wheatley	31.03.22	<p><u>Ongoing -</u></p> <p>The Leader continues to provide support to community groups working with older people.</p> <p>During no grants were approved in recent months because of the pandemic.</p>

5. Housing					
5.1	Help older people to live independently in safe, warm homes	5.1.1 Provide access to assistance with repairs and other home maintenance services.	Age UK Hillingdon  Julian Lloyd	31.03.22	<p>Ongoing -</p> <p>The Age UK Hillingdon <b>Help at Home</b> service continued to support clients throughout lockdown. In the final quarter of 2020/21 they made 3,091 visits, providing 4,417 hours of support to 204 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, full training and regular testing of staff was maintained to ensure the safety of our clients and staff.</p> <p><b>Received from a client's family after she had passed away:</b> <i>'On behalf of her family, we would like to say thank you to all staff who looked after her in such kind and thoughtful ways. Especially to Fran, who came to be much more than someone coming to do a job, but a friend that my mother really looked forward to seeing and chatting with. Fran is a kind and caring person and is someone that is a credit to her calling.'</i></p> <p><b>A call received from a client's daughter:</b> <i>'Tina has been brilliant, given me peace of mind. Excellent service, the house is really clean and tidy.'</i></p> <p>Our <b>Homeshare</b> Scheme was suspended due to Covid-19 from March to July 2020. We are now back up and running, promoting the service on Social Media and our Website. Since July we have received 37 enquiries and have 3 householders on our books waiting to be matched with sharers.</p> <p>We now have 24 local tradespeople on our <b>Trusted Traders</b> list. Some traders suspended services during lockdown, those who continued trading were vetted to ensure infection control measures were in place. In the final quarter of 2020/21 192 enquiries have</p>

					been signposted to local traders.
		5.1.2 Deliver the Falls Prevention Service	Age UK Hillingdon  Julian Lloyd	31.03.22	<p><u>Ongoing</u> -</p> <p><b>Community:</b> Our Call, Chat, Care service continued to ensure that the most isolated or vulnerable people had support. Referrals were taken from social services, social prescribers, GP's and other organisations and clients were given the choice of how many care calls a week they received from our volunteers. The frequency of calls was from once a fortnight to three times a week.</p> <p>Each call consisted of asking if enough food and medication was available and if the client felt unwell or had any Covid symptoms. We then signposted for further help if required. Just as important as this was the call itself. The regular contact with a volunteer stopped many from feeling forgotten or alone during shielding or just being isolated from family and friends.</p> <p>The Befriending services continued to deliver support by telephone, although we briefly had garden face to face visits until restrictions came back in again. We met some challenges, for instance, a hard of hearing gentleman was isolated but could not hear on the telephone, so one of our volunteers worked with the client's son to set up Skype calls.</p> <p>Our Good Neighbour Service could not support face to face tasks indoors but continued to support with shopping and prescription collecting. We also started socially distanced one on one walks to encourage service users to get some fresh air and exercise. These proved to be very successful in improving both physical and mental health wellbeing.</p>

				<p><b>Digital Inclusion Project</b> A project for people 65+, living in Hillingdon who are vulnerable (low resilience, requiring coping strategies and practical support) and/ or impoverished – mental health, physical health, social isolation or financial- to enable them to have new access and ability to use the internet, to combat loneliness, support mental/physical health and aid resilience to future/prolonged lockdowns. Using a tablet loaned to them (with the option of purchasing at the end of the course) clients complete a 6-week tailored course learning the skills needed to use the internet. At the end of the course, they will be able to use the technology for both practical day-to-day tasks and to keep in contact with families and groups/activities.</p> <p><b>Falls:</b> Over the second half of 2020/21 the Falls prevention team have worked with a total of 122 clients in their homes on one or more occasions, with a total of 411 visits or phone calls. Strong risk assessments and use of PPE have ensured staff and patient safety.</p> <p>Good Neighbour Service Short Walks task. - Due to the huge impact on older people's confidence in going outside after Covid Lockdowns, we have added a short walks task to our GNS service. An older person who is mobile enough to walk safely and independently is matched with a volunteer for a short walk each week.</p> <p>This improves confidence in going outside, improves health and wellbeing both physically and mentally and allows them to re-enter the community feeling supported by a volunteer.</p>
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5.2	Deliver the major adaptations programmes for all tenures within budget	<p>5.2.1 Improve private sector homes for older vulnerable people</p> <p>Complete major adaptations increasing independence for older people</p>	Greg Watson	31.03.22	<p><u>Ongoing</u> –</p> <p>Between April 2020 to April 230 major adaptations were completed, of which 140 were Housing Revenue Account, and 90 Disabled Facilities Grant projects.</p> <p>In all cases a range of housing options is considered to ensure the solution offered to older residents best meets their needs and promotes their independence.</p>
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