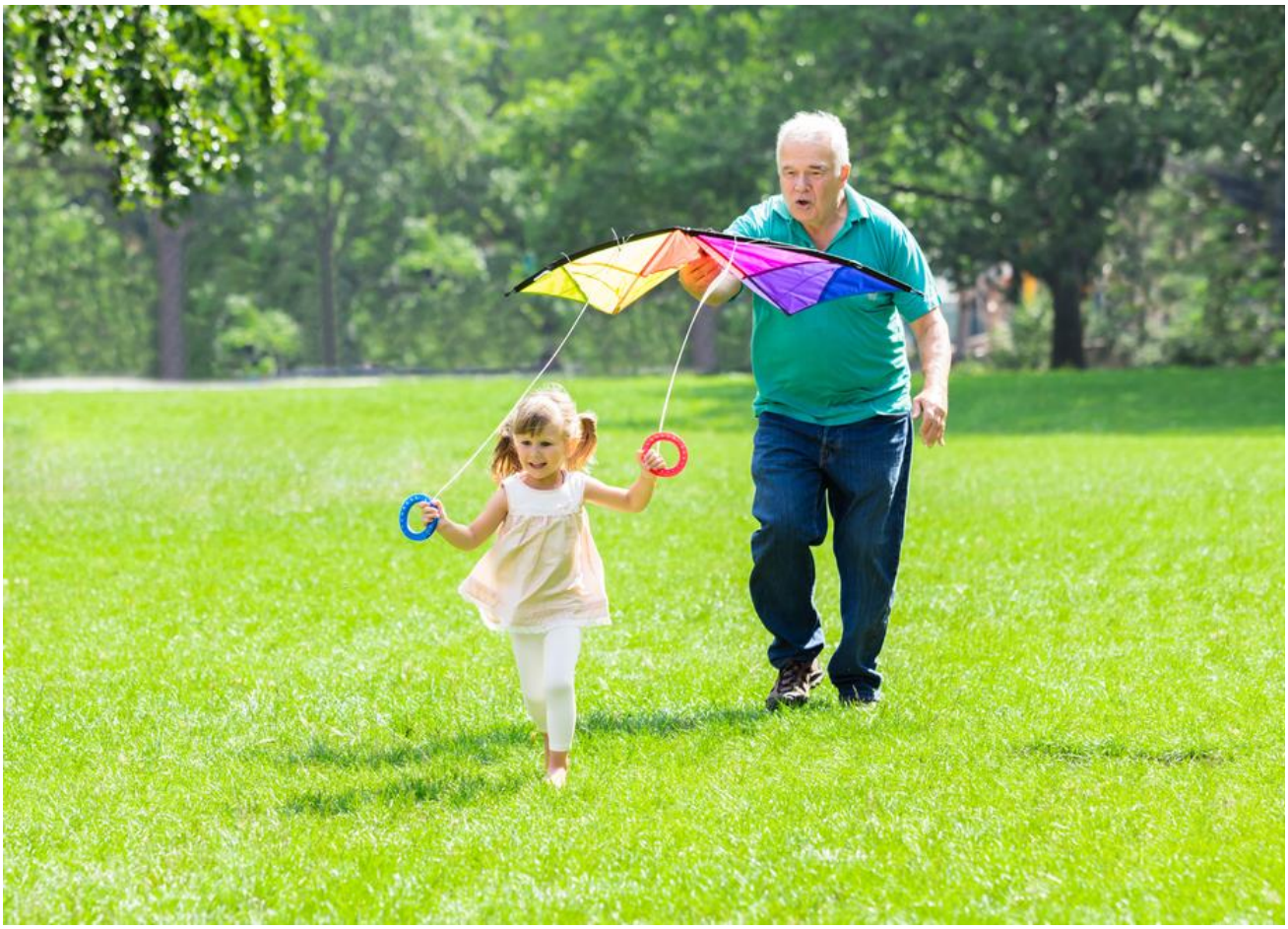
Ageing Well

Bringing individuals, communities and care together



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OUR VISION

We want people in Bexley to be healthy, happy and resilient, and we believe that everyone has the right to access good health and care opportunities. We want these to be joined up, high quality and safe, and when services are used we want residents to have a positive experience of the care they receive. However, we cannot achieve this alone and we believe that good health is everyone's responsibility and requires everyone to play their part. Individuals need to take good care of their own health and that of their families and friends by choosing healthy options and healthy lifestyles. We can support this by developing preventative services and creating an environment so that people can make informed choices about their health, the way in which they live and plan for later life.



Partners are all working in a difficult economic environment, and delivering real improvements will continue to be challenging. However this provides us with an opportunity to be innovative in what we do, and harness experience and contributions from all sectors in Bexley including the public, private, voluntary, not for profit sectors, and our residents. Joint working and integrating services with others will remain a priority so that the support residents receive is well coordinated.

This document highlights just some of the aspects we will develop in partnership with others to better support everyone to age well and feel supported.

Councillor Brad Smith
Cabinet Member for Adults Services

Understanding Bexley and developing our approach

Over the next 10 to 15 years the UK will experience an unprecedented change in the fabric of its society. As life expectancy increases, the proportion of the population aged over 50 will increase dramatically, e.g. in 2009, 17.7 million people were aged 50 or over – by 2029 this is predicted to increase to 22.9 million, around 40 per cent of the population of England. A number of evidence-based research reports have helped to demonstrate that place-based working can deliver many benefits for citizens and communities and the wide range of statutory, independent, voluntary and community sector agencies that collaborate to deliver better outcomes and value for money at a whole-area or locality level[1]. In Bexley we will continue our place based approach, harnessing the expertise that sits across the local health and care economy including our residents, families, clinical and care specialists and volunteers. We will pool capacity, skills, knowledge, connections, assets and resources to provide the best possible environment for ageing well in Bexley.

THE HEADLINES FOR BEXLEY – OUR AGEING POPULATION

- In line with the UK as a whole, the population of Bexley is ageing. London Borough of Bexley has the third largest proportion of the population aged 65 years or over in London and the population projections to 2030 indicate that this will continue to be the case[2]
- The health of people in Bexley is generally better than the England average. In line with national trends, life expectancy has risen steadily to 80.1 years for men and 84.1 years for women, and this is expected to continue to rise. In addition, people in Bexley have a longer life expectancy than in many other parts of the UK. However, life expectancy in the most deprived areas of Bexley is lower than in the least deprived areas (6.4 years lower for men and 5.1 years lower for women), which highlights the existence of health inequalities in the Borough[3]
- In line with national trends, the Borough has an ageing population with more people living longer and improved chances of survival into later life. Population projections indicate that population ageing will continue for the next few decades. It is estimated that the over 65 year old population in Bexley increased from 37,507 in 2011 to 40,964 in 2017. This is predicted to reach 51,043 by 2030, which is equivalent to a further 24.6% increase in the older population. A more rapid increase in the older age groups (75+) is also projected[4].
- It is estimated that 15,323 Bexley residents aged 65+ live alone and this is predicted to increase to 19,439 by 2030 (+26.8%). The figures highlight the fact that there are more females than males predicted to live alone, reflecting higher life expectancy among females. In 2017, it is estimated that approximately 69% of older people living alone are female [5].

WORKING ACROSS PARTNERSHIPS WE AIM TO:

- Ensure that everyone has access to information when making decisions, **can plan for the future, and know where to go when they need help**. This includes the availability of a range of **trusted information sources** about care and support. In particular, it is important to engage with people about planning and preparing for future care and support. There will be opportunities throughout a person's life to help them plan for the future, for example, when they are thinking about retirement. Whilst the Council has a key role to play in providing access to information and advice, there will be a range of other organisations, including GPs, the NHS, employers and

[1] LGA Ageing well whole system approach
[2] GLA SHLAA, 2015-based population projections
[3] Public Health England Health Profile 2017
[4] GLA SHLAA, 2015-based population projections
[5] Source: POPPI, Crown Copyright 2016

voluntary organisations, who can help to guide and signpost people to appropriate sources of support.

- Enable individuals to access appropriate support as early as possible and **prevent problems getting worse**. The type of support will depend on a person's needs but includes **access to a range of universal and/or prevention services**.
- Promote activities and networks which can **help to reduce loneliness and isolation**.
- Ensure older people **feel valued, connected** and **part of the community**.
- Give advice, support and information about how to **maintain a healthy lifestyle –** providing opportunities for you, your family and carers to remain healthy and active.
- Provide **joined-up care and support** - the right support, at the right time, in the right way. Continuing to integrate our services with partners and developing our workforce. Ensuring our services and support continue to match the changing needs of our residents, families and carers.
- Ensuring older people have the right support to **make decisions about their housing options**. Support residents to live independently and safely for as long as possible in their own homes and developing new options.
- Providing information and sources of advice for planning the **last years of life**.

In order to deliver our aims we will recognise our ongoing work to support people to age well, however over the next few years we will focus on some additional areas of development and assess what difference they have made.

HOW WE WILL DEVELOP AND DELIVERY THE STRATEGY

This strategy will form part of the overarching Prevention Strategy for Bexley, and as such will be overseen by the Bexley Health and Wellbeing Board. An Ageing Well Partnership Group will be established. This group will comprise residents, community groups and partners. The Group will reflect on the priorities and actions set out in the strategy and develop and monitor an action plan. Progress will be reported to the Bexley Accountable Care System/Integrated Care System Board and the Bexley Health and Wellbeing Board.

Theme one - Tackling loneliness and building connected communities

We often take being part of a community and family connections for granted. Many of us have developed friendship groups through our everyday interactions but this isn't the same for everyone. What if you haven't had the opportunity to make friends, know your neighbours, or interact with the community? What if friendships have faded over time? Families may also live far away, and finding time from busy lives to keep in touch with others can be difficult. Loneliness affects us all emotionally but it can also result in physical impacts; making daily routines and engaging socially with people more difficult. These physical impacts can be linked to severe psychological consequences; lower energy, feeling stressed and anxious more often, and mental health problems developing or worsening. Many people don't see the first signs of loneliness and they are different for each of us.



In partnership with voluntary and community sector organisations we will take steps to support people who find themselves lonely or isolated. We will focus on providing solutions for people that support their needs, lifestyle and other commitments.

Befriending

Befriending services in Bexley build and develop relationships which will prove mutually enriching and worthwhile. There are several groups of enthusiastic volunteers who are appropriately trained, and are matched to someone who has similar interests. They offer an hour or two each week to befriend a person to help them reconnect with the outside world, widen social circles and build confidence. Volunteers can also help with short outings such as going to the library, a trip out for coffee, and give help and support to regain confidence, and assist people to continue living independently at home. There are a number of community organisations delivering befriending across the borough with varying levels of support including one to one home based visits, group based activity and telephone support.

Men in Sheds

The number of older men outliving their partners is expected to grow[6] and the number of older men living alone is expected to rise from 911,000 to 1.5 million by 2030. In the main men are more socially isolated than older women and men have significantly less contact with their children, family and friends. Many older men experience social isolation and that they were less likely than women to engage with traditional projects that aim to support them. By bringing men from different backgrounds together through a shared interest, the 'shed' is an effective way to reduce the social isolation some experience as they age.

Men in sheds is a new project in the UK that came over from Australia, men got together and started to repair things and even make things for their local community and it took off in a very big way. It's all about Men; you can become a member of the work shop. You only need a few hours a day or week it's a place for you to meet up and have a cup of tea and if you feel like it, make something or grow something. In Bexley this project is run by Age UK Bexley

http://www.ageuk.org.uk/bexley/our-services/men-in-sheds/



Building friendships through Libraries

The Home Library Service provides a fantastic opportunity for volunteering and making new friends and networks. The service provides access to library services for anyone who cannot use their local library. Many of those using the service are older and/or disabled and the monthly visit from the volunteers from the Royal Voluntary Service bringing selections of books or talking books are a vital link to the wider community. Many of the volunteers are older people and are able to interact on a peer to peer basis with those using the service. Having a volunteering role is in itself a way of combating social isolation for

[6] Independent Age and the International Longevity Centre - UK (ILC-UK)

older people while at the same time contributing to the wellbeing of others. Over 200 residents use the service supported by an average of 70 volunteers.

Libraries also offer a base for a range of clubs. For many it is the opportunity to make lasting friendships, learn new skills and share similar experiences and memories. The success of these clubs demonstrates the benefits of encouraging older residents to leave their familiar environments and being able to socialise in a safe and inviting space.

Your event was really welcoming, informative and enjoyable. Carers that I attended with felt 'valued, acknowledged and supported' in the local community. Bexleyheath Library is central to community spirit and holding a Carers event communicates you care about Carers. I felt the event connected people, I was able to meet other organisations and Carers building stronger support networks. (Representative from Mind in Bexley)



Coffee mornings and afternoons are run weekly and sometimes several times a week in all Council managed libraries. Monthly reading groups and craft clubs such as Stitch & Sew are also available. There are also increasingly popular games clubs.

In addition to these regular events and clubs, libraries continually look for ways to reach out to residents to combat loneliness and social isolation with one off events in libraries for those identified with particular needs.

Working with young people to tackle new technology

Tackling new technology also can be a challenge at any age so our Libraries offer a selection of digitally inclusive opportunities. These initiatives can help you stay in touch with others. One in particular that is aimed at older people is the IPals intergenerational pilot scheme where young volunteers pass on their IT skills and knowledge to older people. The success of this pilot was such that it is now being trialled in other libraries.

Linking residents with support – 'Community Connect'

Social prescribing is a way of linking patients with sources of support within the community. It provides GPs with a non-medical referral option that can

community connect
Supporting your health and wellbeing

operate alongside existing treatments to improve health and well-being.

In Bexley the project was created from an identified need to direct patients to existing voluntary and community services with the aim of improving the quality of life for patients whose needs were broader than health.

Bexley Voluntary Service Council (BVSC) in partnership with Mind in Bexley, use volunteers who talk to patients in the waiting areas of GP practices – they assist patients with behaviour change and signpost to other voluntary sector services. All volunteers are trained in motivational interviewing and the range of services available locally. Volunteers are now being provided with laptops to help improve the service offered, signposting and the sharing of information.

Community Wellbeing Co-ordinators can help residents to find support for issues outside of the usual care that GPs or nurses may be able to provide. First, they will talk through any problems that individuals are having and find out what is key to wellbeing, then help find activities and services that may make a difference, and then offer support on how to access them.

Support provided is wide ranging but includes;

- Isolation and/or feeling lonely
- Financial or housing issues
- Being a carer for someone
- A recent medical diagnosis
- Stress and anxiety
- Getting more involved in your community

Residents aged over 18 and registered with a Bexley GP access the Community Connect service. Any member of a GP practice can make a referral or residents can contact the service directly.

The service model will align with the emerging models of local care networks, whereby third sector/prevention services are provided to best meet the differing needs of the population across Bexley. You can find out more about Local Care Networks in 'Theme 3'.

To find out more about social prescribing contact Bexley Voluntary Service Council:

01322 524 682
www.communityconnectbexley.co.uk
communityconnect@bvsc.co.uk

Day Centres

Day care gives people a day socialising, have a good day with activities arranged, good food and company. With professional staff, it gives carers a short break knowing their loved one is being looked after safely and appropriately. A life saver for many carers - and for clients it is a highlight of their week and gives them a lot to look forward to, relieving depression and loneliness. Age UK Bexley have 3 day centres for socially isolated people and for carers who need more than a couple of hours break.

The benefits of volunteering – Volunteer Centre Bexley

Volunteering can change lives and communities. Whether you're looking to make new friends, learn new skills, be a force for positive change, pursue an interest or give something back to the community, there's a volunteer role for you. There are a large number of benefits to volunteering. It can be a fun activity, allow people to pursue an interest or passion, increase community engagement, and combat isolation. There is also a range of research showing that it can improve health and

My role as a walk leader gives me exercise and helps me keep fit. My other roles keep me busy and keep my brain active. I feel I am doing something worthwhile in my life and it stops me from getting bored. Saby aged 75 volunteers at least 2 days a week (Patient Participation Group, Neighbourhood Watch and Bexley Community Library)

wellbeing. Recent studies provide clear evidence of these benefits for older people.

In work commissioned by WRVS (now the Royal Voluntary Service), *The impact of volunteering on well-being in later life,* researchers found a positive effect of volunteering on the four indicators they used – depression, quality of life, life satisfaction and social isolation. This remained a strong effect even after taking into account demographic and income/wealth differences[1].

Similarly a study into *The Impact of Volunteering on the Health and well-being of the over 50s in Northern Ireland*[2] (jointly published by Volunteer Now and the University of Ulster) listed the following findings:

- Volunteering supports mental and physical health by providing stimulation, something to do, exercise, as well as routine and structure in life
- The social aspect of volunteering is highly valued. It provides the opportunity to be socially connected thus buffering the effects of depression, loneliness and social isolation
- Volunteering has a positive effect on attitudes, stress and coping style
- Volunteering takes people out of their own environment, helps them to gain perspective and broaden their outlook
- The additional benefits in terms of positive outcomes for volunteers are the feel good factor of making a contribution to the lives of others and being appreciated and valued for what they do

It is clear that volunteering has a range of benefits both directly on health and on the broader quality of life of older participants.

Volunteer Centre Bexley helps signpost people to local organisations looking for volunteers and there are a number of different ways that you could get involved. We will always support you to find a role that is something that you are interested in and will enjoy; perhaps you have a hobby that you would like to share with others or a skill that might benefit a charity. The volunteer centre is happy to chat with you on the phone or meet you in person, or if you'd prefer you can search and apply for roles using the website

Partnership volunteering to help reduce loneliness - Good Gym

In Bexley we are starting to develop a partnership with Good Gym. Good Gym is a charity and social enterprise that aims to increase physical activity levels while at the same time make a difference in local communities. They organise runners to support isolated older people and do manual labour for community organisations. Good Gym will pair runners with isolated older people – Goods Gym call them **'coaches'** as they motivate the runners to keep going - and the runners commit to make a weekly visit as part of their workout. Good Gym employ qualified personal trainers who organise weekly group runs which are like **running flash mobs for good**. The group will run to community organisations and help them with tasks like clearing allotments or renovating classrooms. They also coordinate **missions** in which runners support isolated people and community organisations with one-off household tasks and odd jobs. This partnership will develop over time. www.goodgym.org/case_studies

Finding out more about your family and your community and how you can volunteer - Local Studies & Archives

Bexley Local Studies & Archives have developed informal learning activities and events to excite, inspire and create a greater understanding of its collections through its annual events programme. The activities take place at Bexley Local Studies and Archive Centre located at the Central Library in Bexleyheath, at branch libraries and at community venues in the Borough. There are a minimum of two guided heritage walks and ten talks on aspects of local and family history per year.

As a newly retired person I have found the talks and walks at Local Studies to be stimulating and as a result I have joined my local history society in Sidcup.

[1] p.2 http://www.volunteernow.co.uk/fs/doc/publications/impact-of-volunteering-on-health-report-summary-2013.pdf

Bexley Local Studies & Archives have also worked with volunteers for many years, enlisting help on a wide range of tasks, from repackaging the archive collection; identifying old photographs; listing collections and helping people with their family history research. Volunteering opportunities are offered for all age groups on either a short or long term basis. Longer term volunteers, who work at the Local Studies at least for one morning a week, are all older people.

The events (at Local Studies) *encourage me to get out of the house and to mix socially with likeminded people.*

Providing information on services and opportunities to stay connected – Bexley Care Hub

The Bexley Care Hub is a website which gives listings of leisure and social groups, organisations and activities that take place in the borough, that enable many more people to stay active and independent for longer. This not only has direct benefit for vulnerable and older residents, but also in providing an enhanced, comprehensive database of local organisations that will improve access to those services for everyone in Bexley. To access Bexley Care Hub visit:
https://carehub.bexley.gov.uk/web/portal/pages/home

Prevention and Early Intervention - Support for Carers

In Bexley there is a wide range of support available to support those who care for others. A prevention and early intervention fund supports a range of initiatives across the Borough. Support offered to each carer is different depending on their needs and could include all or any of the services for example, care navigation, advice about welfare benefits, help to complete claim forms for benefits, emotional support, advocacy and signposting.

One to one emotional support is also offered to carers who are particularly isolated and/or under stress. Volunteers are trained in listening and counselling skills and matched with carers who they meet with on a weekly or fortnightly basis for a time-limited period initially (usually 10 sessions). Former carers are also supported, with a view to helping them to move on and to re-connect with the community and/or with friends they have lost touch with.

Other advice and support for carers includes:

- Carers information packs
- One to one information – advice and signposting
- Advocacy
- Info and advice on where to access appropriate services
- Support for people to navigate health and social care systems
- Facilitated Support groups so that carers can meet where they can share info, provide mutual support and reduce isolation.
- Quarterly Newsletter
- Outreach worker who visits local hospital, particular stroke wards to offer support and advise
- Welfare Benefits advice
- Carers right in employment advice
- Single Borough wide point of access for all carers
- Peer led support groups

Breaks from caring responsibilities can help the carer continue to care by allowing them time to recharge their energy levels, allowing them a psychological break from the daily pressures of caring. Some carers and cared for clients find it difficult to leave their homes and/or caring responsibilities even for a short time. Breaks are therefore fundamental to ensuring that the carer's needs are supported. Holiday breaks of up to two weeks can provide a complete rest for the carer and at the same time provide a positive and enjoyable experience for the cared for person.

Other support for carers includes:

- Regular fortnightly breaks

- All day breaks
- Holiday breaks
- Short weekend breaks
- Overnight breaks
- Pop In visits during holiday cover
- 24/7 breaks

Other support available for carers includes volunteer befriending services which provides companionship and emotional support, and promotes the building of social circles. Organisations supported through the prevention and early intervention initiative includes:

http://www.carerssupport.org/
https://ccsel.org/

Priority Areas for Action:

- Work with Bexley Voluntary Services Council to create a network of befriending organisations. This will enable us to ensure we act collectively to support, train and encourage volunteering. Our approach will ensure volunteers are placed appropriately and quickly. We will look at ways to provide both long and short term volunteering opportunities, and for those which need clearance processes we will look at additional training and interim opportunities.

- Continue to develop Bexley Care Hub – so that everyone can access good quality information, including opportunities to connect to the wider community and build friendships.

- Continue to develop our social prescribing model across the borough – to provide an integrated community prevention model of support which dovetails with the development of Local Care Networks.

- Developing Good Gym in Bexley - supporting a strong partnership with our existing voluntary organisations, finding a local venue and linking the initiative with our existing befriending scheme.

- Work with partners to promote opportunities to better connect older people with their local communities including the benefits of volunteering.

- Secure on-going funding for men in sheds and expand services aimed at men who are difficult to engage.

- Develop digital options for those that are at risk of loneliness and isolation.

- Continue to develop a local network which brings together local voluntary organisations and professionals – this will help build a better understanding of the breadth of services and support available to residents.

- Further explore and publicise the work undertaken in schools to help tackle loneliness in communities.

Theme two – Being healthy and active

The need to stay healthy and active doesn't change as you get older. In Bexley we want to support residents to maintain good physical and emotional health and live life to the full whatever their age. If your career slows down, you retire, or if your children leave home, you may find you have more time to enjoy activities outside of work and immediate family. Staying healthy, being physically active and maintaining good emotional health as you age means finding activities that you enjoy and that motivates you to continue, this could be:

- **Getting involved with your community – volunteering or participating in a local group**
- **Spending time with younger family members – playing with grandchildren**
- **Taking time to enjoy the environment – taking walks and visiting new places**
- **Enjoying the arts – visiting the theatre, visiting a local museum, going to the cinema**
- **Taking up a new activity or something you used to do – swimming, dancing, football, finding a new hobby.**
- **Write a diary or a book**
- **Manage early signs of ill health well with support – take part in activities which help manage conditions such as early signs of dementia**

In Bexley we want to ensure that we provide the right environment and give you the information and opportunities to remain healthy and be active. These are a few examples.

Promoting Healthy Living

The Council and other public sector organisations in Bexley have functions which can influence public health in many complex and inter-related ways. Locally partners have committed to using those opportunities to look at ways it can inform and support individual, communities and other organisations to improve the health of the local population. Led by the local Director of Public Health we will continue to work together to ensure that improving health is at the heart of everything we do. Examples of this are:

- Joining and promoting local and national campaigns for example, Change 4 Life, Bexley – to help local people make healthier choices.
- Supporting the Bexley Clinical Commissioning Group and Local Authority Commissioners to plan, design and commission local care and support.
- Develop digital solutions - providing information and access to services including on-line testing.
- Continue to commission public health programmes including access to sexual health services, drug and alcohol treatment services, children's 0-19yrs services and support, children and family support to tackle Bexley's priority public health concerns including obesity.
- Promoting opportunities to stay fit and healthy – for example parks and open spaces, playgrounds.

Keeping fit and being Active

Being active and eating a balanced diet are an important part of a healthy lifestyle for everybody. But as you get older, you may hit some health problems that could put you off exercise. Yet staying active may be the key to maintaining your health and independence. We want to provide everyone in Bexley the opportunity to remain fit, healthy and active. Working in partnership with others we have a range of opportunities. There are just a few examples:

Bexley has three centres with modern quality facilities including swimming pools, fitness suites, sports halls and dance studios. The centres offer a range of activities including, exercise classes and special activity sessions and classes. The centres also run a GP Referral scheme "Steps to Health" offering a12 week supervised exercise programme to support people with long term health conditions.
There are also a range of concessions available including those for people in later life for example:

- All over 70s are entitled to a free leisure saver card, which gives them free admission to the borough's leisure centres and reduced price activities.
- Over 60s can purchase this leisure saver card for a reduced price monthly membership for older people is also available at a reduced price
- Free healthy walks led by the London Borough of Bexley Sports and Leisure team

Supporting Carers to be more active
There are over 600 registered carers in Bexley who spend much of their time looking after the needs of a relation or friend. It is essential that carers pay attention to their own health and wellbeing and regular exercise can play an important part in this process.

We will offer all registered dementia carers a free swimming membership to the borough's leisure centres in addition to a free saver card giving them reduced price admission on other leisure centre activities. This activity can either be undertaken independently or at the same time as the person being cared for is being active.

Supporting People with Dementia and Memory Problems – through Physical Activity
There are over 1,100 people in Bexley currently registered with dementia; the 'Beat' project aims to work with around 160 people during its 2 year duration. The Bexley Memory Service provides assessment, diagnosis and treatment for people who are experiencing difficulties with their memory, will refer participants onto the scheme. The scheme is targeting people with either a mild cognitive impairment or mild dementia who would benefit from increasing their activity levels. Participants will then be contacted and either an appointment made to talk through the scheme and gather some data in person or that information will be provided over the phone by the Health Referral Hub, depending on the needs of the individual participant.



Activities include:

- Oomph! Sessions. These are exercise classes that have been developed specifically for older people and those with dementia. They are adapted for people with various levels of fitness and ability to enable them to do the same class.
- Healthy Walks, including the development of a specific dementia friendly session
- Selected leisure centre classes
- Swimming, including water confidence lessons

Supporting People with Dementia and Memory Problems – through Libraries
Opportunities to stimulate memory and communication in a relaxed and friendly environment can support those with early signs of dementia and memory loss. In Bexley we offer support through our library groups in Sidcup and Bexleyheath. External partners and other Council Departments often attend these sessions giving practical advice and signposting group members to services and other forms of support.

The Central Library in Bexleyheath has a reading group for anyone suffering from impaired eye sight. This can range from complete blindness to macular degeneration. Libraries also support those recovering from strokes. A group meets at Sidcup Library and is open to anyone who struggles with reading as a result of a brain injury as well as welcoming referrals from NHS speech and language therapists.

The group offers a valuable bridge for those who have left formal speech and language therapy but still require practical support and guidance with reading and comprehension.

> Just wanted to say thank you for the group meeting today. It was really enjoyable. He (gentleman living with dementia) has said several times how much he enjoyed it and how much he is looking forward to the next one.

Library Reminiscence Sessions
Reminiscence sessions are taking place at Central, Erith, Sidcup and Crayford Library. The session aims to offer an informal meeting place for people living with early onset dementia and their carer's. A great place to meet friends, join in activities and share experiences through reminiscence. On occasions there will be guest speaker that can offer new services and support.

Central Library	3rd Friday of month 10.30-12.00
Sidcup Library	2nd Friday of the month 2.00-4.00
Crayford Library	4th Wednesday of the month 2.00-3.30 (from February 2018)

Prevention and Early Intervention – Memory Café

Crossroads Care provides an opportunity for carers and people living with dementia/memory loss to participate in social activities in a friendly and informal environment in the presence of supportive staff and volunteers through their Memory Café. https://ccsel.org/

Support services for people with Dementia and their Carers – the Alzheimer's Society

The Alzheimer's Society in Bexley provides a range of support services for people with dementia, their families and their carers in Bexley.

- They provide dementia support workers and dementia advisors who will work with individuals and families to identify needs and will provide information and practical advice to help maintain independence for as long as possible. This includes signposting to additional local support services.
- A Singing for the Brain group is run by staff and volunteers – this uses the benefits of music to help improve well-being and confidence, evoking memories and enhancing communication.
- Friends for Thought Dementia Café – the café provides the opportunity to take part in activities or just have a cup of tea and a chat with others in a similar situation.
- Activity groups – activity groups aim to provide opportunities to have fun, help maintain abilities and support memory and mobility.
- Peer Support Group – this specific group provides the person with dementia with the opportunity to meet regularly and share experiences, learning about living with dementia in a structured but informal environment. The group also provides a space to ask questions and learn

from others.

- Carer Information and Support Programme (CrISP) – This programme focusses on the needs of carers. It provides information on a range of topics, such as legal and money matters. It also provides a confidential and supportive environment to share experiences.
- Carers Support Group – This is a friendly informal group for people who support someone living with dementia. The group provides an opportunity to meet regularly, connect with others, share emotions and experiences and practical information.

For more information: Email bexleybranch@alzheimers.org.uk

Telephone 01322 524950 or 01322 559308

Dementia Action Alliance

We aim to develop a Local Dementia Action Alliance (LDAA) which is an easy and proven structure for creating a dementia friendly community (DFC).

Priority Areas for Action:

- Develop our public health function – so that specialist advice is available to support a wider group of partners.
- Consider the development of a Bexley Dementia Action Alliance
- Provide communities and individuals with the information they need to consider healthier options and lifestyles.
- Continue to explore the use of social impact bonds to support the provision of new programmes - prioritising those which will support our local health and wellbeing priorities such as dementia.
- Continue to promote opportunities for communities and individuals to be more active and remain healthy through the development of our local policies, the Bexley Care Hub, and through digital solutions.

Theme three – Developing new approaches to care and support and helping individuals and families to plan for the future

Working across partnerships to improve care and support
Health and care services in England are facing unprecedented financial and service pressures at a time of rising demand, with organisations from across the sector finding themselves in similarly challenging circumstances. Under difficult conditions, these organisations continue to strive to deliver better services, improve patient care, reduce inequalities, and achieve best outcomes for all.

A new approach is needed to meet the demands of our growing, ageing and changing population and to maintain a borough with healthy residents and thriving communities. This new approach is for the NHS, Local Authority, community providers, charities and voluntary sector to come together to work in partnership to design health services around the concept of 'place'. A place-based approach means developing local services that respond to identified need, with residents and communities at the centre of systems of care, and in which commissioners and providers from this range of sectors take collective responsibility for resources and population health. Prevention and early intervention, care at home, self-management of conditions, community resilience and healthcare access are all features of this place-based approach. This model is termed Local Care Networks, and takes a form that can develop into an Accountable Care System/Integrated Care System.

Moving towards an Accountable Care System/ Integrated Care System
Like most other areas of the UK, Bexley is working to develop an Accountable Care System/Integrated Care System. In an ACS/ICS, the organisations that commission and deliver services for health, care and wellbeing come together to discuss and agree how best to provide all health and social care to meet the needs of a given population. Bexley's ACS/ICS will govern how these outcomes are decided, funded, delivered, and regulated.

Local Care Networks
Local Care Networks (LCNs) are our model of care, and in each LCN the health and care professionals delivering services will work together so that patients have a better experience of care. The borough of Bexley is split into three LCNs, which are North Bexley (including Thamesmead, Erith, Slade Green and Crayford), Clocktower (including Bexleyheath, Welling and Falconwood), and Frognal (including Sidcup, Blackfen, Old Bexley and Foots Cray).

The objective of Local Care Networks is to improve the health and wellbeing of Bexley residents across the whole life course – from 'cradle to grave'. This will be achieved by:

- delivering effective integrated health, social care and wider services that best meet the needs of Bexley's population by adopting a 'place-based' approach to health and care
- developing person-centred care services driven by improved outcomes and experience
- integrating services where it benefits the patient to do so
- shifting care to more appropriate settings, including in the community and in the home where possible
- improving the emphasis on the prevention of ill health and promotion of health and wellbeing
- narrowing the inequalities gap in health outcomes between the most affluent and most deprived communities in Bexley
- contributing to the wider growth and sustainability of a vibrant, thriving Bexley community including employment, housing, education and economic growth

Working across South-East London

Because of how the NHS operates, particularly with emergency hospital services, health and care services must be planned and delivered across a wider area than Bexley. In the South East of London (SEL), the agreed footprint is that which already existed in the Our Healthier South East London partnership; Bexley, Bromley, Greenwich, Lewisham, Southwark and Lambeth. This is the SEL Sustainability & Transformation Partnership (STP) and Bexley's care system is one part of the wider STP system that includes the main hospitals and

This will operate alongside an OHSEL wide arrangement for the commissioning of acute and specialist care organised centrally. The STP leads have commissioned consultants Credo to provide support to each locality to develop plans.

Developing local, integrated person-centred care - Bexley Care

With the principles of delivering our collective aims through the ACS and LCNs in mind we will continue to develop an integrated approach to community care for adults in partnership with Oxleas NHS Foundation Trust through 'Bexley Care'. Our joint work will make the experiences of care better for residents by ensuring:



- Care localised on a place, rather than centred on the organisations providing it.
- Creative and flexible solutions which focus on promoting and maintaining independence and in preventing crisis.
- Single point of access and single assessment process.
- Integrated, person centred response across agencies with reduced number of handoffs between teams and services. This will provide timely, coherent and streamlined access to support and a return to independence.
- People tell a story only once.
- One shared care plan for service users.
- Easy access to specialist support and planned care when needed.

Care pathways and developing new ways of working will develop over the next three years.

Promoting advanced decision making - planning and making your wishes known

We want to promote residents being the decision makers about their future, including the care they may require. They may have views about the type and extent of care, what they would like to happen, where care is received, and even things they would like to avoid. We also want to ensure that we provide sources of information and support to make important financial decisions.

With partners we aim to:

- Promote opportunities for residents to make their wishes know to professionals through initiatives such as Co-ordinate My Care
- Ensure local health and care workforce continues to promote opportunities for advanced care planning.
- Providing individuals and families with sources of information and advice on how to manage financial decisions, and making decisions on behalf of others.

In Bexley we have a range of support services which support future decision making, end of life care and bereavement support these include those provided by Greenwich and Bexley Hospice. www.communityhospice.org.uk .The Bexley Care Hub also has helpful sources for care, support and voluntary services, including information on where to find community and Regulated financial advice and managing someone else's affairs: https://careservices.bexley.gov.uk/Categories/6/Money-Matters



Greenwich & Bexley community hospice

Priority Areas for Action:

- Continue to develop local services which support the delivery of the STP for South East London and continue to develop our local Accountable Care System.
- Work in partnership with health and care providers including GPs, the voluntary and community sector and community health services to develop Local Care Networks for Bexley.
- Continue to develop and integrate care where it benefits the resident to do so, through Bexley Care.
- Promote advanced care planning across health and care services including across the workforce.
- Support residents with information and sources of support - for example, how to make wishes known, end of life services and support, sources of financial advice.

Theme four - Enjoying your life at home and giving you more choice

Most people want to remain in their own homes as they age. Some family homes are where people have lived all their lives, raising their families and building friendships with neighbours and developing connections close by. While this is hugely positive, as they age many of our residents face issues with the long-term suitability of their properties. Bexley residents have told us that they have a wide range of concerns relating to their future home. These include the type of housing that will be available in future, maintaining their property, safety and independence in their homes, and whether they will have the support they need with the impact of key life events.

Staying Put Team – Help and advice in managing your property and your money
The Staying Put Team support older, vulnerable and disabled residents - offering help and advice on home repairs, improvements and adaptations. The aim is to help people remain in their own homes in comfort and safety and can offer the following:

- a visit to your property by a caseworker to advise on any home improvements and repairs necessary
- a Handyperson Service to assist you with minor repairs and adaptations to your property at a competitive hourly rate.
- advice on the best way of funding the work including assistance with Local Authority grants and loans
- help to homeowners who have the financial resources to carry out repairs but are put off because they are unable to find a builder they can trust or because they are unsure of what repairs are needed
- help to obtain free estimates from reputable builders approved by Staying Put
- ongoing support if you have work carried out to your property by a staying put approved contractor
- advice on energy saving measures
- advice and support if you wish to sell your existing home and purchase or rent something more suitable
- some services are chargeable, for example a surveyor will charge to prepare drawings and specifications for larger building works and adaptations.

To find out more https://www.bexley.gov.uk/services/housing/staying-put or call 020 8303 7777 and ask for Bexley Staying Put.

Handyperson Service – Age UK Bexley
The Handyperson service provides help in your own home to carry out small DIY jobs. These might include putting up shelves, assembling flat-pack furniture, tidying away trailing cables or installing a set-top digital box or small maintenance jobs. The service is run by Age UK Bexley
https://www.ageuk.org.uk/services/in-your-area/handyperson-services/

Tackling scams and doorstep crime
Trading Standards are actively involved with preventing elderly residents from being targeted by doorstep criminals and scammers.

The aim is to prevent elderly residents becoming victims in the first place; we achieve this by providing talks and advice to elderly residents and groups, disrupting unscrupulous builders and scammers and promoting Friends against Scams (https://www.friendsagainstscams.org.uk/).

The Trading Standards Team are part of the 'Banking Protocol' that allows banks to contact the Police (Or Trading Standards) when they believe that an elderly resident (or vulnerable person) is withdrawing cash to pay a rogue builder or doorstep scammer. The withdrawal is blocked by the bank and the police

are called. The team provide assistance and reassurance, and signpost them to a reputable builder. Trading Standards are also part of the 'Scams Hub' where elderly or vulnerable residents who have been the victim of a scam are contacted; they are offered help and guidance to prevent them becoming a repeat victim. The team share intelligence about the scams with the hub to prevent other people falling victim.

For more information: email ts.duty@bexley.gov.uk or telephone 020 8303 7777 and ask for Trading Standards

Developing Telecare and Digital Solutions
The Council and its partners have developed telecare which involves a range of alarms, monitors and sensors which can be placed around an individual's home and are remotely connected to a response centre by telephone via a base unit. The equipment is tailored to the specific requirements of each service user. If a sensor detects a potential accident/emergency, or if the individual presses the lifeline pendant itself, the base unit alerts the response centre within seconds and the appropriate interventions are arranged. All equipment can be used on its own or in a combination to best meet your needs.

Sheltered Housing
Sheltered housing is designed for the needs of older people, enabling them to maintain an independent lifestyle. Some schemes have a scheme manager or warden to provide residents with advice and information, to monitor wellbeing and to deal with emergencies.

- the accommodation is designed to meet the needs of older people
- properties are unfurnished and self-contained
- most have one bedroom but there are some studios
- some properties have shared facilities like a free laundry and a communal lounge
- some schemes may have a guest room where friends or relatives can stay overnight
- residents live completely independently and have their own front door, kitchen, lounge, etc.

In Bexley we have a range of schemes providing rental options which are available through Bexley Homechoice: https://www.bexleyhomechoice.org.uk Buying options are available from housing associations: Moat Housing Association (Berens Court in Sidcup), Hyde Housing Association (Hardwick Court, Erith, Baltimore Place, Welling and Kendall Lodge, Bromley).

Extra Care Housing
We want to have a range of appropriate accommodation that provides opportunities for people to remain independent and wherever possible continue to live within their local communities. This is particularly crucial as we develop our housing options and Growth Strategy. This includes support to help people remain in their own homes and making the most of existing sheltered housing schemes. However we want to offer as many options as possible and one of our next steps is to consider 'Extra Care'.

What is Extra Care?

Extra Care Housing is housing designed with the needs of frailer older people in mind and with varying levels of care and support available on site. People who live in Extra Care Housing have their own self-contained homes, their own front doors and a legal right to occupy the property. Extra Care Housing is also known as very sheltered housing, assisted living, or simply as 'housing with care'. It comes in many built forms,



including blocks of flats, bungalow estates and retirement villages. It is a popular choice among older people because it can sometimes provide an alternative to a care home. These properties should be a "home for life" for most people.

In addition to the communal facilities often found in sheltered housing (residents' lounge, guest suite, laundry), Extra Care often includes a restaurant or dining room, health & fitness facilities, hobby rooms and even computer rooms. Personal care and domestic support is provided by on-site staff 24/7 meaning that people with more complex needs can be supported. Properties can be rented, owned or part owned/part rented. Residents typically pay for the cost of housing and facilities management through their rent and/or service charges, which can include some meals. Care costs are paid for separately either funded by the local authority or directly by residents.

It is increasingly common for the scheme facilities to be open to non-residents to enable the scheme to become part of the community. Some extra care housing schemes also act as a service hub from where care and support can be delivered to older people in their own homes in the surrounding area. Providers can also work with the local Clinical Commissioning Group to enable such initiatives as social prescribing, linking patients with non-medical sources of support within the community. This might include opportunities for arts and crafts, physical activity, mutual aid and self-help.

Schemes are designed to be inclusive to meet the needs of as wide a range of people as possible with space standards that will facilitate aids and adaptations as people's needs change. The use of telecare devices is becoming more common: for example, fall detectors for people who are prone to falling or assistive technology such as heat sensors or flood detectors for people with dementia.

Priority Areas for Action:

- Better publicise the services and support that will help people live independently in their own homes for longer.
- Explore a programme to secure four extra care housing schemes in Bexley over the next 4 / 5 years.
- Support sheltered housing providers as they review the local sheltered housing offer.
- Continue to develop our range of assistive technology and digital solutions including telecare - to help people stay independent, safe and secure at home.