



# Older People's Working Group

Minutes of the meeting held on Friday 23<sup>rd</sup> June 2017 (DRAFT)

Present:	
Name	Organisation
Cllr Gul Khan (Chair)	RBC
Nina Crispin	RBC
Tony Hall	Civil Service Pensioners Alliance, Reading Group
John Walford	Whitley Community Development Association
Douglas Dean	Thames Valley Pensioners Convention
Barbara Hobbs	Age UK Reading / Readibus
Brian Oatway	
Mark Drukker	
Laurence Napier-Peele	
Jean Hutton	U3A
Heather Cresswell	M.S. Society, Reading Branch
Mr & Mrs Millgate	
Alan Edgar	Thames Valley National Pensioners Convention
B T Chubb	Firtree
Judith El-Nager	
Janice Scruby	
Lorna Walker	
Brian Haines	Southcote Group
Colin Ferguson	Firtree
Elaine Jalland	
Patience Odunsi	
Mr & Mrs England	Grovelands Walking Group
Barbara Hobbs	Grovelands Walking Group
Ann Coddington	
Brian Tull	E.R.F.A
Miriam Sparkes	
Marrion Huggins	CSRF
Michael Heath	
Mr and Mrs Froud	
Hannah Blackwood	

Gladys J Rofani	
Jessie Serrano	
Caroline Langdon	
Gina Harris	
Jill Hodges	
Lillian Clifford	
David Wicken	

Apologies	
Name	Organisation
Cllr Rachel Eden	RBC
Cllr Sandra Vickers	RBC
Joy Adams	
Melvyn Bryant	John Lewis Partnership
Gail Borrows	Park 60+ Exercise and Dance to Music

**Agenda item 1/2: Welcome and minutes of last meeting on 7<sup>th</sup> April 2017**  
*Cllr Gul Khan*

The minutes of the meeting on 7<sup>th</sup> April 2017 were and approved.

The approved minutes from the OPWG meetings are available from the Older People's Working Group page on the RBC website at:

<http://www.reading.gov.uk/opwg>

**Agenda item 3: Preventative Services funded by Reading Borough Council**  
*Janette Searle, RBC*

Under the commissioning framework 2015, Reading Borough Council commissioned services to meet targeted outcomes:

- tackling poverty
- promoting wellbeing
- supporting thriving communities

with the aim of investing in community support...to narrow the gaps between the quality of life enjoyed by different members of our communities.

Meeting basic needs:

- For people in crisis who cannot afford to meet basic needs
- Provided by Christian Community Action, Churches in Reading Drop-in Centre, Readifood, Reading Refugee Support Group
- Furniture and household goods, access to white goods, delivery to people's homes for bulky items
- Drop-ins for people in housing need to receive hot food and drinks, baths, showers, haircutting, free clothing, a safe postal address and access to a phone and computer
- Drop-in and telephone support for refugees and asylum seekers
- Emergency food parcels with a minimum of 3 days food supply
- Signposting / referral to other specialist services

Maximising income and managing debt:

- For people struggling to manage within their income and at risk of crisis
- Provided by Citizens Advice Reading, Communicare, Reading Community Welfare Rights Unit
- Benefits checks
- Form filling
- Financial education
- Advocacy for vulnerable clients at tribunals
- Assessment and Signposting

Steps to employment:

- For people with complex needs, or disproportionately affected by employment and skills gaps
- Provided by Communicare, Reading Community Learning Centre, Reading Refugee Support Group
- Developing CVs

- Job search / job applications
- Employability course
- Job club
- Supported volunteering
- Language, literacy and numeracy skills

Thriving communities:

- For residents in most deprived communities
- Provided by Reading Voluntary Action, Reading Neighbourhood Network, RISC and Oxford Road Community Time Bank
- Social activities for most isolated
- Encouraging peer support
- Support to manage community buildings
- Advice and training

Infrastructure support:

- For local voluntary and community groups
- Provided by Reading Voluntary Action
- Providing a VCS 'voice'
- Co-ordinating forums
- Advice and training
- Harnessing resources for the voluntary sector

Support for volunteering:

- For VCS groups and for individuals and groups who want to offer support to the community
- Provided by Reading Voluntary Action
- Online volunteer brokerage
- Outreach
- Volunteer recruitment
- Volunteer training

Care navigation:

- For adults with current or emerging care and support needs
- Provided by Age UK Berkshire, Age UK Reading, Communicare, Reading Mencap
- Information and advice to prevent care needs from increasing
- Telephone advice
- Drop-in / appointments
- Home visiting

Self advocacy:

- For adults - or young people coming through transition - who have a learning disability
- Provided by Talkback
  - Building skills and self confidence
  - Empowering people to make choices
  - Supporting people to live independently

Peer support:

- For adults and families affected by long term health conditions
- Provided by:
  - Alzheimer's Society - dementia
  - Reading Association for the Blind - visual impairment
  - Reading Deaf Centre - hearing impairment
  - Autism Berkshire - autism
  - Berkshire MS Therapy Centre / Reading & Wokingham MS Society - multiple sclerosis
  - Reading & District Parkinson's Society - Parkinson's Disease
  - Reading Your Way - mental health
- Facilitating peer support
- Self-management courses
- Supporting independent living

Carers breaks:

- For unpaid/family carers
- Provided by Crossroads Reading (Carers Trust), Reading Mencap
  - Home sitting
  - Group activities
  - Carer groups
  - Joint activities

Home from Hospital:

- For Adults who are older / have a long term health condition, live alone and are being discharged from hospital
- Provided by British Red Cross
  - Co-ordinator at RBH M-F 10-3
  - Post discharge planning
  - Support for up to 4 weeks
  - Onward signposting and referral

### Home handyhelp:

- For older people and adults with a long term health condition who need emergency household repairs, e.g. at hospital discharge
- Provided by Age UK Berkshire
  - Replacing light bulbs or fittings
  - Replacing fuses and plugs
  - Unblock sinks
  - Securing carpets
  - Moving small furniture
  - Replacing broken WC seats
  - Small repairs to leaking pipes.
  - Fitting grab rails

### Reducing loneliness:

- For adults who face health risks because of social isolation
- Provided by:
  - Reading Deaf Centre - hearing impairment
  - Reading Mencap - autism / learning disability
  - Enrych Berkshire - physical disability
  - Reading Association for the Blind - visual impairment
  - Reading Community Learning Centre. Communicare, Polish Millenium Club, Hibernian Society Indian Community Association Pakistani Community Centre - BME communities
  - Age UK Berkshire, Alzheimer's Society, Engage Befriending, Get Berkshire Active
- Face to face and telephone befriending
- Group activities
- Support and signposting

### Better Care Fund:

- Carers information, advice & support - provided by the Carers Hub (Carers Trust)
- Dementia Care Advisors - provided by the Alzheimer's Society
- Day service - provided by the Younger People with Dementia Charity
- Stroke Recovery Service - provided by the Stroke Association

### Mental health support

- Samaritans volunteer recruitment and support
- Mothertongue culturally sensitive listening service - strengthening

community connections

- Reading Your Way peer support service

And finally...

- Remap bespoke aids & equipment
- Local Healthwatch
- Readibus
- Berkshire Women's Aid
- Reading Services Guide: [www.reading.gov.uk/servicesguide](http://www.reading.gov.uk/servicesguide)

**Questions & Answers / Comments:**

Q1: Two other organisations should be added to the list of Peer Support: Diabetes UK Reading Branch; Heartbeat support for people who have had heart surgery

A1: We looked at the ones commissioned by Reading Borough Council at the moment.

Q2: Do you use Skype for the befriending services?

A2: The services listed don't offer Skype. We will make a note of this query and feedback at a later date.

**Agenda item 4: Connected Care /Share Your Care**

*Clare Eddy, NHS South Central & West CSU*

**Share your care**

Connected Care is a new computer system used by health and social care professionals across Berkshire to see your shared record. The system is being developed to take regular snapshots of health related information. The 6 Local Authorities, Berkshire Healthcare Foundation Trust, the 7 Clinical Commissioning Groups, Royal Berkshire Hospital, Frimley Health Foundation Trust and the out of hours GP Services are all involved.

<https://www.shareyourcareberkshire.org/>

This is a project over several years which was launched last year. The aim is to provide secure access to key patient information held by these organisations to health professionals when treatment, care and/or referrals are needed.

Only professionals involve in someone's care will be able to access the system. The system will allow instant access to key information about a patient.

What process do we have to follow?

If you are present and able to answer, then you will be asked whether it is OK for the person looking after you to look at your shared record ...

If you are unable to answer, or there is an immediate threat to life, then the person treating you can access your shared record straight away which will be recorded.

In case of a referral to another service, for example a referral from a GP to a Consultant, no permission from the patient is needed, as this is considered part of the treatment pathway.

The feedback received to date from public and patient groups is positive. People in general thought that their information was already instantly available and shared between health and care services.

Berkshire Healthcare Foundation trust, Out of Hours GP Services, Wokingham and Bracknell Social Care team are currently accessing the system.

The information on the system currently includes information from your GP such as medication, medical conditions, allergies, encounters and information from Social Care such as packages of care being provided.

We are currently working with the Royal Berkshire Hospital and will shortly be able to start sharing their information starting with hospital encounters.

### **Patient Portal**

A later phase of the project is to provide a system that allows a person to access their own information and help them in the management of their care. We will be consulting with the public to find out what they would like from the Patient portal.

### Questions & Answers / Comments:

Q1: Is 'Share your care' the official brand name from the Department of Health?

A1: The name was agreed by the Berkshire organisations involved. Connected Care is the internal name for the system accessed by Health Care professionals. In the public domain, we refer to 'Share your care' as the patient call to action and the brand name for the future patient portal.

Q2: Don't the Out of Hours service already have access to information from GPs?



A2: The Out of Hours service has access to a summary care record relating to some health information but this does not provide a complete picture of your health and social care. Connected Care will pull additional information and will be shared at a local level only, incorporating information GPs don't have about a patient, i.e. Community and Mental Health, Social Care etc. Currently, requests for information are time consuming and not efficient, Connected Care gives instant access, no waiting time or need to call GPs etc...

Q3: In light of current hacking issues, how secure will the system be?

A3: All current legislation and guidance on confidentiality, including the Data Protection Act, has been met, and all organisations sharing or viewing your data have signed a detailed information sharing agreement. These records are shared securely using an encrypted connection to the Connected Care clinical database, which is located in a highly secure professional data centre in England.

Q4: My care plan completed by the GP was used in an emergency, would this be included in the new system?

A4: As part of the future development work we will ensure care plans can be accessed by all the relevant organisations across Berkshire.

### **Agenda item 5: Mindfulness and relaxation**

*Mike Sarson, East-West Organisation*

The aims of the charity:

East West Organization offers a unique choice of holistic interventions for the prevention, treatment, and recovery from addictions.

The charity also provide a range of preventative education services, which benefit the mental health, and well-being of children, young people, and families through training in meditation and mindfulness techniques.

Personal experience:

Mike had a traumatic experience in his early adulthood following a serious head injury. He became addicted to strong painkillers and tranquilizers he was prescribed and later travelled to the East where he spent some time in a Monastery learning the practice of Mindfulness and Meditation.

The result:

Mike was freed from addictions and the underlying relapsing conditions including anger, resentment and depression etc....

This led Mike to setting up the charity and helping others through his own personal lived experience.

Mindfulness has helped many others with behavioural problems and relapsing conditions, such as stress, anxiety, anger, low self-esteem, pain, attachments, addictions and depression, which can often lead to alcohol, illicit drug, and medication dependency.

Mike invited Hannah to talk about the benefits she has experienced from Mindfulness sessions he provides for senior citizens at Oak Tree House in Dee Park.

Mike currently runs free sessions every Saturday at the Fairview Centre in Great Knolly's Street (10-30 - 11-30am) and at Church House, 59 Church Street in Caversham (4-30 - 5-30pm)

Contact:

Mike Sarson [mike@east-west.org.uk](mailto:mike@east-west.org.uk)

Tel: 0118 9623332 / Mobile: 07887 656778

Websites:

East West Organization

<http://www.eastwestorganization.uk/>

East-West Kids-Connect

<http://www.eastwestkidsconnect.org.uk/>

## Agenda item 6: Current issues and suggestions for future meetings

*Cllr Gul Khan*

Suggested items for the next meeting on 8<sup>th</sup> September 2017:

- Macmillan Cancer Support and the South Reading CCG would like to do a presentation about the Macmillan Education Project at the next Older People's Working Group in September.
- Legionnaire Disease - what is it and how can it be prevented?

Current issues:

### **RAYS Project**

- RAYS stands for 'Reading Adopt Your Street' and it's a programme which enables people, community groups and organisations, such as schools and scout groups, to select a street, open space, park or shopping area to keep tidy through regular clean-ups with the support of Reading Borough Council.

- The Council successfully applied for £10,000 of funding to launch RAYS through the Tesco Bags of Help initiative after a number of groups enquired about getting more involved in community clean-up projects.

The council will provide litter picking equipment, plastic bags, gloves and high-vis jackets to support RAYS.

If you are interested, please complete an application form, electronic or hard copies can be obtained by emailing your request to [RAYS@reading.gov.uk](mailto:RAYS@reading.gov.uk)

### **Older People's Day 2017**

Planning sessions started on Monday 19<sup>th</sup> June and you are all invited to join.

We have Volunteering opportunities for Older People's Day and the Southcote 50 plus Club.

If you would like to express your interest in volunteering please complete the form on pages 12/13 below.

### **Reading Bus**

- Concern was raised about the lack of public transport going to Rivermead.
- Concern was raised about the Digital Screen at the bus stop at Caversham Heights (The Mount) and the lack of bus shelter there.
- NC to follow up

### **Change of name for the group**

Cllr Khan invited the audience to think about a change of name for the group. For example: Senior Citizens Working Group. It was agreed that suggestions will be given to members for a new name and see which one is more popular. NC to action and follow up.

### **Firtree**

A new singing group is starting on Wednesdays at the YMCA centre.

Please contact Colin for further details:

Tel: 01189482557

E-mail [colindf@btinternet.com](mailto:colindf@btinternet.com)

### **Clock at the old Civic Centre**

This has been reported but nothing has happened yet. Cllr Khan will follow

up.

Next Meeting:  
 - Friday 8<sup>th</sup> September 2017  
 2 - 4 pm, Council Chamber, Civic Centre



VOLUNTEERING OPPORTUNITIES  
 EXPRESSIONS OF INTEREST

CAN YOU VOLUNTEER  
 AND HELP US RUN EVENTS AND SOCIAL GROUPS?

Please let us know by signing in for the activities listed below:

Activity 1	Date/Frequency	Tasks (please tick preferred)
<b>Older People's Day 2017</b>	October 2017 <i>(We will contact you to confirm the date)</i>	<ul style="list-style-type: none"> <li>• Welcome visitors</li> <li>• Sign-in sheets</li> <li>• Refreshment table</li> <li>• Signposting/General assistance</li> <li>• First Aid</li> </ul>
		<ul style="list-style-type: none"> <li>• Be part of a 'Memory Lane' discussion group - with young people and older people sharing their experiences</li> </ul>
<b>Contact details</b>		
Name:		
Email:		
Tel number:		
Postal address (if no email):		

Any queries:	Please contact Nina Crispin: <a href="mailto:opwg@reading.gov.uk">opwg@reading.gov.uk</a> / Tel: 0118 937 2383
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Activity 2	Date/Frequency	Tasks
<b>Southcote Over 50's Club</b>	Mondays from 11.30am - on a regular and ongoing basis	<ul style="list-style-type: none"> <li>• Set up tables, chairs</li> <li>• Make tea / coffee</li> <li>• Welcome club members</li> </ul>
Contact details		
Name:		
Email:		
Tel number:		
Postal address (if no email):		
Any queries:	Please contact Michelle Berry: <a href="mailto:Michelle.berry@reading.gov.uk">Michelle.berry@reading.gov.uk</a> / 07834 335103	

Activity 3	Date/Frequency	Tasks
<b>Southcote Over 50's Club</b>	Weekly - on a regular and ongoing basis	<ul style="list-style-type: none"> <li>• Purchase food for club each week either online or via supermarket</li> <li>• Deliver food to club by 12:00pm on Mondays</li> </ul>
Contact details		
Name:		
Email:		
Tel number:		
Postal address (if no email):		

Any queries:	Please contact Michelle Berry: <a href="mailto:Michelle.berry@reading.gov.uk">Michelle.berry@reading.gov.uk</a> / 07834 335103
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Thank you for completing this form. Please return by email to Nina Crispin at [opwg@reading.gov.uk](mailto:opwg@reading.gov.uk) or by post to Level 2, Civic Centre, Bridge Street, Reading RG1 2LU