

# Older People's Working Group

2.00 pm on Friday, 15 February 2019 in the Council Chamber, Civic Offices, Reading.

## Page No

1. **Welcome**
2. **Minutes** 5 - 18
3. **Matters Arising**
4. **Reading Buses App**  
Tom Lake, elected member BHFT and Robert Williams, new Chief Executive Officer at Reading Buses.
5. **Planning for an elderly friendly town**  
Mark Worringham, RBC Planning Policy
6. **Loneliness and older persons: local support**  
Voluntary Sector Organisations
7. **Council's Budget**  
Matthew Davis, RBC Head of Finance
8. **Current issues and suggestions for future meetings**



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# The Reading Older People's Working Group

*...is open to all older residents (please tell your friends, neighbours and other contacts)*

*...is your chance to talk to your councillors about what's important to you*

*...includes presentations on topics requested by the group, and space for you to raise any current issues or concerns*

## Councillors on the Older People's Working Group

*Councillor Khan (Chair)*

*Councillors Eden, Jones, McEwan, Vickers and R Williams*

**All meetings are from 2 til 4 pm in the Council Chamber,  
Civic Offices, Bridge Street, Reading RG1 2LU.**

**Please call us on 0118 937 2383 or email [opwg@reading.gov.uk](mailto:opwg@reading.gov.uk) to  
let us know if you plan to attend.**



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## Older People's Working Group

Minutes of the meeting held on Friday 2<sup>nd</sup> November 2018 (DRAFT)

Present:	
Name	Organisation
Cllr Gul Khan (Chair)	RBC
Cllr Sandra Vickers	RBC
Cllr Rose Williams	RBC
Cllr Rachel Eden	RBC
Janette Searle	RBC
Nina Crispin	RBC
Michelle Berry	RBC
John Walford	
Douglas Dean	Thames Valley Pensioners Convention
Alan Edgar	Thames Valley Pensioners Convention
Joan Walker	NHSRF
Jean Hutton	U3A
Michael Heath	
Jessie Serrano	
Sylvia and Frank Millgate	
Heather Cresswell	MS Society Reading Branch
James Penn	South Reading Patient Voice
Miriam Sparkes	
Diane Seydoux	
Gina Harris	
Lilian Clifford	
Bridget Chubb	Firtree
Yvonne Antrobus	
Sue Winyard	Engage Befriending
Anita Holbeche	
Ginny and Graham England	Grovelands Walking Group
Jean Hall	
Barbara Hobbs	Grovelands Walking Group
Fiona Price	Age UK Berkshire

Tania Christie	Thames Water
Cathy Cousins	
Karen Jarman	
Mike Turner	
Ginette Hargreaves	
Laurence Napier-Peele	South Reading Patient Voice
Ann Coddington	
Janice Scruby	
Deborah Jex	Reading District Oddfellows
Ian Chalik	
James Taylor	
Diane Hiles	
Elaine Jalland	
Pearl Gibson	
Lorna Walker	
Jill Hodges	Monday Club Southcote
Hilda Kirkpatrick	Readibus
Joyce Goodwin	Reading Fibromyalgia Support Group
Marion Haines	
Caroline Langdon	Oddfellows member
Sharon Andrews	Berkshire Healthcare Foundation Trust
Annette Mullaly	Berkshire Healthcare Foundation Trust
Kathryn Couch	Berkshire Healthcare Foundation Trust

Apologies	
Name	Organisation
Melvyn Brant	(John Lewis Partnership)
Ann Worsley	
Brenda Jenkins	
Tony Hall	Civil Service Pensioners Alliance
Gordon Summer	
Georgina Da Silva	Creative Support
Bernadette O'Rourke	Crossroads Care - Reading
Rebecca James	RBC

**Agenda item 1/2: Welcome and minutes of last meeting on 7<sup>th</sup> September 2018**

*Cllr Gul Khan*

The minutes of the meeting on 7<sup>th</sup> September were 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: Matters arising from last meeting on 7<sup>th</sup> September 2018**

**Item 6: Street Care and Green Bins**

*Page 16 - Question 5*

'What is the current rate of council tax that is owed and not collected?'

RESPONSE:

The collection rate for the 2017/2018 Financial Year is as follows:-

Collectable Debit	£93,770,467.48
Net Payments	£91,472,352.78 Credit
% Overall Collection	97.55%

Please be advised that this financial year is still in the process of being collected due to revised retrospective billing or perhaps late payments and clearly the balance will continue to be reduced towards the end of the current financial year.

Minutes on crematorium - thank you for the minutes as a lot of information relevant to Thames Valley Pensioners.

**Agenda item 4: Support offered by Utilities Companies**

*Tania Christie, Thames Water*

Emergency services assist people when facing crisis:

- Gas leaks
- Fire
- Police
- Ambulance
- Water leaks
- Power cuts
- Council

Utilities companies are also emergency respondents.

SSEN - Scottish and Southern Electricity Network - all utilities companies are customers of SSEN. SSEN owns the network and has all the equipment to fix a power cut.

There is a strong working relationship between utilities companies to support people who have vulnerabilities in case of an emergency.

Benefits:

Users only have to register just once - they are then added to the Priority Service Register. Preferred communication methods or health issues are recorded.

Ex: In case of a water leak. What do you do if you have a mobility issue? The Priority Register helps utilities companies identify those affected by the water leak who are most vulnerable and provide specific support, i.e. Bottle water station - or deliver water to their home.

Emergency call for water leak (for those on the Priority Register): 0800 009 3652 (not at week ends)

Ex: In case of a power cut. What do you do? Do you get a candle or a torch? If you still have an analogue phone, it works without electricity power and you can make a phone call.

The National Emergency Number for Power Cut is: 105

To get a compensation of £75 for power cut of 12 hours you will need to phone straight away to report that there is a problem



Questions & Answers / Comments:
Q1: if I am on SSE priority register, would I be added to the Thames Water list?
A1: It's in the pipeline, in future people who are on the Priority Register will be looked after by both company. But at the moment, you'll need to register for both companies separately.
Q2: How do you get on the Priority Register?
A2: To be added to the Priority Register you can complete a form (available from SSEN or Thames Water) or call 105 and ask to be passed to the Priority Register team.
Q3: What about at weekends if there is a water leak?
A3: The Thames Water Emergency reporting line 24 hours: 0800 714 614. If you are on the Priority Register, the emergency team will be in touch directly to provide support.

**Agenda item 5: Local Social Clubs for Older People**  
*Deborah Jex, Reading District Oddfellows*  
*Caversham Women's Institute*

**Reading District Oddfellows** is a one of the largest and oldest friendly societies in the UK. The Society was established in 1810 and now has over 310,000 members across 132 branches nationwide.

It offers social activities to local residents as well as financial support, help at home, advice lines, emergency grants, and optical and dental benefits to name but a few.

Their strapline is: Making friends and helping people

For a very modest fee, members can join and benefits from all the activities and support on offer. Five reasons to join the Oddfellows:

- You'll have fun and make good friends
- You'll always have someone to turn to
- You'll get exclusive deals and offers
- You can travel places with friendly faces

- You can explore social history 24/7

The society has branches in Reading, Woodley, Tilehurst, Pangbourne, Henley on Thames, Maidenhead, Thatcham and beyond.

Their activities include:

- Weekly singing group
- Art and craft
- Exercise classes - designed to avoid trips and falls
- Monthly social meetings / Quizzes and games
- Film nights / Fundraising events
- Royal Albert Hall
- Rivermead Leisure Centre - balls

A lot of the activities take place at the Oddfellows Hall on Oxford Road, Reading, just five minutes walk from the town centre.

There is no need to be a member to come along and join the activities.

Some meetings are free, others have a small charge.

For further information contact:

[Debbie.Jex@oddfellows.co.uk](mailto:Debbie.Jex@oddfellows.co.uk)

District Secretary

Reading District Oddfellows

Tel: 0118 957 3354

### **Caversham Women's Institute**

Each Women's Institute is independent although they share a common structure.

The Caversham Women's Institute is open to any women over the age of 16!

### **Overview of the Women's Institute**

The Women's Institute (WI) was formed in 1915 to revitalise rural communities and encourage women to become more involved in producing food during the First World War. Since then the organisation's aims have broadened and the WI is now the largest voluntary women's organisation in the UK.

The WI plays a unique role in providing women with educational opportunities and the chance to build new skills, to take part in a wide variety of activities and to campaign on issues that matter to them and their communities

In Reading, the WI runs activities in a number of locations:

- Caversham: Church House, RG4 8AX (Time: 7:30 pm)
- Chazey: St Andrews Church Hall, RG4 7AW (Time: 2:30 pm)
- Redlands: St Luke's Church Hall, RG1 5LH (Time: 8:00 pm)
- Calcot: Linear Hall, Beansheaf Community Centre, RG31 7AW (Time: 2:30 pm)
- Calcot: Kennet Valley Free Church, RG31 7YT (Time: 7:30 pm)
- Maiden Erlegh: St Nicholas Hall, RG6 7JN (Time: 7:30 pm)
- Radstock: Trinity Church, RG6 5HZ (Time: 7:30 pm)
- Rosehill: St Barnabas' Church Hall, RG4 8LN (Time: 2:00 pm)
- Sonning Glebe: Pearson Hall, RG4 6UL (Time: 7:30 pm)
- Tilehurst: St Catherine Church Centre, RG31 5LN (Times: 2:00 pm and 7:30 pm)

Some groups meet afternoons and some evenings. Activities can include:

- Monthly meetings with varied speakers
- Boat trip and garden parties in the summer
- Seasonal events
- Occasional relaxed games and competitions
- Caversham Gardens Tea Kiosk
- Book club

Subscription - includes a free monthly meeting.

For further information, please contact us:

[cavershamwi@gmail.com](mailto:cavershamwi@gmail.com)

Tel: 020 7371 9300

Questions & Answers / Comments:
Reading Oddfellows
Q1: Where is it in Tilehurst?
A1: At the Methodist church - 1 <sup>st</sup> Monday afternoon of the month
Q2: Where is it in Woodley?
A2: At the Yokewood centre - 2 <sup>nd</sup> Friday of the month generally
Q3: How to join the Oddfellows?
A3: You can join for £25 / year - all social events and subsidised. Eligible for all care and convalescence packages that kick in after the second year of membership. Ironing / errands £35 / year - dental benefits / optical benefits - but members can claim up to £30 / year for dental / optical costs Some events
Q4: Are there joint memberships?
A4: Joint memberships are not provided, but there is space for two people to apply at the same time. We also have a junior membership - £10 / year.
Comment: As a member, I thoroughly recommend it. It's a very good social group.

<b>Agenda item 6: The Integrated Care Home Service</b> <i>Berkshire Healthcare NHS Foundation Trust</i> <i>Sharon Andrews- Integrated Care Home Service Manager</i>
<p>Before the integration service, there were previously 3 separate teams:</p> <p>Care home support team - mental health and physical health nurses who go to care homes, and help to support nurses and carers.</p> <p>Rapid response and treatment team - to give treatment to people in their homes during a crisis</p> <p>Care home pharmacists - help with side effects of medication</p> <p>Rationale for team integration - since August 2018, the new service aims at support each other in each locality in Berkshire.</p> <p>The team consists of and provides:</p>

- Consultant geriatrician
- Advanced care planning - if people don't want to go to hospital
- Westcall - every day from 6:30pm til 8am and all over weekends
- Closely liaise with GP

#### **RRAT - Rapid Response and Treatment Team**

- Advanced Nurse Practitioners - who can prescribe like a GP - and Registered General Nurses
- Support patients in a crisis, enabling more patients to be cared for within their care home and thus avoiding the need for acute admissions.
- Referrals to this reactive service are primarily made by the care homes telephoning the health-hub. Available from 9am to 7pm, 7 days a week, 365 days a year. It aims to see patients within two hours of a referral
- Response within 2 hours - 7 days/week - 9-7pm all year round

Carers at the care homes can directly contact RRAT without going to the GP if symptoms persist.

Exclusion criteria - people who fall into the following categories cannot avail themselves of this service:

- Self-referrals
- People under 18 years of age
- Residents without a Berkshire West GP
- Patient only has a social care requirement

The service works closely with carers to train and form them as some calls need to be made directly to 999 when patients display the following symptoms:

- Loss of consciousness
- Fits
- Chest pain
- Stroke
- Life threatening breathing difficulties
- Severe bleeding
- Severe allergy
- Severe burns/scald

## Proactive Team

The Proactive Team comprises of:

- Mental Health Nurses
- Physical Health Nurses
- Speech and language therapist
- Occupational therapists and physiotherapists

The Proactive Team provides the following support to care homes:

- Improve the health, well-being and independence of all care home residents.
- Improve the skills of the care home staff by building their knowledge, skills, confidence and professionalism.
- Actively work with care homes to determine their needs and what support is required, particularly those flagged as 'amber' or 'red' by LA.
- Building capacity in care homes to enable the delivery of more care within the care home, through role-modelling and formal training.
- Care home have trained champions for falls prevention, end of life care, healthy skin, dysphagia, nutrition and hydration.
- Undertake falls audits.
- Providing specific support to residents with more complex needs.

If care homes have difficulties and are flagged by the Local Authority - the team provides support to improve their internal practice.

Care home pharmacists - they help ensure the person going to hospital remains on the same medication as at the care home.

## Current initiatives

The service is running a Six steps programme - to enhance end of life care through facilitating organisational change and supporting staff to develop their roles around end of life care - the programme started in November 2018

End of life conference for care home staff is planned in April 2019.

Joint GP Paramedic Home Visiting pilot with Northern Cluster GP Alliance in Woodley / Twyford / Wargrave - Pilot run with GPs. GPs are employing their

own paramedics to help deal with some of the visits.

SCAS - South Central Ambulance Service - this team is now added to the 111 service.

The service works with care home staff to have an emergency grab bag to deal with the skin tear quickly before the District Nurse comes.

In-reach pilot to Royal Berkshire Hospital (RBH) to highlight patients who can be discharged back to care home within 48 hours with RRAT support.

Point of care testing - blood testing whereby RBH can test blood within 2 hours.

Digital pilot using Skype to do medical reviews.

Questions & Answers / Comments:
Q1: Is the service only for people in care homes?
A1: My service is. But there is also a rapid response team to go to people's home to help support people to stay at home
Q2: Specific case. Permission needed to give someone else's authority to assist. No one would come to him.
A2: It comes down to whether he has capacity to make a decision and allow someone to assist.
Q3: Do you pay when you go to a care home and how long do you stay?
It will depend on how much savings you have and it depends on how much the Council can contribute. £800/week to £1600/week depending on the facilities provided. But the standard of care is the same.
Q5: I know someone who had to sell his property to pay for his care.
A5: You will need to contact Social care team for further details
Q6: Of the 16 care homes, how many are for older adults? Are any of your team classed as approved practitioner with specific Master of Public Health (MPH) qualifications?
A6: Yes we have 2 part-time Mental Health nurses who are qualified registered nurses. In Reading area there are 16 care homes, in wider Berkshire 53 care homes - all for older people.

Q7: Local GPs are now sending their own paramedics - who is paying for that service?

A7: GPs pay for the paramedics out of their own budget, which comes from the NHS. This is due to difficulties recruiting GPs and GPs trying to cope with the high level of demands.

Q8: Vast range of languages needed to support people who need it as it will become a greater need, how do you assist?

A8: we have access to translation services and translated leaflets are provided by BHFT.

Comment: A dementia sufferer had to call 999 - Paramedics came with an Occupational Therapist and checks were done to see if the person needed to go to hospital. Much better service as it helps avoid hospital admission.

### **Agenda item 7: Older People's Day 2018 - feedback and review**

*Fiona Price, Age UK Berkshire*

The theme for the Older People's Day 2018 was 'Bringing people together'. This annual event is on 1<sup>st</sup> October and is classified as a United Nations International Day of Older People.

There were 4 planning sessions prior to the event. The event was held at Broad Street Mall.

A wide range of organisations were present to provide information and advice - 42 organisations - and a number of activities were included to make the event interactive and fun: Tai Chi, Singing, Tea & Jam, Acting, Creative Writing, Dancing.

Thank you for all those who supported the planning of the event this year.

Publicity was done via printed flyers, social media, word of mouth. Thames Valley TV attended on the day and the event was officially opened by The Mayor.

Between 750-1000 people attended throughout the day. There attendees were from diverse backgrounds. The atmosphere was positive and 'buzzing'. The feedback was generally very positive:

- 24 responses were received on Survey Monkey within 2 weeks after the event
- 100% said they enjoyed the day and found it beneficial to attend



- 92% said they learned more about services in Reading that they were not familiar with
- Organisations said they had contact with between 20-150 people at the event.

People commented that:

- The atmosphere was easy going, fun and informal
- The location was great and the attendance fantastic
- More diverse groups of people attended the event
- The event was well organized
- Many passers-by stopped to find out about services

Some feedback highlighted things that could have been better:

- The area where the organisations had their information stands was cramped and lacked chairs
- It was difficult to hear at times
- More seats were needed
- Acoustics for hearing the microphone and entertainment were poor
- More publicity for the event needed

A quote from an attendee sent to Age UK Berkshire:

*Just to let you know that this year's event was very, very good. It was obvious that much planning and energy went into it. It was calm, peaceful, noisy, exciting! Everything about this year's event was GREAT!*

Planning for the 2019 event will start in early July - please join in!

Questions & Answers / Comments:
Comment: More needs to be done for older people to get in contact with younger children.
A1: We need to do some work with younger generations. Pen-pals scheme with some local schools to get younger people get connected with older people are happening.
Q2: Were there too many stalls?
A2: The demand was so huge and we wanted to accommodate as much organisations as we possibly could.

Q3: Couldn't Broad Street Mall have given Argos site to use?

A3: Broad Street Mall were brilliant at letting us use the site free of charge. We did have conversations with them about using other rooms but we were not able to use the Argos site as a lease was signed 6 weeks before the event. They will have a change of management soon and maybe we could discuss with them going further.

**Agenda item 7: Current issues and suggestions for future meetings**

*Cllr Gul Khan*

- Suggested items for future meetings:
  - Use of Reading Buses App - at next OPWG Meeting on 15th February 2019 - Tom Lake/Reading Buses
  - Age Friendly Places
- Current issues
  - Consultation: Use of Public Health Grant for 2019-20 and 2020-21  
[www.reading.gov.uk/publichealthgrantconsultation](http://www.reading.gov.uk/publichealthgrantconsultation)  
Consultation is open until 6th January 2019  
Reading Borough Council is consulting on the Council's approach to supporting health and wellbeing, and the proposed changes to how we use our Public Health Grant allocation. This will help to manage changes with a focus on what's most important to the people of Reading.  
Public event: Tuesday 18<sup>th</sup> December, 10 am at RISC
  - Carers Rights Day 2018 - 30th November 2018, 10 am til 3 pm - at Greyfriars Central Hall. Theme this year is: Caring for your future. Flyers available
  - Flyer for Reading Older People's Working Group designed by Thames Valley Pensioners Convention, to promote OPWG to another Local Authority.

**Next Meeting:**

- Friday 14<sup>th</sup> December 2018, Council Chamber, Civic Centre - Seasonal social
- Friday 15<sup>th</sup> February 2019  
2 - 4 pm, Council Chamber, Civic Centre