

**Older People's Partnership**  
**Wednesday 7 December 2016**  
**10.00 am - 12.00 pm**  
**Council Chamber, Fourth Floor, Easthampstead**  
**House, Bracknell**

**Bracknell Forest**  
**Partnership**



## **AGENDA**

<b>Item</b>	<b>Description</b>	<b>Page</b>	<b>By</b>	<b>Outcome</b>
1.	<b>Apologies for Absence</b>	-	Lizzie Rich	
2.	<b>Minutes and Action Points</b>	3 - 8	Mira Haynes	
3.	<b>Planning for Later Life Event Report</b>	9 - 18	Tracey Hedgecox	
4.	<b>Domiciliary Care Procurement</b>	-	Rifit Hussain-Curtis	
5.	<b>Future of Older People's Partnership</b>	-	All	
6.	<b>Members Updates</b>	-	All	
7.	<b>Any Other Business</b>	-	All	
8.	<b>Future Meetings</b> 15 March 2017	-	All to note	

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**Older People's Partnership**  
**Wednesday, 15 June 2016**  
**10.00 - 11.45 am**  
**Council Chamber, Fourth Floor, Easthampstead House, Bracknell**



Present: Philip Cook, Involve  
 Madeline Diver, CAB  
 Mira Haynes, Bracknell Forest Council  
 Tracey Hedgecox, Age Concern Bracknell  
 Tina Stevenson, Bracknell and District Citizens Advice Bureau  
 Councillor Clifton Thompson, Bracknell Forest Council  
 Linda Wells, Bracknell Forest Homes  
 Janet Berry, Head of Community Learning and Skills  
 Margaret Gent  
 Rifit Hussain-Curtis

Apologies: Councillor Dale Birch, Bracknell Forest Council

**Action Points**

Minute	Item
56	<p><b>Minutes and Action Points</b></p> <p>The minutes of the meeting on 16 March 2016 were approved as a correct record.</p>
57	<p><b>Green Gym update</b></p> <p>Alex Rawle, Green Gym Project Co-Ordinator gave a presentation on the progress on the Green Gym at the Syngenta Jeallot’s Hill Landshare since its launch.</p> <p>Alex explained that the concept of a Green Gym had been established to combat inactivity, mental health and dementia in the UK, and to create cost savings for the NHS and health services. A Green Gym combined horticultural activity with resistance-based exercise. The benefits of green spaces were outlined, and it was reported that the mental health benefits from access to green spaces were particularly key. The Bracknell Forest Green Gym was the first of its kind to have a particular client group of people with mental health needs.</p> <p>The Bracknell Forest Green Gym held 4 sessions per week, each running for 1.5 hours. The session included gardening activities, resistance-based exercise on constructed apparatus and time for participants to socialise over tea and biscuits.</p> <p>The targets for the year were for a minimum of 70 people to have attended sessions across the year, and for mental and physical health benefits to be experienced. The resulting test data at the end of the year would advise whether to extend the Green Gym principle to other client groups. Success would also be measured by the scales PHQ9 (which tested for depression), GAB7 (which tested for anxiety) and WEMWBS (which tested overall mental wellbeing).</p> <p>Referrals to the Green Gym could come through self-referral, agency referral or</p>

	<p>GP referral. Self-referral had been the most popular route, but it was noted that GP referrals were increasing.</p> <p>Transport to the Green Gym had been an issue, as although the Number 53 bus would stop outside the Syngenta site, other options were being investigated for participant transport.</p> <p>Alex reported that his contract was for one year, and his primary aim was establish the Green Gym as a self-sustaining project with the help of The Conservation Volunteers (TCV).</p> <p>Partners were invited to email Alex for more information at <a href="mailto:alex.rawle@bracknell-forest.gov.uk">alex.rawle@bracknell-forest.gov.uk</a></p>
58	<p><b>Volunteer Passport Scheme</b></p> <p>Phil Cook gave an update on the Volunteer Passport Scheme.</p> <p>The Scheme had come out of the Community Resilience Partnership, which had been set up with statutory partners from Bracknell Forest Council, Involve, Thames Valley Police and others. The Volunteer Passport Scheme aimed to give volunteers more of a brand, and to allow partners to share training opportunities to develop a better trained body of volunteers in the Borough.</p> <p>The Council's Corporate Management Team, Public Health team and others had pledged money to fund the launch of the scheme. Work was ongoing to develop a logo, the brand and the paperwork to support the scheme.</p> <p>A local company had offered design and print services to assist the launch of the scheme, and the voluntary sector in the borough had been supportive of the idea.</p> <p>In response to questions, the following points were noted:</p> <ul style="list-style-type: none"> <li>• Most partners had said they would still need to complete separate DBS checks for every volunteer with them, so DBS checks could not be shared on the scheme</li> <li>• A photo identification card was proposed, to add to security of the scheme.</li> <li>• The project required funding for an administrator/co-ordinator role to maintain the volunteer database</li> <li>• A Wokingham roll-out was also being considered</li> </ul>
59	<p><b>Digital Inclusion Plan</b></p> <p>The Partnership noted the Digital Inclusion report, and proposed a further meeting of the Steering Group to investigate next steps.</p>
60	<p><b>Planning for Later Life</b></p> <p>Tracey Hedgcox, Age Concern gave an update on the progress of the Later Life event.</p> <p>The Steering Group for the event had met to discuss plans for the event. A key</p>

	<p>issue raised had been the difficulty in finding a key speaker to discuss their plans for upcoming or recent retirement. Partners were asked to send any speaker suggestions to Tracey Hedgcox.</p> <p>The event would include a talking robot and a wishing well for people to put their wishes for retirement. There would be free tea, coffee and biscuits, and free WiFi for attendees. Lunch would be provided for stallholders. Councillor Dale Birch and the Mayor had both been booked to attend the event.</p> <p>Communications had been a barrier, and it was confirmed that Age Concern did not need to wait for the approval of Bracknell Forest Council's Communications Team before promoting the event on Social Media.</p> <p>It was confirmed that the event would be on 4 October 2016, from 10am until 4pm at Bracknell Leisure Centre.</p>
61	<p><b>Older People's Strategy (Refresh)</b></p> <p>Margaret Gent, Joint Commissioning attended the meeting to give an update on the proposed refresh of the Older People's Strategy.</p> <p>It was agreed that the Older People's Strategy needed to be refreshed, and that it should reflect the updates and changes since the last strategy. The results from the Later Life event would feed into the outcome of the Older People's Strategy.</p> <p>Margaret advised that the refresh was in the early stages, and work was ongoing to pull together the relevant action plans to inform the new strategy.</p>
62	<p><b>Older People's Action Plan</b></p> <p>The Partnership noted the Action Plan and agreed the proposed update..</p>
63	<p><b>Residential Care Contract and Support Charter</b></p> <p>Margaret Gent, Joint Commissioning, gave an update on the changes to the Residential Care Contract and Support Charter.</p> <p>It was reported that care contracts were being reworked to include recent changes to legislation. All contract holders would also be asked to sign up to the Care Support Charter as designed by Be Heard.</p> <p>The Residential Care Contract was out for consultation on changes including a new section on respite, and new sections on the required policies for the provider to hold. New contracts would also be subject to new Quality Outcome Measures, and would be required to comply with the Accessible Information Standard and the Care Support Charter.</p> <p>The Care Support Charter was explained to be a description of how people would like to be supported by their carers, reduced into eight statements.</p> <p>It was hoped that the charter would help to give people the type of support they</p>

	<p>want, and to help staff to understand what was appropriate behaviour.</p> <p>Partnership members commented that although the Care Support Charter was a positive document including good practice, some of the demands made on care workers such as 'don't try to rush me if I take longer than usual' would be difficult for short-staffed care agencies to deliver.</p>
64	<p><b>Accessible Information Standard</b></p> <p>Rifit Hussain-Curtis, Joint Commissioning gave an update on the Accessible Information Standard.</p> <p>It was explained that the Accessible Information Standard had a dual focus to provide accessible information, and communication support for people with disabilities or sensory loss. The Standard was applicable to NHS services and publically funded adult social care, but was also hoped to be useful to all public service providers.</p> <p>The implementation of the Standard followed five main stages: identify, record, highlight these details, share details with health and social care services, meet the person's information and communication needs. To assist in providing information and guidance around the Standard, the Joint Commissioning team had received funding to put together an Interactive Guide to the Standard which would be put on the Bracknell Forest Website. Tina Stevenson requested that the link to this guide be shared with her when it was available, so that it could be disseminated.</p> <p style="text-align: right;"><b>Action: Rifit Hussain-Curtis</b></p> <p>The Standard would require reasonable adjustments to be made, in proportion to the size of the organisation. However, members commented that capacity in all organisations was limited and it may not be possible to fund a member of staff to implement the changes required by the Standard. It was requested that the Partnership's frustrations be raised with NHS England.</p> <p style="text-align: right;"><b>Action: Rifit Hussain-Curtis</b></p> <p>For more information, members were invited to visit <a href="#">the NHS England's resources page</a></p>
65	<p><b>New Vision of Care</b></p> <p>Mira Haynes, Chief Officer: Older People and Long Term Conditions gave a presentation on the New Vision of Care.</p> <p>The New Vision of Care was explained to be a model of care for those living with complex conditions, produced by a partnership of East Berkshire Local Authorities and sponsored by the System Leaders Group. The objectives were to provide better health for individuals with complex needs, better care for individuals, and better value and financial sustainability. It was commented that this work would fit alongside Bracknell Forest Council's plans for Transformation.</p> <p>Workshops had been conducted with a design team and with the public, and this resulted in a model to reflect the likely periods of change in human life. It was hoped that this structure would help to align patient expectations after a diagnosis</p>

	<p>of a Long Term condition with that of the medical professionals. A process of mapping existing services was ongoing over an 8 week period.</p>
66	<p><b>AOB</b></p> <p><b>Janet Berry</b> reported that the Open Learning Centre's funding had been refocussed to provide Skills For Work effective from September 2017, and that this would make it difficult to provide Lifelong Learning for Older People after this date.</p> <p><b>Linda Wells</b> reported that Bracknell Forest Homes had begun a new project to encourage single, older people who were living in family-sized homes to downsize to a bungalow or sheltered housing. Older people would be offered financial and practical help with moving, and a financial incentive to do so. To further encourage moves, funding for adaptation work had been limited to £2,500 if the house was not deemed to be appropriate.</p> <p><b>Tina Stevenson</b> reported that the Citizens Advice Bureau had started their Adviceline service on 1 March 2016. This service had meant that more people had phoned in, but had tested resources to cope with the influx.</p> <p><b>Madeline Diver</b> reported that July would be Scams Awareness Month, and that the Citizens Advice Bureau had produced resources for partners to use to promote the cause. The resources would also be brought to distribute at the Later Life event.</p>
67	<p><b>Future Meetings</b></p> <p>The next meeting was scheduled for 21 September 2016.</p>

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**Bracknell Forest Council working in  
partnership with  
Age Concern Bracknell Forest**



CIO registered No. 1153607

# Planning for Later Life Report

**November 2016**

**#plan50plus**

# Planning for Later Life

## Introduction

The Older People's Partnership Board at Bracknell Forest Council commissioned Age Concern Bracknell to arrange an event to achieve stated outcomes around the following areas:

- Financial planning – benefit options, pensions, continuing to work, reskilling, learning in later life
- Making the internet work for you – overcoming the barriers to getting online and discovering the internet as a trusted source
- Becoming a Carer – what to do if it happens to you
- Legal matters – will making and power of attorney
- Getting your house in order – assistive technology and planning to live independently for as long as possible
- Slow down or melt down – changing relationships in later life, coping with bereavement, living life alone, granny day care and coping with the burden of childcare
- Looking after yourself –to make sure you remain fit, active, stimulated and as independent as possible, combatting social isolation

## Event Objectives

To deliver:

- A local event that will set out information around the key issues listed above
- To gather data around the information requirements of older people in the Borough to help them plan for later life and inform the wider statutory Information and Advice Strategy

## Event Purpose

1. **Impart**  
Increase awareness about a range of issues and life events.
2. **Inform**  
Increase in interest in how these issues might be better planned for.
3. **Convince**  
Increased, improved understanding of how impact might be delayed, reduced or removed.
4. **Call to action**  
Increase uptake, intention to find out more about themes and issues and consider support at earlier stage (than they would otherwise do).
5. **Involve / engage**  
Identification of a number issues or themes that might help to improve in commissioning services for older people over the next 3 years: 2016/17 – 2018/19.

# Planning for Later Life

## The Event – Planning for Later Life 4<sup>th</sup> October 2016

The event was held at Bracknell Leisure Centre between 10 a.m. and 4 p.m. utilising the Forest and Balcony Suites.

### Format

- Visitors were greeted at the main entrance and at the entrance to the Forest Suite by staff and volunteers.
- The “Wishing Well” was located at the main entrance to the Forest Suite.
- The rear of the Forest Suite was set up as a “market place” with various stalls for members of the public to engage with from funeral planning, hobbies and health. There was also a team of Digital Inclusion volunteers available. (See page 6 for more on stallholders)
- Timed and pre-publicised talks took place at the front of the Forest Suite and in the room at the rear of the Balcony Suite. (See page 6 for more on the talks)
- Bracknell Forest Homes provided a member of staff to run craft activities throughout the day in the area at the front of the Balcony Suite.
- Sing Healthy Choir led an interactive sing along session.
- Emotion Robotics robots led two exercise sessions.

### Publicity

The event was promoted on Facebook and Twitter; Round and About magazine; Bracknell News; via banners at supermarkets and at the Leisure Centre; via BLC newsletter; through other OPP Board members communications; via posters at numerous locations in the Borough; by BFC video and via the Forest Health Group text information system. The banner featured two Age Concern Volunteers, a married couple who are in their 80's.



We used the hashtag **#plan50plus**. The feedback forms indicated that 18% of attendees found out about the event from Age Concern Bracknell Forest; 17% Social Media; 12% banners or posters; 10% Local media (Newspapers/ Round and About magazine) 8% Bracknell Forest Council. The majority (35%) found out about the event through word of mouth and the Forest Health text alert service.

# Planning for Later Life

## The Day

- There were around 200 visitors on the day.
- The first two hours were the busiest with 90 visitors through the door.

## Staffing for the event

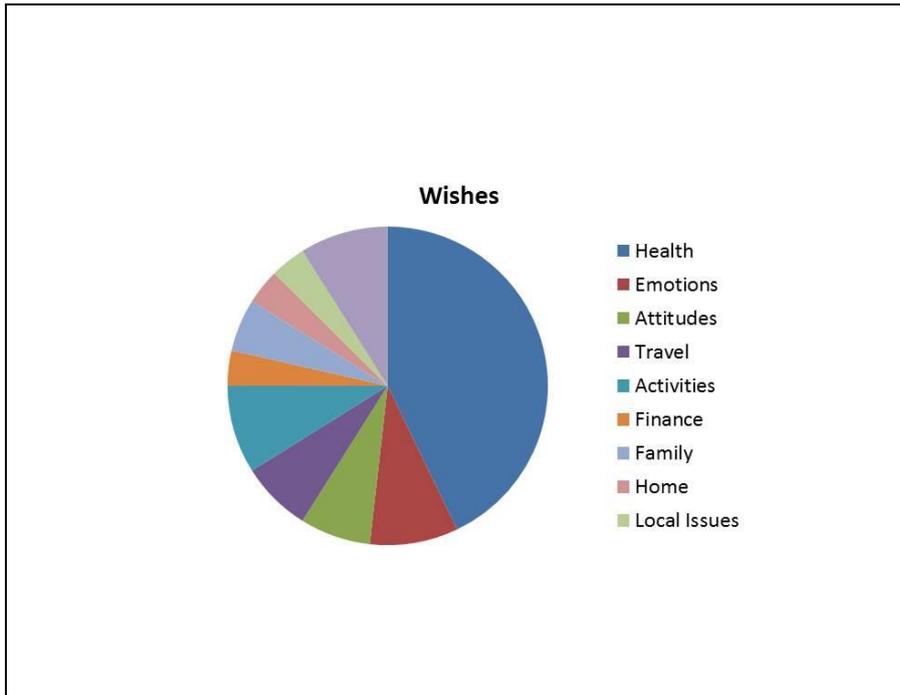
- There were three paid members of staff from Age Concern Bracknell Forest.
- There were thirteen regular volunteers from Age Concern Bracknell Forest.
- There were fourteen volunteers from Vodafone through a project arranged via Age Concern Bracknell Forest and Volunteering Matters.
- The digital inclusion desk was run by three of the Digital Champions trained and managed by a previous joint project between Age Concern Bracknell Forest and Bracknell Forest Council.

## Wishing Well



Visitors to the event were encouraged to complete a card with their hopes and concerns for the future. As this was completely anonymous and unstructured it was an honest and occasionally sad insight into attendees' views.

## Planning for Later Life



70% of the responses were positive and the vast majority wished only for a “happy and healthy life”.

<p><b><i>“I want to win the lottery and go for a cruise”</i></b></p> <p><b><i>“Access for wheelchairs on buses and wheelchair spaces”</i></b></p> <p><b><i>“Concern that day centres will close”</i></b></p> <p><b><i>“Anti-Ageing drug”</i></b></p> <p><b><i>“National Health Service overworked and underfunded”</i></b></p> <p><b><i>“ Be healthy and keep my memories”</i></b></p> <p><b><i>“ To keep travelling and driving”</i></b></p>	<p><b><i>“Decluttering the whole house”</i></b></p> <p><b><i>“I wish to live to a healthy old age and hopefully dementia free with all my friends and family”</i></b></p> <p><b><i>“That I leave something good behind”</i></b></p> <p><b><i>“Independence”</i></b></p> <p><b><i>“Help when needed”</i></b></p> <p><b><i>“No money issues”</i></b></p> <p><b><i>“Loneliness”</i></b></p> <p><b><i>“Live long and be pain free”</i></b></p>
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# Planning for Later Life

## Programme of Talks

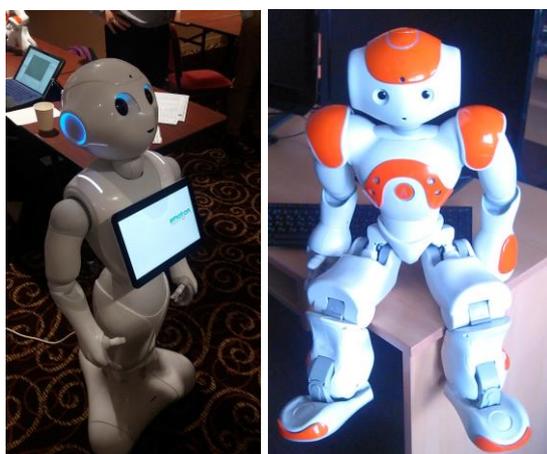
There was a programme of talks throughout the day including staying well over 50; nutrition and healthy eating; joint health and managing arthritis; robots the future of care at home and away; legal essentials (wills, inheritance tax, power of attorney); staying safe and secure (assistive technology); help for carers; Pensionwise; remaining independent for longer; and volunteering as well as some personal stories.



## Stall Holders

Stall holders included Bracknell Forest Council; Bracknell and Ascot CCG; Bracknell Forest Society; Bracknell and District Citizens Advice Bureau; Co-operative Funeral care; Emotion Robotics; Forestcare; Involve; Optalis; Pensionwise; The Ramblers; SEAP; Signal for Carers; Solutions4Health; Talking Therapies; U3A.

Stall holders were asked to keep a record of the numbers of members of the public who actively engaged with the stand. The most popular stand by far was the robots Pepper and Nao (aka Alexander) with 96 visitors.



The leisure interest stalls were the most popular but nine of the sixteen stalls reported between 50 and 80 meaningful interactions with visitors on the day.

# Planning for Later Life

## Data Collection

Visitors were encouraged to complete an evaluation form. All completed forms were entered into a prize draw with the possibility of winning a Love2shop voucher (donated by Care UK).

### Statistical data

#### Gender

There was an almost even split between men and women attending the event- 51% female.

#### Age

Under 55	2%
55-64	51%
65-74	23%
75-84	22%
85 plus	2%

#### Location

RG12	66%
RG42	19%
RG40	3%
OTHER AREAS	12% SPLIT EQUALLY BETWEEN GU47/SL5/SL4

### Feedback

Attendees were asked “**What was the best part of the day?**” The most common responses are listed below:

- Opening speaker (Dr Kittel)
- Art and crafts activities
- Meeting friendly people
- The Speakers
- Joint care talk
- Legal talk
- Finding out information
- The Robots
- Connecting with Age Concern Bracknell Forest
- The Choir
- The Stalls
- Good all round!
- Technology
- Getting out

## Planning for Later Life

Attendees were asked “**What three things are you planning to do following on from today?**” The most common responses are listed below:

- Join U3A/Age Concern Bracknell Forest
- Make a will
- Do more regular exercise
- Attend more events
- Do more craft activities
- Learn more on iPads
- Walk more
- Diet and eat better
- Join a Walking Group
- Find a Tai Chi Group
- Have a health check
- Get a Power of Attorney
- Get fitter
- Register for Carer’s support
- Drink less alcohol
- Buy a funeral plan
- Start volunteering
- Attend Falls Clinic
- Attend Priestwood “Get Togethers”
- Book Carer Assessment
- Keep dancing
- Get more involved
- Take Vitamin D supplements
- Put handrails on stairs at home

Attendees were asked “**What else would you have like to have seen or heard today?**”

The overwhelming response was that it was a good event with a varied and comprehensive content. Suggestions for additional/future content were:

- Talk on alarms- smoke, CO2 and burglar
- Talk re dementia
- How to find out what is going on in the local area if you aren’t on line
- Information and suggestions for keeping fit at 80 plus

# Planning for Later Life

## Lessons Learned

### Location

Although Bracknell Leisure Centre is centrally located and with good car parking the venue had some unfavourable feedback as follows:

- The balcony suite was inaccessible for those with mobility issues meaning that some of the event content was unavailable to all.
- There were issues with the noise and PA system and it was difficult to find members of BLC staff to assist on the day.
- There were some difficulties with wheelchair users accessing the market place due to limited space.

It is worth noting that alternative venues such as local hotels were considered but were prohibitively expensive even at “charity rates”.

### Organisation and Promotion

#### *Advertising*

Despite a concerted effort to advertise the day it is quite likely that we won't have reached the most isolated and vulnerable people that would most benefit from such an event. It is recognised that older people visit supermarkets and GPs' surgeries. In order to maximise footfall at future events additional banners at all local supermarkets and more promotion via GPs would be of benefit.

#### *Organisation*

Feedback was that there were insufficient gaps between the talks. This was a reflection on the interest generated and questions arising from the topics.

## Were the objectives met?

Attendees were asked “**Having been to our event do you feel better prepared for the future?**”

90% said YES

8% said NO

2% were neutral

Attendees were asked “**Having been to our event do you know what support is available in Bracknell Forest?**”

77% said YES

23% said NO

## Planning for Later Life



**The Market Place**



**Healthy snacks to sample**



**The Market Place**



**Crafting**



**The Market Place**



**Sing Healthy Choir**

**“A job well done within the resources available and a good example of the power of volunteers and how working in partnership with local organisations can deliver a bigger impact than had we all been working alone”**



**Vodafone  
Volunteers**

