

AGEING WELL NEWSLETTER



www.newham.gov.uk/ageingwell

NEWSLETTER SPRING 2023 You Said, We did

PRIORITY 1: INFORMATION AND COMMUNICATION

New online resident-facing Directory of Service - 1.2c [1 see endnotes]

Being launched on 8 June 2023, 3pm to 6pm at East Ham Leisure Centre

At this drop-in event of the online resident-facing Directory of Service you can:

- Find out about our new Well Newham health and wellbeing website and health advisors
- Sign up to services that can support you with your health and wellbeing (for a complete list of stalls, please see our Eventbrite page)
- Get a free blood pressure check
- Pick up your free vitamin D supplements if you are 65 or older
- Sign up to be a volunteer with Newham Volunteering
- Meet our Community Neighbourhood Link Workers and your neighbours in the “sit down and chat zone”

Booking is not required but you can get updates on the schedule for the day by signing up on Eventbrite.

[Well Newham Launch Event Tickets, Thu 8 Jun 2023 at 15:00](#)

Access to digital skills - 1.4c [2]

We now have weekly digital skills sessions across Newham Libraries. These sessions include:

- Drop-ins – assistance using your device and help with digital queries

WE ARE NEWHAM.

- 1:1 support – bookable slots for support with specific queries
- Group sessions - using the learning platform Learn My Way to develop basic digital skills
- All libraries also provide free public Wi-Fi and PCs for library members.

Newham Libraries are now part of The National Databank network which offers free SIM cards provided by O2, Three and Vodafone for residents on low incomes that are struggling to get online. All that's required is a device that is unlocked or compatible with one these providers.

For more information, contact your local library or email Digital.Libraries@newham.gov.uk

PRIORITY 2: HOME

Specialist Accommodation for older people - 2.2c^[3]

From now the Adults and Health Commissioning Teams and Public Health Team are advised when planning applications are made for delivering specialist accommodation for older people. This will ensure that only accommodation that meets the needs of our older residents are approved.

PRIORITY 3: FINANCE, EMPLOYMENT, RETIREMENT AND VOLUNTEERING

Promoting Money and Pension Service Budgeting Tool – 3.1d^[4]

Our Newham Money is the budgeting tool. To date, there has been an 85% increase in residents aged 50+ accessing the Service since the launch of Ageing Well Strategy (that is 1,125 residents!). The Service has been able to maximise these resident's income – securing over £500,000.

PRIORITY 4: COMMUNITY, CONNECTION AND NEIGHBOURHOOD

Frontline Staff trained on hate crime and safeguarding – 4.3b^[5]

Training started in February and to date 60 frontline staff members have been trained.

A new Hate Crime reporting service has been established. To report a hate crime visit: www.stophateuk.org/report-hate-crime/ or call 0800 138 1625 (24hrs a day).

PRIORITY 5: PLANNING AND PREPARING FOR LATER LIFE

Pilot a frailty and anticipatory care project - 5.2e^[6]

97 residents had been identified by the PCN as eligible for Proactive Care. Of these, 90 (96%) took up the offer of support. Two resident champions were interviewed for the midway review report.



Bibi – “the service helped me a lot, I got lot of facilities for all the equipment I got and I still want to have the service all the time”



Annabelle – ‘I’m so pleased to have the Senior Care Coordinator I don’t know what we would do without her. She has definitely made things happen that wouldn’t have happened otherwise. I can talk to her about anything and there aren’t any limits about what I can talk about, housing, benefits, about appointments coming up, and how I feel as sometimes I feel overwhelmed’.

Develop better understanding of Long Covid with a focus on its exacerbation of frailty. Within this, explore implementation of a multi-disciplinary Long Covid Team - 5.2i^[7]

A new Tower Hamlets and Newham Long COVID Service has been established. The Service supports patients experiencing symptoms of Long COVID.

For more information, visit: www.northeastlondonhcp.nhs.uk/ourplans/long-covid-in-newham-and-tower-hamlets.htm

Promote Ask SARA, an online information and self-assessment tool providing expert advice on a wide range of Assistive Technology and Community Equipment products to support residents to remain safe, secure and independent in and around their home. - 5.3b^[8]

The Council has purchased AskSARA (hosted by the Disability Living Foundation) - an online guided advice and assessment tool designed to guide users to products that aid independent living. Users can choose from over 90 topics and answer a series of questions after which they receive a personalised report including local signposting that links to over 10,000 products.

In March some users said: “the portal was very good and quickly produced outcomes”; “I found the suggested products and advice helpful and would recommend to my friends”. AskSARA can be accessed at www.newham.gov.uk/livingmadeeasy Or, contact the Council’s Access to Adults Social Care Team on 020 8430 2000 (Option 2) who can arrange an appointment with our partners at Enabled Living Healthcare at The Resource Centre, 200 Chargeable Lane, Plaistow, E13 8DW.

These are the Ageing Well Strategy points that are reported as achieved this quarter.

[1] 1.2c Develop a new online resident-facing Directory of Service, which is part of the Social Prescribing software and programme (including a wide range of activities such as Community Neighbourhood activities, healthy route maps, etc). This will have a function to self-refer or make a referral.

[2] 1.4c Expand access to digital skills sessions (including drop-in session, ‘how to’ sessions, and 1:1 support) and digital assistance in libraries.

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[3] 2.2c Consult Adults and Health and Public Health when planning applications for delivering specialist or supported accommodation for older people are submitted to ensure they meet the needs of our residents.

[4] 3.1d Provide support to residents, in need of support, to maximise their income through improving awareness of and access to financial advice and services.

[5] 4.3b Train frontline staff on hate crime and safeguarding to improve identification, reporting and action. 6 hate crime awareness training sessions.

[6] 5.2e Pilot a frailty and anticipatory care project to develop integrated multi-agency way of identifying and supporting residents with frailty.

[7] 5.2l Develop better understanding of Long Covid with a focus on its exacerbation of frailty. Within this, explore implementation of a multi-disciplinary Long Covid Team.

[8] 5.3b Promote Ask SARA, an online information and self-assessment tool providing expert advice on a wide range of Assistive Technology and Community Equipment products to support residents to remain safe, secure and independent in and around their home.