

Maximise Choice and Independence

Living Longer, Living Better

Working together to 'maximise choice and promote independence for older people' in Barnet.

2006-2009



This plan, commissioned by the Older Adults Partnership Board, explains how Barnet Council, the Barnet Primary Care Trust, local NHS hospitals and voluntary sector organisations will work together to 'maximise choice and promote independence for older people' in Barnet. We will achieve this aim by pursuing four main objectives.

What we want to **achieve**

The plan sets out four main objectives:

- **Maximising choice and promoting independence for older people**

For example, by promoting Direct Payments for people to decide and organise the services that best suit their needs and by offering more support at home to people with chronic illnesses.

- **Providing 'joined up' services which concentrate on the needs of each individual and their carers**

For example, by introducing self assessment by people who feel they require help and by providing integrated health and social care teams to offer treatment and supportive services.

- **Improving the way in which those services that are most important to older people are provided**

For example, by helping residential and nursing homes improve their standards of care and by improving support to people who have dementia.

- **Making the best use of the staff and money available**

For example, by improving training for staff and involving older people and their carers in developing and running services.

The plan describes the actions we will take to achieve these aims, the principles that underpin the delivery of our services and the timescales involved.

The Principles on which the plan is based:

- The plan acknowledges what consultations tell us – that older Barnet residents experience a wide range of life styles based on different ethnic backgrounds, cultural and spiritual outlooks and different states of mental and physical health
- Acknowledging this diversity the plan is clear that people of different backgrounds, attitudes and circumstances must be given equal access to information and services that will meet their needs
- Staff must be drawn from a wide variety of backgrounds and trained to understand the sensibilities of older people including their cultural and spiritual needs, so that all organisations communicate effectively with all older people and offer appropriate support
- The views of all Barnet's older residents, their carers, staff and volunteers will play a vital part in the planning and decision making processes on services and their delivery
- The rights of Barnet's older residents will be respected including an acceptance that chosen lifestyles might involve some risk
- Improved access to information on all available services will be provided to people who use the service and carers
- Services will be planned and delivered in an integrated way with an emphasis on all organisations (Council, NHS and Voluntary sector) sharing their resources to achieve quality services that meet people's needs
- Planners and providers of services will be open to critical evaluation from the community and be prepared where necessary to change services to better meet needs.



How the plan was developed

A number of factors influenced the development of this plan:

- National and local policies that are intended to improve the lives of older people
- Population trends and statistical information that predict how many older people will be living in the borough over the next few years, what their housing will be like, what sort of incomes they will have and the links between ageing and physical and mental health
- What older people have told us including current users of services, carers and older people generally.

What you have told us

We have obtained your views in a variety of ways:

- Through events like the Moving-On conference (September 2005), the Carers Rights day (December 2005) and the Public and Patient Involvement Forum meetings
- Through the use of questionnaires completed by Barnet Council Citizen's panel
- Through direct surveys of users of services such as meals at home and personal home care.

Older people and their representatives also regularly discuss plans to improve life for older people in Barnet at meetings which form a part of the system of overseeing the working of the Council and the NHS in the borough.

These views have confirmed that older people want to retain control over their own lives and to have a major say in planning and running services affecting them. They also want more opportunities and choices including as they grow frailer a greater range of services to help them remain at home and retain links with their local communities.

How the plan will be put into action

Within each of the four objectives a number of areas will be given priority and these are outlined here.

Maximising choices and promoting independence for older people

Promoting healthy, active lifestyles:

- Providing people with information on preventing illnesses like stroke, diabetes and heart disease and on avoiding accidents like falls
- By encouraging exercise, like fitness walks or Tai Chi and by providing more exercise sessions at the borough's leisure centres
- Improving the range of leisure activities available including educational opportunities (e.g. computer classes), extending library services like the home library service and providing more information sessions and coffee mornings in local libraries
- Look at transport issues and raise particular problems with the various transport authorities.

To find out more about preventing illnesses like strokes, diabetes and heart disease and for information on avoiding accidental falls, please contact your GP.

To find out more about exercise programmes and other leisure activities for older people contact:

Tai Chi - Ageing Well Project -
Age Concern Barnet:

Tel: 020 8346 0542

Fitness for Life:

Tel: 020 8359 7815

Home Library/Mobile Library:

Tel: 020 8458 1139

Email: mobile.library@barnet.gov.uk
home.library@barnet.gov.uk

Website: www.libraries.barnet.gov.uk

Promoting healthy, active lifestyles:

- Set up a scheme to help housebound people maximise their incomes via 'a joint visiting scheme' of professionals from the Council's Income and Assessment staff, the Department of Work and Pensions and local Welfare Rights staff
- Establish a volunteering service for Barnet and encourage more people to be volunteers

To find benefits you may be entitled to, contact:

Benefits Enquiry Line: **0806 882 200**

Website: **www.dwp.gov.uk**

For information on volunteering opportunities in the borough, contact:

Tel: **020 8364 8400 ext 216**

Email: **sarah@barnetvsc.org.uk**

Website: **www.barnetvsc.org.uk**

For information on volunteering opportunities with Barnet Primary Care Trust, contact:

Tel: **020 8732 6454**

Email: **volunteering@barnet-pct.nhs.uk**

Website: **www.barnet.nhs.uk**

Provide timely

To find out more about Telecare or extra-care sheltered housing, please contact:

Tel: **020 8359 2440**

Email: **olderadults.dutyteam@barnet.gov.uk**

Website: **www.barnet.gov.uk**

To find out more about Rehabilitation services, please contact:

Tel: **0845 389 0940**

To find out more about Supporting People services, please contact:

Tel: **020 8347 2233**

Email: **supportingpeopleteam@barnet.gov.uk**

Website: **www.supportingpeople.barnet.gov.uk**

To find out more about Direct Payments, please contact:

Tel: **020 8359 3760**
or **020 8205 9976**

support for users and carers

Improve services for older people and their carers:

- The building by 2008 of two extra-care sheltered housing schemes. Extra-care schemes provide self-contained accommodation with 24 hour care from staff based within the scheme
- The provision from 2006 of Telecare equipment. Telecare is the facility to use technology to remotely check on risks to people living independently eg LifeLine
- From October 2006, extend and improve the rehabilitation services for people leaving hospital or requiring rehabilitative therapies following accident or illness at home
- From April 2007, improved supporting people schemes. Supporting People is a service that funds housing related support services to help vulnerable people live independently by assisting them to manage, maintain or move on from their current homes
- Offer carers more support by assessing their needs individually and publicising services available to them
- Increase the provision of direct payments to older people. A Direct Payment is a cash payment made to people who following an assessment are eligible to receive social care services from Barnet Council. With this money they can then organise the services which they feel best meet their needs.

To find out more about services for carers, please contact:

Barnet Carers Centre

Tel: **020 8343 9698**

Email: **admin@barnetcarers.org**

Website: **www.barnetcarers.org**

Older Adults Duty Team, Adult Social Services

Tel: **020 8359 2440**

Email: **olderadults.dutyteam@barnet.gov.uk**

Website: **www.barnet.gov.uk**



Avoid unnecessary admission into hospital

To find out more about the Expert Patient Programme - a FREE course for people with long-term health conditions, please contact:

Expert Patient Programme:

Tel: **020 8937 7641**

Email:

expertpatients@barnet-pct.nhs.uk

Website: **www.barnet.nhs.uk**

To find out more about any of the services highlighted, please contact:

Home Enablement Service:

Tel: **020 8359 2440**

Email:

olderadults.dutyteam@barnet.gov.uk

Website: **www.barnet.gov.uk**

- There will be an improvement of schemes which help people avoid hospitalisation including better management and support at home (including expansion of the Expert Patient Programme) for people with chronic long term illnesses - for example asthma, Parkinson's disease
- Establish a 'Home Enablement' service (home care workers who will help people relearn skills of personal care and independent living)
- Extend support services outside normal working hours
- There will be more use of Emergency Care Practitioners who when called to people's homes by emergency services will assess whether people need to attend hospital or can be treated at home.



Providing an **integrated** and **person centred** service

Integration

- Provide for a single assessment of each individual's health and social care needs including more use of self-assessment. This should prevent unnecessary 'repetition' of concerns by service users and carers, avoid duplication by staff, save time for everyone and result in quicker delivery of services that meet all the user's needs
- Provide integrated health and social care teams to work with older people suffering from dementia or functional mental illness like depression and draw services together
- Make it easier for people to obtain information and support from health and social care services by making them available from the same place (2008)

Hospital Discharge

- Improve discharge arrangements for patients from local hospitals

To find out more about any of the services highlighted, please contact:

Single Assessment (including Self Assessment):

Tel: **020 8359 2440**

Email: **olderadults.dutyteam@barnet.gov.uk**

Website: **www.barnet.gov.uk**

Improve service delivery in key areas

Protecting Vulnerable Adults

- Raise standards through further training and improvements in information and guidelines available to the public and professional staff

Quality of care

- Improve standards of care in Residential and Nursing Homes through increased staff training and support from health and social care professionals
- Strengthen Primary Care - Barnet PCT will carry out an annual assessment of GP's performance through a quality assessment framework
- Improve care for older people suffering from dementia, offer long term rehabilitation and support to stroke victims and provide more emphasis on falls prevention
- Palliative Care - Barnet Council and the PCT will be working together to provide better supportive services to older people and their carers at the end stage of their lives

To find out more about any of the services highlighted, please contact:

For Protecting Vulnerable Adults:

Tel: **020 8359 2440**

Email:

olderadults.dutyteam@barnet.gov.uk

Website: www.barnet.gov.uk

To find out more about care at end of life, please contact:

Continuing Care Team:

Tel: **020 8952 2381**

Email:

continuingcareteam@barnet-pct.nhs.uk

Website: www.barnet.nhs.uk



Maximising the Impact of Available Resources

User involvement

- We have supported the establishment of a borough-wide older people's forum and we are working with members of the forum to reach agreement on how older people will be involved in implementing new services
- Improve the skills of the workforce through more and better training

To find out more about getting involved in service development, please contact:

55+ Forum

Tel: **020 8905 4273**

Barnet Council

Tel: **020 8359 6028**

Email:

olderadults.dutyteam@barnet.gov.uk

Website: **www.barnet.gov.uk**

Barnet Primary Care Trust:

Tel: **020 8937 7645**

Email: **ppi@barnet-pct.nhs.uk**

Website: **www.barnet.nhs.uk**

Access Information

- The Council and PCT websites have been updated to make it more informative and easier to use by older people
- Develop more effective ways of providing useful information to older people including the housebound and those from minority groups
- Improve interpretation and translation services
- Improve the way we provide services for older people by using a more integrated approach between the PCT and Barnet Council including the introduction of better computer systems

For information on Interpreting services please contact:

Interpreting Services

Tel: **020 8732 6454**

Email: **interpreting@barnet-pct.nhs.uk**

Website: **www.barnet.nhs.uk**

To find out information about a health or medical condition, contact HealthInform, the free health information services

For more details or to make an appointment contact the Health Information Officer on:

Tel: **020 8732 6880**

Email: **healthinform@barnet-pct.nhs.uk**

Website: **www.barnet.nhs.uk**

List of useful organisations

Age Concern

Address: Age Concern Barnet,
The Meritage,
Church End,
Hendon NW4 4JT

Tel: 020 8203 5040

Fax: 020 8203 6099

Email: ageconcernbarnet@btconnect.com

Barnet Carers Centre

Address: 3rd Floor, Global House,
303 Ballards Lane,
Finchley N12 8NP

Tel: 020 8343 9698

Fax: 020 8445 1193

Email: admin@barnetcarers.org

Website: www.barnetcarers.org

Barnet Primary Care Trust

Address: Westgate House,
Edgware Community Hospital
Burnt Oak Broadway
Edgware HA8 0AD

Tel: 020 8952 2381

Email: communications@barnet-pct.nhs.uk

Website: www.barnet.nhs.uk

Barnet Volunteer Services

Address: 52 Moxon Street,
Barnet,
Herts EN5 5TS

Tel: 020 8364 8400

Fax: 020 8364 8488

Email: volunteer@barnetvsc.org.uk

Website: www.barnetvsc.org.uk

Barnet 55+ Forum

Address: c/o Meritage Centre,
Church End,
Hendon NW4 4JT

Tel: 020 8905 4273

Citizen Advice Bureau

Address: The Concourse,
Grahame Park,
London NW9 5XA

Tel: 0870 128 8080

Email: grahamepark@barnetcab.org.uk

Website: www.barnetcab.org.uk

Edgware Information Centre

Address: Edgware Community Hospital,
Burnt Oak Broadway,
Edgware HA8 0AD

Tel: 020 8732 6878

Fax: 020 8732 6988

Email: library@barnet-pct.nhs.uk

Website: www.barnet.nhs.uk

Tell us what you think

Please tell us what you think about this booklet

We would appreciate your feedback and comments on this publication.

If you prefer not to give your personal details, please leave blank.

How do you rate the following? (Please tick as appropriate)

	Excellent	Good	OK	Poor
Usefulness of general information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Easy to understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Layout and Design	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall impression	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Usefulness of service directory	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Will you keep this publication for reference? Yes / No

Is there any additional information you would have liked to have seen in this issue?

If yes, please provide details below

If you would like to receive information on older people's services or become involved in consultation and development of older people's services in Barnet, please provide your name and address below.

Name: _____

Address: _____

Tel: _____

Email: _____

- Yes, I would like to receive information on older people's services
- Yes, I am interested in becoming involved please contact me with further details





FREEPOST RLYZ-AGCK-RUXC

Communications Department
Barnet Primary Care Trust
3rd floor, Westgate House
Edgware Community Hospital
Burnt Oak Broadway
Edgware
HA8 0AD



more useful contact details

Expert Patient Programme

Address: Edgware Community Hospital,
Burntoak Broadway,
Edgware HA8 0AD

Tel: 020 8937 7641

Email: expertpatients@barnet-pct.nhs.uk

Website: www.barnet.nhs.uk

Health Inform

Address: Edgware Community Hospital,
Burntoak Broadway,
Edgware HA8 0AD

Tel: 020 8937 6880

Email: healthinform@barnet-pct.nhs.uk

Website: www.barnet.nhs.uk

London Borough of Barnet

Address: North London Business Park
Oakleigh Road South
London N11 7NP

Tel: 020 8359 2000

Email: first.contact@barnet.gov.uk

Website: www.barnet.gov.uk

Multicultural Centre

Address: Barnet Multicultural Community
Centre, Algernon Road,
Hendon NW4 3TA

Tel: 020 8202 3794

Fax: 020 8202 3794

Email: bmcc@btconnect.com

Website: www.barnetmcc.org

Older Adults duty Team

Address: Barnet House, 1255 High Road,
Whetstone N20 0EJ

Tel: 020 8359 2440

Email: firstcontact@barnet.gov.uk

Website: www.barnet.gov.uk

PALS

Address: Advice & Information Centre,
Edgware Hospital, Burnt Oak
Broadway, Edgware HA8 0AD

Tel: 020 8937 7173

Email: pals@barnet-pct.nhs.uk

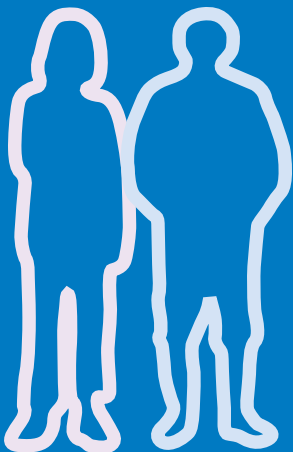
Website: www.barnet.nhs.uk/support_advice/PALS/index.shtm

Patient and Public Involvement Forum for Barnet PCT

Address: c/o Community Investors,
Resource Centre,
2 Factory Lane,
London N17 9FL

Tel: 020 8885 1900

Website: www.cppih.org



If English is not your first language and you need an interpreter to explain this document, please telephone 020 8732 6454.

Gujarati શ્રી અંગ્રેજી ભાષાની પૂરેલી ભાષા ન હોય અને તમારે પુઠા અથવા દસ્તાવેજ વાંચવા માટેની જરૂર હોય તો આ ભાષા સુધારક સેવા (INTERPRET) મળી શકે છે, તે માટે કૃપા કરીને ૦૨૦ ૮૭૩૨ ૬૪૫૪ ના નંબર પર કોલ કરો.

Somali **Haddii Af Ingiriisidu aanay ahayn afkaaga kowaad, una baahatid in lagu turjumo qoraalka, fadlan la hadal tilifoonkan 020 8732 6454**

Mandarin 如果英語不是你的母語，而你需要一個傳譯員解釋這份文件，請打電話：020 8732 6454

Arabic إذا لم تكن اللغة الانكليزية لغتك الام، وإذا كنت بحاجة إلى مترجم لشرح هذه الوثيقة، الرجاء الاتصال على رقم الهاتف 0208 732 6454

Cantonese 如果英語不是你的母語，而你需要一個傳譯員解釋這份文件，請打電話：020 8732 6454

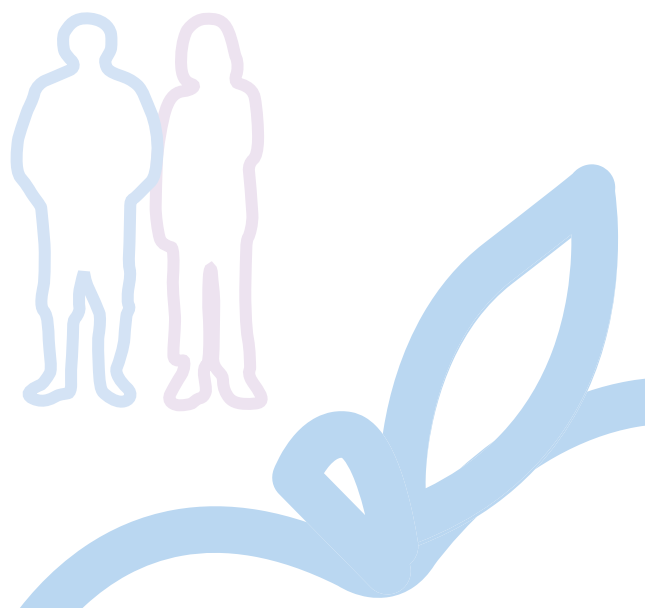
Dari درک کامل این مطلب نیاز به مترجم دارید لطفاً اگر انگلیسی زبان مادری شما نیست و برای 020 8732 6454 با شماره تلفن

Portuguese de um intérprete para o elucidar acerca deste documento, por favor telefone para o 020 8732 6454.


Farsi اگر انگلیسی زبان اول شما نیست و شما برای آگاهی توضیحات و درک مطالب این کتابچه به مترجم نیازمندید لطفاً با تلفن زیر تماس بگیرید :

Albanian Nëse anglishtja nuk është gjuha juaj e parë, dhe ju nevojitet një përkthyes që të tashpjegojë këtë dokument, ju lutem telefononi në 020 8732 6454.

Turkish İngilizce ana diliniz değilse ve bu belgenin açıklanmasını istiyorsanız bu numaraya telefon ediniz. Tel.020 8732 6454



Go smoke-free with Barnet PCT! Contact the Barnet Stop Smoking Service for help. 0800 32 82 784

 Patient & Public representatives were involved in the production of this information leaflet.