

Community Safety and Older People

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Overview

- Adult Social Care
 - Telecare
 - PHILLIS preventative service
 - Elder Abuse
- Libraries and Heritage
- Warwickshire's Strategy on Quality of Life for An Ageing Population

TELECARE DEFINITION

- A combination of equipment, monitoring and response that can help individuals to remain independent at home
- White paper “Our Health, Our Care, Our Say” (2006 p221)

WHAT IS TELECARE (1)?

- Telecare is as much about the philosophy of dignity and independence as it is about equipment and services.
- Equipment is provided to support the individual in their home and tailored to meet their needs.
- It can be as simple as the basic community alarm service, able to respond in an emergency and provide regular contact by telephone.

WHAT IS TELECARE (2)?

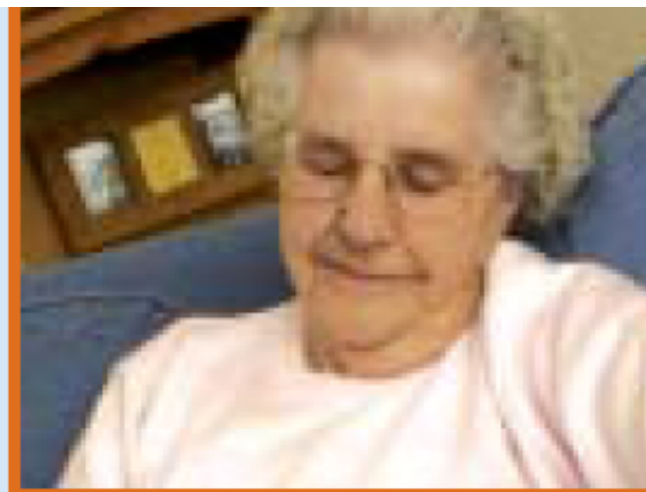
- Includes detectors/monitors eg motion or falls and fire and gas that trigger a warning to a response centre
- Preventative mode – services programmed to monitor an individual's health or well-being with early warning of deterioration, prompting a response from family or professionals
- Safety and security through bogus caller and burglar alarms.

Implementation of telecare in Warwickshire

- Preventative Technology Grant 2006-8
- “Smart flats” Stratford and Dunchurch
- Telecare service (equipment, monitoring and response) in Warwick, Rugby and North Warwickshire
- Supported living for people with learning disabilities

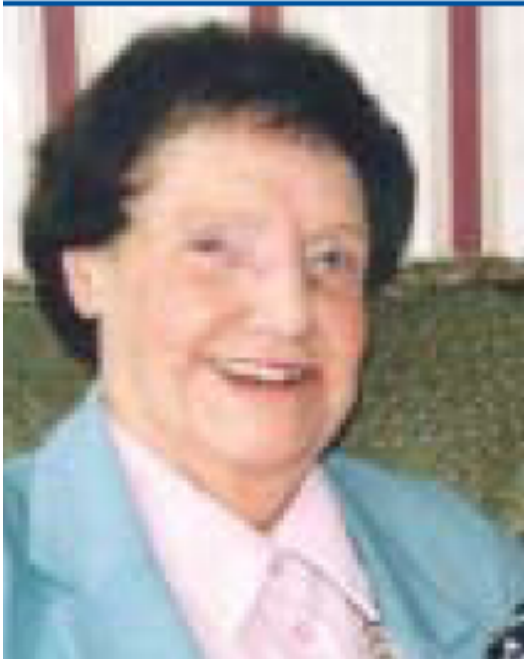
Case Study – Northamptonshire County Council

Mrs White, an 86 year old widow, suffered a series of mini strokes which led to cognitive impairment. As a result, she would often leave her gas cooker on unlit. Her daughter felt to replace the cooker with an electric model would confuse her mother further and undermine her independence. A natural gas sensor with gas shut off valve was installed, and Mrs White was able to remain safely at home and continue to enjoy cooking her own meals.



Case Study – London Borough of Merton 'MASCOT'

Rose and Ernest Cole have been protected by MASCOT since 1995. Ernest answered their front door one evening to a man who claimed to be from the council, but failed to show any ID. As Ernest remained at the front door, having put the chain on, Rose noticed a second man loitering near the back door. She pressed her personal trigger, and once the bogus caller became aware of the conversation with MASCOT's response centre, he quickly ran away. The police were called, but unfortunately the men could not be found. However Rose and Ernest were relieved that a distressing incident had been averted and feel safe in the knowledge that help is on hand at the touch of a button.



Protection of Vulnerable Adults (POVA)

- Warwickshire County Council leads in coordinating the care and well-being of vulnerable adults
- Works in partnership with other key agencies such as the police and health agencies.
- Warwickshire Vulnerable Adults Protection Committee
- Agreed multi-agency policy and procedures available on WCC website
- Permanent full time Adult Protection Coordinator Nov 06

Key outcomes to date

- Protocols with the police to determine the lead investigator 2005
- A data collection system was implemented in October 2005
- Serious incident procedure in place
- Guides for the public, service providers, easy-read guide
- Webpages containing public information and procedures
- Workforce training - roles and responsibilities in the POVA process
- Permanent Learning Advisor post - adult abuse awareness training to health and social care staff

PHILLIS Service

Promoting Health and Independence through Low Level Integrated Support

- Early intervention Service for older people
- Screening takes an holistic snapshot of an older person's circumstances on the day – low to moderate needs
- Trained Service Brokers work directly with older person
- Appropriate community based services are identified and organised
- PHILLIS client is contacted regularly and reviewed every 6 months

PHILLIS Service (2)

- Types of services available
 - Community safety check – doors, locks, windows etc
 - Fire Safety check – smoke alarms, emergency escape route
 - Lifeline or telecare services
 - Befriending, counselling, victim support services, Neighbourhood Watch referral
 - Health, leisure or learning opportunities
 - Shopping or help at home with everyday tasks
 - Gardening services or help with home maintenance
 - Automatic Benefit check
 - Automatic PHILLIS Information Pack sent (includes Personal Alarm and personal and home safety advice)

PHILLIS Service (3)

- Launched in December 2006
- Partnership Working Approach
- Awareness raising and training with front line staff across all agencies
- Promotional Campaign
- Care First Database – Qualitative and Quantative Reporting
- Aston University Research Evaluation over 3 years

Warwickshire Libraries

Community Safety

Community Safety initiatives for Older People are promoted in a number of ways:

- Leaflets available in all libraries on a range of topics including:
 - Fire safety
 - Doorstop Selling
 - Telephone Preference Service
 - Victim Support
 - Substance Misuse
- Crimestopper Leaflets have been distributed to over 800 Housebound Readers who receive our Home Delivery Service and are available via Community and Rural Mobile libraries
- Community Information Database available on our Website giving details of local support groups.

Warwickshire Libraries

Community Safety

Coffee / Information Mornings

Held regularly for mainly an older audience in many of our Community Libraries. Speakers on a range of topics including:

- Distraction Burglary
- Home Security
- Doorstop Selling
- Personal Safety
- Victim support
- Domestic Violence



Warwickshire Libraries

Community Safety

Displays in libraries staffed by representatives of a number of organisations including:

- Trading Standards
- Age Concern Warwickshire
- Lifeline
- Neighbourhood Watch
- Fire and Rescue
- Victim Support



Warwickshire Libraries

Community Safety

- Community Police Surgeries in branch libraries
- Community Support Officers on our Mobile Libraries visit rural areas and sheltered complexes for older people

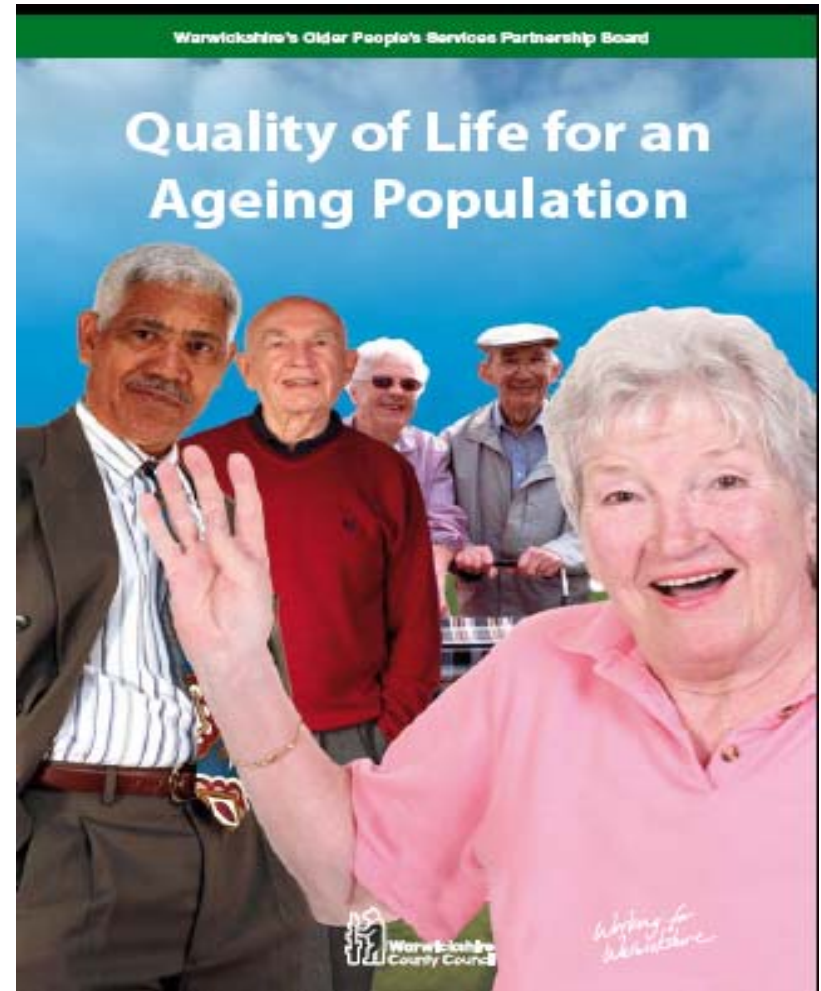


Warwickshire's Older People's Partnership Board

- Bringing agencies together
- Identifying priorities for older people
- Countywide consultation on draft Strategy '**Quality of Life for an Ageing Population**'
- Six priorities:
 - Supporting People in their home
 - Preventative support services in the community
 - Safety at home and in the community
 - Valuing Older People
 - Equality, access and dignity
 - Improving access to information and advice

....Consultation

- Consultation closes 23rd March 2007
- Consultation feedback to inform final Strategy document
- Other needs analysis to inform Strategy
- Action Plan developed early summer 2007
- Activities identified to support priorities in Strategy
- First Annual Report to Board May 2008



Any Questions??

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