



contacts

Helping you to remain safe, sound and independent

On this contacts page you will find a list of services that you may find useful in helping you to remain safe and sound. To make it easy for you we have provided you with one point of contact, our Team of Customer Service Officers will be happy to Sign Post you to any of the services mentioned. The ones pictured are your Hereford contacts (Angela Hornsey left and Sue Locking right) both are excited about this opportunity; "I hope we can make it quicker and easier for people to get information and help on a number of useful services" said Angela. If you have any questions or require more information on these services please contact your local Customer Service Officer who will be happy to help you:

- **City Team (covering Hereford City)**
County Offices
Bath Street
Hereford HR1 2HQ
Telephone: 01432 261627
Fax: 01432 261718
- **East Team (covering Ross, Ledbury & Bromyard areas)**
Swan House
Edde Cross Street
Ross-On-Wye
Herefordshire HR9 7BZ
Telephone: 01432 383251
Fax: 01432 383268
- **West Team (covering Leominster & Golden Valley areas)**
The Old Priory
Leominster
Herefordshire HR6 8EQ
Telephone: 01432 383111
Fax: 01568 610147

Services:

Age Concern

Our aim is to improve the quality of life of older people. Our objectives are: Promoting positive attitudes to older people and ageing. Influencing and developing public policies that affect older people. Promoting effective care and encouraging choice and opportunity for older people.

Assistive Technology

Helping people to remain independent in their own homes through the use of alarms and passive sensors which raise an alert to a call centre.

Deaf Direct

Support help and advice for the deaf or hard of hearing.

Footcare clinic -Age Concern Hereford

To support the chiropody and foot care scheme for people in outlying areas of the county, with clients signposted to other services if appropriate.

Herefordshire Able

Providing help and support to people with a physical disability.

Herefordshire Carers support

Providing free information and support to carers through one-to-one support, general benefits information, carer support groups, a regular newsletter, a Carers Emergency Card Scheme etc.

Hereford Centre Of Independence Living

HCIL exists to promote the empowerment of disabled people. It is a user-led organisation which raises awareness of disability issues and ensures the provision of

services offering independence and choice.

Hereford Fire Service

Hereford fire service will provide you with a free home check for fire safety. Not only are they happy to look at your fire alarms you have already and check they still work, they will also give you advice and help on many other aspects of safety and fire risks around the home.

Herefordshire Lifestyles

The whole of Herefordshire Lifestyles is dedicated to enabling individual disabled people to fulfill their aims and ambitions in any area of their life.

Home From Hospital

Supporting mainly older people on discharge from hospital. Volunteers provide a service whereby a visit or two a week for an hour or so each time for about four weeks after discharge. Tasks provided include: Shopping, escorting to Doctor or hospital appointments, help around the home, providing companionship and confidence building.

Home Safety Checks

Hereford Home safety checks are provided through HomeCheck, and You@Home schemes. Making sure you stay safe and sound in your own home.

Joint Visiting Service

The Joint Visiting Service is here to make sure older people maximise their income through claiming welfare benefits like pension credit, council tax benefit etc, the team also help people claim non-means tested benefits like Attendance Allowance that will help them fund additional care and

support at home. This service is a 'Visiting Service' so they will meet with you in your own home so you don't have to go to them.

MIND

Herefordshire Mind provides the following range of services for people with mental health problems to help them live safely and independently in the County.

Take A Break LTD

A local registered charity, that recruits and trains volunteers to provide company and activity for people in Herefordshire who require care while their carers have a short break. They may be able to provide a few hours break from caring on a regular basis. (Take A Break also provides other training and support services.)

Village Warden

Their task is to identify vulnerable, mainly elderly people and offer them access to services, enabling them to participate in everyday activities, feel safe and in touch with the world around them.

Workmatch

To provide advice, training, support and employment opportunities for disadvantaged people in Herefordshire.

WRVS

The Women's Royal Voluntary Service (WRVS) has more than 300 volunteers across Herefordshire who provide a range of services including: Meals on Wheels across the county, afternoon clubs for elderly people in village halls across the county, the Riverside Community Learning Centre, community car schemes across the county.



Spotlight on Services

Helping you to remain safe, sound and independent

Issue Number 1 - Summer 2007

welcome

Welcome to the very first Edition of the Council's, 'Spotlight on Services' Newsletter.

The newsletter has been designed with the intention of keeping you informed about new services and developments, whilst providing details about the wide range of services that are currently available across the County.



Herefordshire Council delivers many services, both directly and by working in partnership with the voluntary and independent sectors. Some of the services you may already be aware of, but there may be others that could also really make a difference to enable you to remain independent,

stay safe and enjoy a good quality of life.

Each edition of Spotlight on Services will feature articles about specific services, with detailed information about how you can access them, along with the contact details necessary to get in touch.

In this edition, we are inviting interest to 'Get Involved' with the work of the Council's Adult Social Care Services, with a view improving and re-designing services through engagement with the people that know best – you.

Spotlight on Services will

also be used as a focal point for providing feedback about the various consultation and survey activities that we are involved with, which tell us what you think of the services we deliver.

I hope you find this first edition both interesting and informative. Please let us know what you think - your feedback and ideas will be used to inform and improve the next edition, which will be available early in the new year.

Geoff Hughes
Director of Adult and Community Services

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with you in mind



The wardens have been appointed from the area in which they live and their task is to identify vulnerable, mainly elderly people and offer them access to services, enabling them to participate in everyday activities, feel safe and in touch with the world around them.

Village Wardens help people to be independent and remain in their own homes. They are in touch with Herefordshire Signposting Scheme to connect people to a wide range of local services.

They also help by:

- Running errands
Shopping, collecting prescriptions, walking the dog or helping to fill out forms.
- Visiting
Popping in for a cup of tea and a chat, to listen to concerns and discover solutions.
- Encouraging
To get involved in local activities and to resume their daily routines after illness or other setbacks.
- Helping
To visit friends and socialise or get to medical appointments

Pleased with the project's progress so far, village warden Tracy Baker said: "It is still early days but I've already had a good response from the Post Office, the community centre, our councillor, the housing association and the community association chairman. It's an exciting project; I'm looking forward to helping people in my area improve their quality of life, getting the extra help they need."

The Village Wardens are always happy to take referrals from neighbours, friends or professionals.



Some of you over the last month may have received an **End of year satisfaction survey in the post.**

The survey was sent to 1377 people who had received and finished a service between April 2006 and April 2007 which was either fully or part funded by Social Care.

The response rate was an encouraging 40% (555 out of 1377) and I would firstly like to thank all of you who made time to fill it out and send back to us. As always your views on our services are very important to us and our continual improvement.

As you may have completed the survey we would like to share the results with you, even if you did not receive the survey it still may be of interest to you to see what peoples perceptions are of the contact they had with Social Care and their respective services.

Question 1 asked: How well do you think the services you received met your needs?

76.4% of service users rated the service they received as satisfactory or above with 7.9% being less than satisfied.

Question 2 asked: Please rate your level of satisfaction with social care staff that made contact with you and dealt with your circumstances. For example were you treated with dignity and respect?

89.3% were very satisfied or satisfied when they responded to this question. Only 3.8% felt less than satisfied.

Question 3 asked: Please rate how you feel the services you have received have improved your quality of life.

67.6% felt very satisfied or satisfied that the services they received improved their quality of life, with 13% of those whole replied felt unsatisfied.

Q4 Please rate how you feel the services you have received have improved your independence and helped keep you in control of your life.

66.4% of respondents felt the services received had greatly improved or improved their independence and control of their life. 13.7% felt less than satisfied.

Q5 Please rate your level of satisfaction with the information you received about the services and support available.

70.1% were satisfied or above with the information they received about the services and support available. Only 12.2% felt unsatisfied in response to the question.

Q6 How well were you kept informed of what would happen after a social care worker assessed your needs?

64.9% were very satisfied or satisfied with how well they were kept informed of what would happen after a Social Care worker assessed their needs 18.1% felt they were informed to a less than satisfactory level.

The last question invited everyone to add any additional comments or thoughts about the services they had received; here are some of the responses:

"As well as being treated with dignity and respect at ABLE Hereford - When I was last visited in November last year (2006) I was also treated with kindness and understanding that is so important with everything particularly with Social Care and in my own case with disability; Judith who I saw last November couldn't have been more caring and understanding I felt and I learned a lot from her."

"Everybody I have spoken to or asked for help has bent over backwards the services are brilliant but the staff are fantastic and caring"

"The help and assistance from both hospital and social care staff have been superb. At all times I felt a wanted person. In point of fact no complaints at all. At every interview complete kindness was always evident."

"The STARR's representatives were of great help after my hip replacement operations, always cheerful, patient and kind"

"I was totally unable to look after myself after my illness, I could not even walk I had encouragement every day and help to get better again. I lost my independence as I relied on them so much. When I look back on the 6 weeks with their help I didn't think it was possible to get back to normal. At 87 I will ever be grateful"

The results are to be now analysed and feed back to the respective teams to ensure that all our services meet the standards you expect to receive. As with all the work we do there are always improvement areas and it is these that we hope to work on. The results are also to be used to promote good news stories to the teams and their managers.



Get Involved

As part of our continual improvement and engagement process we are looking for people like you to take an active role in the way in which services are provided in Herefordshire.

We are ideally looking for both people who use or have used our services and Carers to take an active role

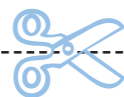
The hope is that jointly we can work with your input on both present services and services collectively we think will benefit future Service Users.

At this present time we are just looking for applicants to register with us which will allow us to gauge interest in this work.

Being involved will not only benefit us and others that use services but will hopefully be a great way of meeting new people and also learning new skills.

The opportunities include participating on a Reader's Panel checking information and leaflets that are sent to service users. Secondly, your participation in Focus groups or forums where we can use your expertise and experiences using our services. In addition your views might be helped to inform on services in the future.

If you are interested please complete the cut off form below and send it to the User Involvement Assistant at : FREEPOST HR368, P.O. Box 228, Hereford HR4 9ZZ. You do not need a stamp.



Name: _____

Address: _____

Postcode: _____

Contact telephone number: _____

Please tick which form or involvement you would like to take part in – it's fine to tick both if you feel you could

contribute! I wish to take part in:

- The reader's panel
- The Focus Group/ Forum Work

Safety First



A Home Fire Safety Check from Hereford and Worcester Fire Service provides an invaluable service. Their checks and advice throughout Herefordshire have made 11,000 homes safer from domestic fire.

We took time out with the Hereford Fire Service to talk about what their free home checks entail and what they can do for people all across the County.

The Home checks have been going for 4 years now and have been to over 11,000 homes. People are referred through the Herefordshire Signposting Service or as part of another service, for example You @ Home or if the Police have visited on one of their Home Safety checks.

As part of their checks they look at your current fire alarms to see if there are enough, in the right places, are suitable and most importantly to make sure they are still working. They will happily put in brand new batteries or fire alarms that have a 10 year battery life span giving you peace of mind. They also have specialist fire alarms for those that have hearing difficulties. The alarms flash brightly and a pager that the person carries with them vibrates to identify a fire in the house.

The service is not just confined to this though they will happily go through other safety points such as:

- Smoking in the house and the dangers around that.
- Electrical appliances – making sure sockets are not overloaded, recommending extension cables and making sure there is adequate ventilation around equipment.
- Safety around the use of candles or other naked flames.

One of the most important checks takes place in the kitchen as John Probert of Red Watch said **"Smoking in your house and kitchen fires are high risk areas. But with proper routines and smoke alarms fitted and working you can greatly increase your chances of safety."**

And it is these routines that are also highlighted in the check. The Fire Service will go through escape plans and night routines with you. They will plan the best escape routes for all eventualities and reinforce that clear stairways, corridors and unobstructed doors will help you in an emergency as will the night time checks they advise you on.

Telecare simply means the provision of support and reassurance from a distance, provided with the help of technology. Through a range of alarms and passive sensors which raise an alert at a call centre in the event of a potential problem or accident, Telecare can help vulnerable people manage the risks of living in their own homes, while still remaining as independent as possible. Telecare is receiving strong support from central Government who wish to see its much greater use throughout the country.

The project aims to improve the quality of life for people by increasing their levels of safety and independence, in their own homes, while enabling them to retain their privacy and control over their own individual lifestyles. Herefordshire Council are piloting a scheme throughout Herefordshire

Overview of the equipment

Lifeline Home Unit



Supplied as standard with a Personal Trigger, it provides peace of mind and reassurance by monitoring a wide range of events around the home. An alarm can be raised by simply pressing the trigger or the large illuminated button on the unit. A call is received at the dedicated 24 hour call centre where the appropriate action is taken.



Personal Pendants



Can be worn around the neck or as a wrist band. A press of the button will put users in touch with a trained operator in seconds. He or she will be aware of the user circumstances and can summon assistance whilst communicating using the two-way speech function.



Wandering Client Alarm



Designed as a safeguard for people who have memory loss or confusion and who may be prone to leave their homes for extended periods at inappropriate times. A PIR movement detector works in conjunction with a door contact sensor and will detect if a person has walked out of the door and not returned. An alarm can be raised after a preset period. Ideal for early onset dementia sufferers and their carers.

PIR Movement Detector



Monitors clients within their homes and can be set to detect if a person has risen from their bed. No movement for an excessive period could raise an alarm at the call centre where the operator will check and see if the client is safe and well. If they fail to speak with the user, help would be summoned from a carer, relative, or from the emergency services, to visit and confirm that the client is safe.

Fall Detector

A device worn around the waist will detect a change of angle or sudden jolt. An essential safeguard for those prone to strokes, blackouts or fainting. In some cases fallers may not be able to press their lifeline button, in which case the fall detector will work automatically and raise an alarm.

Flood Detector

An unobtrusive sensor provides an early warning of potential flood situations and raises an alarm. Reassuring for any homeowner who is likely to be at risk from leaving taps running and safeguards against costly and potentially dangerous accidents.

Safety Pull Cord



Activated by a single pull, the pull cord sends an alarm through the Lifeline Unit to the call centre. An essential requirement for the times when a personal trigger is not worn such as in the bath or shower or if removed in bed. This is wireless, so does not have to be hard wired and can be strategically placed around the home.

Bed Occupancy Sensor



A pressure pad placed under the mattress, which is unobtrusive and undetectable. If a user has to get out of bed during the night and fails to return after a given time, an alarm would be raised. It is of immense benefit to users and carers alike and help manage the risks associated with independent living.

The sensor can be set to switch on a bedside light that activates when the person gets out of bed.

Bogus Caller Button



Placed by the door, enabling users to summon help if they are worried by unwanted callers. The two-way speech function on the lifeline unit will enable help to be summoned if necessary.

Smoke Detector



Whilst all homes should have a smoke detector, this device is part of the life line system and will automatically raise an alarm at the call centre in the case of a fire. The trained operator will summon the emergency services enabling the user to concentrate on vacating the property as quickly as possible - reducing the risk of injury.

Carbon Monoxide Detector



Detects dangerous levels of carbon monoxide and raises an alarm call to the 24 hour response centre. Carbon monoxide is a potentially lethal gas emitted by faulty gas and solid fuel appliances such as boilers or fires and is odourless, colourless and tasteless, which makes it very difficult to detect.

Temperature Extremes Sensor



provides an advanced warning against potentially hazardous situations. It detects a rapid rise or fall in temperature such as an unattended boiling saucepan, which without creating smoke is unlikely to be detected by the smoke alarm. Nevertheless these situations can still result in a fire. It also detects a rapid drop in temperature such as a central heating failure. It is an aid to safety and promotes independent living.

Natural Gas Detector



The Natural Gas Detector gives a visual and audible alarm. The detector provides an early warning, with a loud sounder and flashing light when potentially explosive natural gas is detected

Medicine/Pill Reminder



Used to automatically dispense medication, providing audible and visual alerts to the user each time medication should be taken. If the user fails to access the medication, an alert is raised to the monitoring centre or carer.