

Improving Care Services for Older Adults

NEWSLETTER UPDATE: Issue 3 - February 2009



A successful year

We have had a very busy and successful year in 2008 modernising services for older people. We have opened four new Care Centres and closed the first four of the 29 residential homes and their attached day centres.

In this edition, you can hear from former residents about how they are getting on in their new accommodation and services. We also describe the work we have planned for 2009.

Nine former residents of Normanhurst are now living at the Perry Tree Centre and several were actively involved in the Royal opening in October 2008. Four residents have also moved to Extra Care Housing Schemes across the city and their stories can be found in this newsletter.

The improvements to our older adults services are based on the views of Birmingham citizens and we want you to stay involved. We are also very grateful to all our staff, residents, services users, their carers and families for helping us through this period of change.

Have a happy, healthy and successful 2009!



Peter Hay
Strategic Director
of Adults and Communities

The moves to date

The Assessment and Resettlement Team have now helped almost 200 people move to new accommodation and day services. We have closed four residential homes: Normanhurst, Park Hill, Grange Road and Richard Lawn and the day centres at Normanhurst, Park Hill, Baker Street (attached to Grange Road), and Evergreen (attached to Richard Lawn).

The team has now started to work with residents and service users in the next five homes and two day centres by getting to know individuals and beginning their assessments.

These homes are Goodrest, Elderfield, Florence Hammond, Victor Yates and Greenlands. The two day centres are Milan (Florence Hammond) and Cheung Ching (Victor Yates).

In embarking on the largest change in older people's services in Birmingham since the 1960s, we know that making sure people are happy with their new accommodation and services is a crucial part of our work. With this in mind, our Assessment and Resettlement staff are checking how well each person is settling in to their new home. Feedback from these reviews and visits made by Just Services, information and advocacy service, about the new arrangements that have been made has generally been very positive. Here are comments from some of the people who have moved:

Fred Thomasson

Fred moved from Baker Street Day Centre in October 2008 to Magnolia Day Centre:

"We are happy here. The quality of attention is much better here; full crew (staff) here. I'm happy with the transport. There's plenty to occupy us. The meals are much better here; nice and warm - they look presentable."

Stanislaw Armata

Stanislaw moved from Grange Road residential home to the Perry Tree Centre in November 2008.

"I like it here; it is very nice. The staff are nice. I enjoy the food and we have more choice than the other place. It will be nice in the spring sitting in this room and seeing all the flowers out there bud. Everything is very good. I'm very happy. I'm glad I chose this place to come to."



Dorothy

Dorothy was the last resident to move out of Richard Lawn residential home before it closed in November 2008. She is now living at Wellington Court, an Extra Care Housing Scheme.

“Yes, I like it here – it feels like home. There’s also a lot more to do. I’ve done some exercises this afternoon. I made some Christmas cards before Christmas.”

Above: Dorothy in her new home
Below: Edna Johnson and her daughter Christine



Edna Johnson

Edna moved from the Richard Lawn residential home just before her close friend Dorothy and is now living in a room across the corridor from Dorothy (at Wellington Court).

“They’ve (the staff at Wellington Court) been very good to me. I recently had a fall and using the ‘emergency call pendant’ that I was given free when I moved in I called the staff and they came immediately.”

Edna's daughter and main carer Christine has also been impressed with Edna's new home and the way staff care for her mother:

"This flat is much larger than the room my mother lived in at Richard Lawn. With the en-suite toilet and her own kitchen she doesn't have to share with other residents. This was a problem at Richard Lawn when Edna lived there. It's much cleaner and warmer as well. The most complicated part of the move has been the financial side of things but my mum's Social Worker has dealt with these issues quickly and kept us informed about what's being going on."

If you need advice or information about Extra Care Housing, please ring our Assessment and Resettlement Team on **0121 675 0906**. We have a leaflet about Extra Care Housing in Birmingham which is available from our Assessment and Resettlement Team.

Four new Care Centres open their doors

Our first four Care Centres are now open in Erdington, Harborne, Ladywood and Sheldon. You are welcome to visit to see the buildings and talk to the staff about our new services. The addresses and telephone numbers are at the end of this newsletter. 49 residents have now moved into the new Centres. Over 2000 people attending open events during 2008.

The Royal opening of the Perry Tree Centre in October was a great success, with residents, their relatives and staff meeting Princess Anne.



Evelyn Pearce meeting Princess Anne





Additional services in the Care Centres

We are working very closely with local Primary Care Trusts who are providing a range of short term and rehabilitation services. These services act as a bridge between hospital and home, helping people to leave hospital earlier than they might otherwise have done and return home successfully. The services can also prevent unnecessary admissions to hospital.

They are now operating in the first floors of the Perry Tree, Ann Marie Howes and Norman Power Centres. There are plans for these services to begin at the Kenrick Centre from late summer 2009.

Partnerships with organisations in the Voluntary Sector

Partnership has been fundamental in the development of the Care Centre services.

Our aim is that the Centres will develop as important places for older people to get advice and information.

To support this, we will develop closer links with a wide range of local groups and organisations.



The Alzheimer's Society is working closely with us and running a monthly Alzheimer's café for families and older people with dementia at the Kenrick Centre. The society plans to develop similar cafes across the other centres as soon as possible.

We are also working closely with the Women's Royal Voluntary Service (WRVS) to develop a volunteering service. This will begin at the Perry Tree Centre, recruiting

volunteers who will be able to work with individuals or small groups of residents.

Community Links service

A new service is now available to help you find places to go and things to do. Depending on what you're looking for we can offer advice and information on local groups, activities and places to go to help you to get involved. Please give us a call at the care centre nearest to where you live and let us know what you're looking for.

Erdington:

☎ 0121 675 5579

Edgbaston:

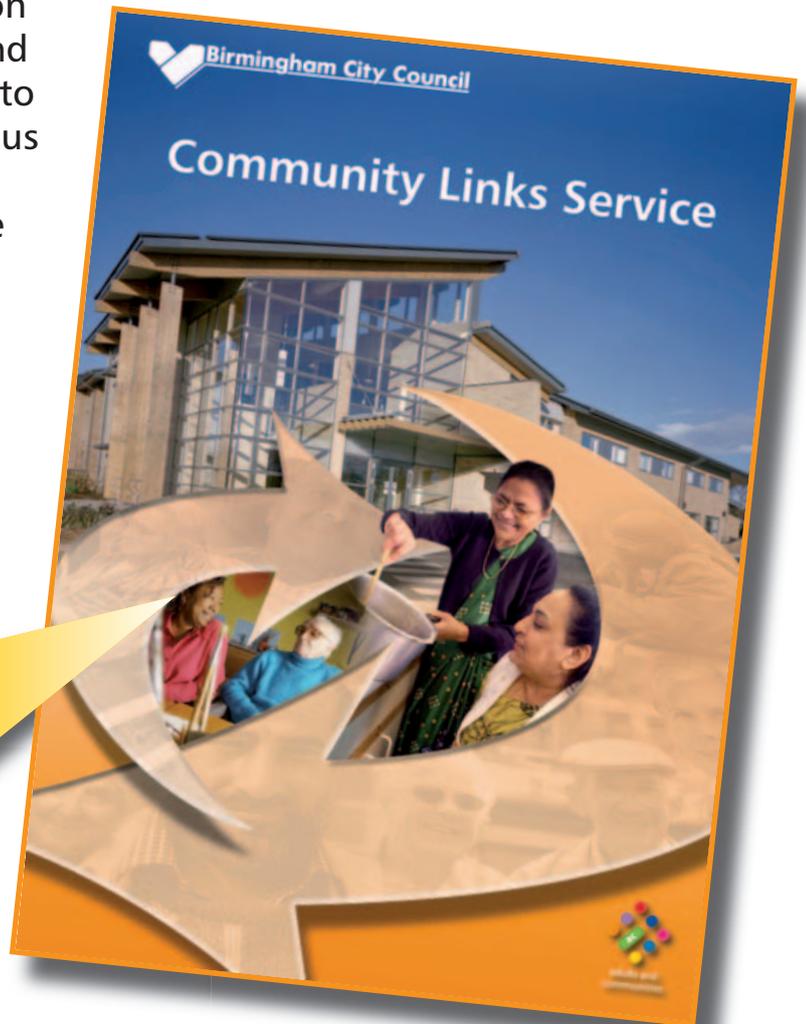
☎ 0121 675 0911

Ladywood:

☎ 0121 675 7869

Yardley:

☎ 0121 675 2012





Helping you to live more independently

There is a wide range of helpful equipment that can help older people remain independent. This ranges from inexpensive devices such as jar openers and tins through to hi-tech equipment using internet connections.

We hope that in the future there will be more events held in the Care Centres to promote the benefits of the equipment and provide information.

We received some positive feedback from an event we held in December 2008 and we are keen to hear your views. You can find out more about the equipment available by phoning our Assist Centre on **0121 464 4942** or visiting them at:

**Assist Birmingham Centre
St Mark's Street
Springhill
Birmingham
B1 2HU**

They are open to visitors from 8.45am to 5.15pm, Monday to Thursday and 8.45am to 4.15pm on Friday. They also have an outreach team for those who are unable to visit the centre.



The future of day services for older people

In response to what many older people in Birmingham want we are proposing to modernise the delivery of day services to older people. Over the last two years we have gathered the views of people who used our day services, their relatives/carers, staff and other people and groups who had an interest in day services.

These views will form the basis of a 12 week consultation which will begin this spring, where we will propose new ways of delivering day services. If you currently attend an older adults day centre, are a relative or carer to someone who does, or a stakeholder, we would like you to tell us what you think of these proposals.

In the meantime Elders' Groups have been set up in the Ladywood and Erdington areas to provide interim day services. These groups have been set up to meet the needs of some of the service users from day centres that have closed or will close between now and 2010.

Stay involved!

We are very keen to involve as many people as we can in discussions about our services and the changes we are proposing to make to them. Both BACOP (an older peoples' parliament for Birmingham) and the five Older Peoples' Reference Groups have been set up by the City Council to help citizens get involved in the way our services are run. We are always keen to advertise these groups and encourage people to attend. If you would like to join in please call **Adib Qassim** on **0121 303 4044** or email him at **adib.qassim@birmingham.gov.uk**

Who to contact

We are always keen to hear your comments and questions. Please speak to the manager of your centre or home or contact the Special Projects team on **0121 303 4568** and we will make sure the right person gets back to you.

Telephone: **0121 303 4568**

Email: **capitalprojects@birmingham.gov.uk**

Independent Advocacy and support is available from **Just Services**

Contact Just Services on **0116 229 3102**

email: **justandwhitehill@yahoo.com**

or register online at: **www.advocacyinformation.org**

Notes

Care Centre addresses and telephone numbers

The Perry Tree Centre

Dovedale Road
Kingstanding
Birmingham
B23 5BX

Telephone: **0121 675 5571**

The Kenrick Centre

Mill Farm Road
Harborne
Birmingham
B17 0QX

Telephone: **0121 675 0900**

The Norman Power Centre

Skipton Road
Ladywood
Birmingham
B16 8JJ

Telephone: **0121 675 7837**

Ann Marie Howes Centre

331 - 339 Sheldon Heath Road
Sheldon
Birmingham
B26 2DS

Telephone: **0121 675 2015**

If you have any suggestions about how we can improve this newsletter or particular issues you would like us to deal with please contact me, **Laurence Braithwaite** (Communications Officer), on **0121 675 1251**, e-mail me: **laurence.braithwaite@birmingham.gov.uk** or write to me at: **Communications and Information Team, Level 5, Louisa Ryland House, 44 Newhall Street, Birmingham B3 3PL.**

Older People's Access Service

- Assessments – identifying your needs and arranging support
- Blue Badge assessment
- Equipment assessment
- General advice and assistance that will guide you in the right direction



0121 303 1234

8:45am – 5:15pm Monday to Thursday 8:45am – 4:15pm on Friday

- You can now contact Birmingham City Council Older Adults Service by phoning one number
- The team of 45 officers handle over 100,000 calls each year and aim to deal with each enquiry within 24 hours

For further copies of this newsletter, translations and other formats, please contact the Communications and Information Team on 0121 464 3123 accommunications@birmingham.gov.uk

www.birmingham.gov.uk/adults