

Improving Care Services for Older Adults

NEWSLETTER UPDATE: Issue 4 - August 2009



Welcome to our fourth newsletter

Since our last newsletter in February 2009 we have made some important changes to our modernisation programme, which you can read about in this edition.

We firmly believe that you deserve the very best care. This newsletter contains examples of the new residential and extra care options we and our partners have developed.

These services are either available now or in the coming months.

Our improvements to services for older adults have taken account of your views and expectations 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.



Peter Hay
Strategic Director
of Adults and Communities

Consultation

Following extensive consultation in **2005** we published the **Older Adults Commissioning Strategy 2005 - 2010**. This document showed our commitment to deliver a range of modern high quality services you told us you expected.

In **November 2007** the City Council's Cabinet decided that we had made sufficient progress towards delivering these new high quality services that we should begin to carry out the planned closure of 29 of the city's elderly person's homes and attached day centres by 2010.

In **March 2009** the agreed plan to close all 29 homes by 2010 was re-affirmed by Cabinet. In the light of the changed economic climate and changes to the way personal care services should be delivered in the future, the decision was made to reconsider the order in which the remaining homes and attached day centres would close.

Between **20 April 2009** and **10 July 2009** we consulted widely on a set of proposed criteria to decide which of the remaining homes should close, before the end of 2010, and those which could remain open for up to five years.

We sent out over 1,800 questionnaires, held staff meetings and conducted drop-in sessions at all care homes and attached day centres in phase 2 of the modernisation program. We heard back from 400 residents, relatives and staff. Their contributions have been included in the recommendations made in a report to cabinet, who met on **27 July 2009**.

Cabinet decided that we should proceed with closing the remaining Elderly Persons' Homes and attached Day Centres and that the closures would be co-ordinated with the availability of appropriate alternative services. These include a range of new high quality residential care homes and extra care housing which are described in more detail later on in this newsletter.



Home / Day Centre	Re-assessment to start	Proposed closure date
Annie Wood and Day Centre	September 2009	February 2010
Barncroft	September 2009	*To be determined
Briarscroft and Day Centre	September 2009	February 2010
Edwin Arrowsmith and Day Centre	September 2009	February 2010
Heathway	September 2009	*To be determined
Lyttleton House	March 2010	June 2010
Wallace Lawler	March 2010	June 2010
Woodside	March 2010	June 2010
Bushmere House	June 2010	*To be determined
Roundabout and Callowbrook Day Centre	June 2010	*To be determined
Ruby Rhydderch and Day Centre	June 2010	*To be determined
West Heath House	June 2010	*To be determined
Druids Meadow	*To be determined	*To be determined
George Canning and Day Centre	*To be determined	*To be determined
Guestholme and Maypole Day Centre	*To be determined	*To be determined
Norton Grange and Sahara Day Centre	*To be determined	*To be determined

* Re-assessment and proposed closure dates marked "To be determined" will depend on the availability of appropriate alternative services, and will close no later than **31st March 2015**.

Assessments

As you will see from the table on page 3, residents and day service users at **Annie Wood, Briarscroft and Edwin Arrowsmith** will be given priority by the Assessment and Resettlement Team and offered an opportunity to move to some of the new care homes opening now. The assessments will begin in September 2009, giving everyone time to find suitable alternative options and to make sure that everyone will move in a carefully planned way in the early part of 2010.

We would like to begin talking to the residents of **The Heathway and Barncroft** in September 2009 to ensure that anyone wishing to consider a move to the new extra care village in New Oscott has the opportunity to do so. Both homes will close before the end of March 2015, but their anticipated closure dates will only be set once we have identified suitable alternative residential care options.

Residents of **Lyttleton House, Wallace Lawler and Woodside** will begin assessments in March 2010 to allow for a carefully co-ordinated closure in June 2010. June 2010 will also see the opening of a new residential home in Bartley Green.

We would like to begin talking to the residents of **Bushmere House, The Roundabout, Ruby Rhydderch and West Heath House** in June 2010, to ensure that anyone wishing to consider a move to two new extra care developments in Yardley and Northfield has the opportunity to do so. All four homes will close before the end of March 2015, but their anticipated closure dates will only be set once we have identified suitable alternative residential care options.

Druids Meadow, George Canning, Guestholme and Norton Grange will also close before the end of March 2015, but their anticipated closure dates will only be set once we have identified suitable alternative residential care options.



Although we recognise not having a proposed closure date for some homes and day centres may cause anxiety for residents and staff, we can assure you that closures will not proceed until suitable alternatives are identified for all residents and users. We will let you know how we get on with these plans in future newsletters. Homes that don't have a planned closure date at the moment may stay open until we have suitable alternative services in place, which will be in the next five years.

Top Up Fees (additional weekly costs)

If you move from one of the city's residential care homes, we will make all reasonable efforts to ensure that you are offered a new care home that meets your needs at no additional cost, provided no changes have occurred to your financial circumstances.

You may choose to pay more and move to a home that has a higher weekly cost than any home offered by the assessment and resettlement team. In this case you will be responsible for paying the additional cost.

The particular circumstances of each situation will be looked at before any decision is made.





Assessment and Resettlement Team

This specialist team of social workers, nurses and occupational therapists was created in 2008 to do everything needed to help people find and move to a suitable new care placement. The Assessment and Resettlement Team will write to you to introduce themselves before they begin spending time getting to know you at your home or day centre.

Before your assessment starts you will be given the name and contact details for the Social Worker who will complete your assessment with you. They will be based in your care home during the assessment period to make it easy for you to reach them whenever you need to.

Your assessment will cover all your care and support needs as well as any health issues you may have. It will take place over a number of weeks and will involve your relatives to ensure that all relevant matters and relationships are considered. In this way, the fullest possible picture of you and your needs will be established.

Once your assessment is completed, the team will work with you to identify the option that best meet your care needs and your preferences. They work hard to offer suitable placements for everyone to choose from, and you and your relatives will be given the opportunity to visit a number of alternatives so that you can choose the one that best suits you.

The team will keep in touch with everyone for a number of weeks after their move. This allows extra time to deal with any

matters that might have emerged and to make sure the new placement is meeting everyone's expectations.

Since the last newsletter the assessment and resettlement team have helped with a number of moves. Examples of these are below.

- A Chinese resident at **Victor Yates** elderly people's home in Ladywood had the potential to live more independently but was anxious about moving out of residential care. She went to visit an **Extra Care Housing** scheme for advice. This former resident now lives in an independent flat with support when she needs it. This is a very positive move into an Extra Care Housing scheme, where the resident now lives alongside old friends.
- Bill was delighted to move with his pet cat 'Fate' when he moved from **Florence Hammond** elderly people's home in Bordesley Green to his new home, which was very important to him.
- Ivy is currently a resident at **Oaklands** and plans to move into a newly built residential care home that overlooks Heath Street where she was born. For Ivy it feels like 'going back home'.
- Debbie felt moving from **Greenlands** would be difficult as it would be hard to match the standard of facilities she had there. When she first moved she was distressed, however, over time she has found that staff at the new home have been very supportive and encouraged her to write about her earlier life. Debbie is now settled well and enjoying her new life.

Update on new care centres

As you are probably aware, four new state-of-the-art care centres are now up and running; the **Norman Power Centre** in Ladywood, **Ann Marie Howes Centre** in Sheldon, the **Perry Tree Centre** in Kingstanding and the **Kenrick Centre** in Harborne. You are welcome to visit the new care centres and talk to staff about any of their services. If you would like to arrange a visit, please contact them direct.

Perry Tree Centre

Dovedale Road
Kingstanding
Birmingham
B23 5BX

Telephone: **0121 675 5571**



Kenrick Centre

Mill Farm Road
Harborne
Birmingham
B17 0QX

Telephone: **0121 675 0900**



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**



Day services in care centres

We have set up an elders group at the **Perry Tree** centre and the **Norman Power** centre.

Elders groups offer a service, which we are developing in coming months, in line with the things you told us you needed during the day services consultation. These included more flexible services for people with dementia and making services available to a greater number of vulnerable adults.

Further elders groups will be opening at the **Kenrick Centre** in September 2009 and at the **Ann Marie Howes Centre** by February 2010.

For more information please contact the care centres.

Volunteers needed now

A new **Women's Royal Voluntary Service (WRVS)** project is now under way at the **Perry Tree Centre**. Led by WRVS project co-ordinator Jacqueline Dray, the project is calling for 100 male and female volunteers, interested in working at the centre and in the local community with older adults.

If you are interested in volunteering, Jacqueline will be pleased to hear from you on **0121 675 6929** or **0121 675 5571**.

Care centres – promoting independence and assistive technology

Care centres help older adults to live more independently and there is a wide range of equipment that can help. They range from low cost items such as jar openers to electronic equipment connected to the internet.

Proposals are in place to set up a shop front within care centres to demonstrate these items and services and help you to find what you need.

For more information please contact the care centres.

New Internet Café

All care centres will soon offer computers with internet access for you to use. We hope this will enable you to gain easy access to information such as assistive technology and wellbeing services. As well as this, you will have the ability to pay bills on-line and access new housing initiatives such as 'Informed Choice' and 'Choice Based Lettings' on the internet.

For more information please contact the care centres directly.

New services opening soon

New Oscott Extra Care Village is Birmingham's first extra care village and will open in the Spring of 2010. It will offer 260 mostly two bedroom flats plus a wide and attractive range of communal facilities. For residents that require care there will be an on-site 24 hour care team. Services will be provided by the Extra Care Charitable Trust. Since 1988 the Trust has helped older people, particularly those who are frail and isolated, to live fulfilling lives in a high quality environment. There is no upper age limit for applying to the village. The village welcomes applications from all Birmingham residents over the age of 55 including people needing significant levels of support.

Turves Green and the Meadway Extra Care Housing developments are being built by Housing Association, Housing 21. Both will offer 80 one and two bedroom flats, and will also provide an on-site 24 hour care team. Both these facilities are expected to open by Autumn 2010.

The **Bartley Green Residential Development** being built by Raglan Homes is expected to be completed by June 2010. When finished, the new residential home will provide 70 beds with en-suite bathroom facilities.

Albion Court and **Claire Court** are new purpose-built residential care homes in Winson Green, Birmingham. Albion Court has 89 large, fully furnished, light and airy bedrooms all equipped with profiling beds and en-suite facilities. There are a variety of lounges on each of the three floors and some are air-conditioned. Each lounge has a variety of entertainment facilities such as plasma screen televisions and music systems. Both of the on-site hairdressing salons will also have a small area for beauty therapy.

The outside space includes a sensory garden and paved areas with easy access for wheelchairs. The home will provide culturally specific services meeting the needs of both African Caribbean and South Indian residents.



Above are pictures showing the inside and outside of Albion Court in Winson Green

New day services

Between March and June 2009 we consulted you on proposals on how we could meet your expectations for modernised day services.

These proposals included giving you more opportunities to find out about a range of wellbeing services, together with a range of services for older adults with higher levels of need.

After this 12 week consultation period we are now reviewing all your feedback. We will use this information to help us write our next report to Cabinet in November 2009.

Community Links

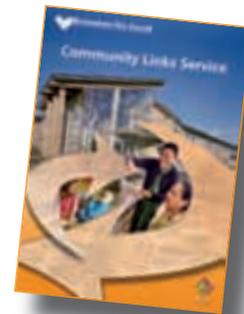
This service is now available in four constituencies to help you find places to go and things to do. The Community Links service can offer advice and information about local groups, activities, places to go to, and help you to get involved in your local community. For more information please contact one of the telephone numbers below.

Erdington 0121 675 5579

Edgbaston 0121 675 0911

Ladywood 0121 675 7869

Yardley 0121 675 2012



Community Links visited Annie, who is 83 years old and is suffering from dementia. Annie had moved from another part of Birmingham to live with her daughter but had not found anywhere she liked to go since moving. Both Annie and her daughter asked for help and a Community Links worker was able to find two voluntary groups that Annie could attend.

Within two weeks of contacting Community Links, Annie had started attending two voluntary groups which she enjoys and is very happy with. Her daughter is also pleased her mum is enjoying these activities.

Just Services

Just Services continues to provide independent advocacy (support) services to residents and service users. They arrange monthly meetings at homes and attached day centres. These meetings are advertised in advance so that relatives and carers can also attend.

The support of Just Services continues after residents and day service users have moved and this has helped people to resolve any problems.

Just Services can be contacted by:

Telephone: **0116 229 3102**

Email: **justandwhitehill@yahoo.com**

Register online by visiting: **www.advocacyinformation.org**

Assist Birmingham

Assist Birmingham aim to increase the independence and quality of life for all people with disabilities.

They have a large range of equipment on display at their Ladywood office and can provide advice on services such as occupational therapy, wheelchairs, housing, and training to use new equipment. They can also help with applying for a blue badge and social care assessments.

The Assist Birmingham Centre is open Monday to Thursday 9:00am to 4:00pm and Friday 9:00am to 3:00pm. Telephone **0121 464 4942**.

Older Peoples Access Service

Older people and people acting on their behalf can contact Birmingham City Council by telephoning one telephone number for information about services for people over 65, including care assessments, equipment assessments, Blue Badge applications and general advice. All enquiries are dealt with promptly by experienced staff, from various cultural backgrounds, experienced in working with older people.

The Older Peoples Access Service can be contacted Monday to Thursday, between 8:45am and 5:15pm and Friday between 8:45am and 4:15pm on:

Telephone: **0121 303 1234**

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

Fax: **0121 303 6245**

Minicom: **0121 303 6245**

How will we support our staff through these changes?

The Adults and Communities directorate has been very impressed with the continued commitment of staff in delivering quality services during the modernisation programme.

The majority of our staff from the first phase of homes to close have now found alternative posts within the city council.

All staff in our residential homes and attached day centres will receive an extensive support programme to assist them in finding alternative jobs within Birmingham City Council wherever possible.

Staff will be invited to jobs fairs and be offered 'new skills and job search' training. They will be registered as a 'priority mover' which will give them preferential treatment in pursuing all city council job opportunities. Staff will be helped to find suitable alternative jobs within the council wherever possible.

Meetings are currently taking place with staff at risk of compulsory redundancies and notices of termination of employment may be issued to a number of staff. We will continue to make every effort to keep the number of redundancies to an absolute minimum and to help staff to find new jobs.

Staff can search for internal jobs on the city council intranet 'Inline' by visiting <http://inline/jobs> or by visiting the city council website <http://www.birmingham.gov.uk/jobs>

To request a copy of the internal 'Recruitment First' bulletin please telephone **0121 464 1111**.

Staff can also contact the **Staff Care Line** service on **0121 464 0999**.

Contact us

If you would like more information, please contact the Older Adults Commissioning Team on:

Telephone: 0121 303 4568

Fax: 0121 303 4383

Email: olderadultscommissioning@birmingham.gov.uk

Or write to us at:

Older Adults Commissioning Team
Adults and Communities
Birmingham City Council
Louisa Ryland House
44 Newhall Street
Birmingham
B3 3PL

www.birmingham.gov.uk/adults