



**Kensington & Chelsea
Local Involvement Network**

Unit 25, Shaftesbury Centre

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minutes of meeting

project title	Kensington & Chelsea Local Involvement Network		
meeting type	K&C LINK Older People's Sub-Group Meeting		
minute no	M-9	Ref	LINK
held at	Kensington United Reform Church, Allen Street, Kensington, London W8 6BL	held on	18 th November 2010
present	<p>Catherine Larkin K&C LINK Member Christine Vigars (Chair) K&C LINK Management Group Member Gaenor Holland-Williams K&C LINK Member Robin Tuck K&C LINK Management Group Member Angela Ainslie Imperial - Charing Cross Hospital Natalie Doyle Royal Marsden NHS Foundation Trust Jeannie Lamb K&C LINK Member Florence Joseph Family and Carer Support Coordinator The Stroke Association, K&C. Margaret Feast K&C LINK Member Larry DaSilva K&C LINK Member Maeve Kavawagh K&C LINK Member Anita Bannister K&C LINK Member</p> <p>Guests: Mohammed Arani Information and Advice Manager, Age Concern, Kensington and Chelsea</p> <p>Host: Simonne Hall LINK Administrator</p>		
apologies	Rosemary Watt, Moss Ladbrooke, Tony Percy, David Montagu Corry, Abdul Towolawi, Beryl Collinson, Sue Mastriforte, Mona Vandame,		

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	Naima Al Hardik, Intlak Al-Saeigh, Lakhwinder Gill
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Item	Welcome & Introductions	Action
2.0	Christine welcomed those attending the meeting including guest from Age Concern, Kensington and Chelsea.	
2.0	Agreement of Minutes – 16th September, 2010	
	The minutes of the last meeting were approved.	
2.15	Presentation on the information about Age Concern and Advice on their Services-Mohammed Arani, Information and Advice Manager, Age Concern, K & C.	
	<p>Mohammed Arani presented information on the services provided by Age Concern for older people who live in Kensington & Chelsea.</p> <p>The areas covered in the presentation include: general information about Age Concern, the different services provided and eligibility and the different schemes of help available to older people.</p> <p>Mohammad Arani explained that Age Concern Kensington and Chelsea works with, and on behalf of, older people in Kensington and Chelsea. They provide a wide range of services including information and advice, group shopping trips, escorting, befriending, gardening, personal care, dementia support, health promotion and intergenerational work.</p> <p>Most of the services provided are free to residents who live in the borough. For services that incur a charge, the cost is between £13.00 to £16.00</p> <p>If anyone would like to know more about their work, or would be interested in volunteering, please visit their website at http://www.ackc.org.uk/ for more information or contact staff on 020 8969 9105.</p> <p>Discussion session</p> <p>Q. How does the service provided by Age Concern differ from the 'befriending service'?</p> <p>Ans. Mohammed Arani - The Age Concern shopping services - the 'at home service' - is operated by paid staff who offer</p>	

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tailor-made services to individuals. The charges cover transportation and administration.

The befriending service also offers the basic shopping services at no cost through group shopping services carried out by volunteers.

Q. Are there any links with local business in the area such as Delivery services?

Ans. Mohammed Arani – There are no links with smaller traders. If Age Concern was to provide that service, it would incur a cost which would be passed on to the service users. Age Concern have considered making up and publishing a list of other service providers such as plumbers, builders, local shop that offer delivery services.

Q. Is the services paid for means tested?

Ans. Mohammed Arani - The services that Age Concern charges for is not means tested. Individuals who are entitled to personal budget can use this to cover the paid services provided.

Q. How often can Age Concern arrange gardening services for local resident?

Ans. Mohammed Arani – Gardening services can be arranged as when needed. Three to four times per year is reasonable.

Comment. People are less likely to pay if they can get similar service for free elsewhere.

Ans. Mohammed Arani - Age Concern can offer an alternative way of accessing the services that they charge for an example is by referring people through the befriending scheme for free.

Q. Does Age Concern Way Finder group provide vocabulary service for people?

Ans. Mohammed Arani - Yes, Age Concern offers a number of services, including translation service which works closely with Black Minority Ethnic (BME) groups.

Q. Does the merger between Age Concern and Sixty Plus has any effect on the smooth running of the services provided?

Ans. Mohammed Arani - It is not an easy exercise to go through to bring two organisations, teams and way of working together; the organisation is working well as one unit and is

	ahead of its planned schedule.	
3.0	Update on Dignity Champions Project	
	<p>3.1 Elsmere and Thamesbrook Nursing Home Assessment The Dignity Champions who were involved in the assessment of Elsmere and Thamesmead Nursing Home gave positive feedback on both nursing homes, commenting that they found the assessment interesting. The feedbacks have been collated and will be forwarded to both nursing homes for comments.</p> <p>3.2 Nutrition Assessment at Chelsea & Westminster Hospital Chelsea and Westminster Hospital has accepted and are acting on the recommendations from the assessment that the Dignity Champions team carried out at Chelsea & Westminster Hospital in June 2009.</p> <p>K&C LINK is looking for more volunteers to become Dignity Champions. A series of training program will be rolled out in the New Year for new volunteers. Please contact LINK Host staff on 020 8968 7049 to register your interest.</p> <p>Action:</p> <ul style="list-style-type: none"> - LINK Host staff to send cancer ambassador advert to Natalie Doyle - LINK Host staff to consider advertising in the doctor surgery / Library 	Simmone Simmone / Chris
3.15	Update from Sub-group members on issues, activities and events	
	<p>Kitty - Personalisation Kitty would like some up to date information around when personalisation for Mental Health users will come into effect.</p> <p>Anita Banister - Concern about the long gap in meal times at some of the care home in the borough. This is particularly evident at a local nursing home where her husband lives.</p> <p>Jeannie Lamb - The Co-production group last met on 18th November and spoke about older people living on their own who are not able to access the services provided by the borough such as sheltered accommodation. LINK could look into carrying out a research to see if anything can be done to help older people living on their own.</p> <p>Action – LINK Host staff to discuss this suggestion further with Jeannie Lamb.</p>	Chris / Paula

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	<p>Angela Ainslie – West London Bowel Cancer screening centre The Aim of the program is to increase the take-up of the bowel cancer screening.</p> <p>If anyone know of any group in the community that is worth making contact with the aim to increase the take up of bowel cancer, please inform LINK Host staff on 020 8968 7049.</p> <p>Natalie Doyle – Nurse on Royal Marsden Lung Cancer Unit Currently looking to do some work around lung cancer within Kensington & Chelsea. This is link to the care support that cancer sufferers will need to enable them to live comfortable lives.</p> <p>Gaenor Holland Williams – There is the need for something to be done to help people experiencing problems with housing, for example, difficulties with private landlords or with social housing.</p>	
3.45	Forward Planning	
	Speaker attending from the Health Trust to give a talk on 'Advance Directive'	
4.0	Date of Next meeting	
	<p>Date: 2nd February, 2011 Time: 2 – 4pm Venue: Essex Unitarian Church 112 Palace Gardens Terrace Notting Hill Gate, London, W8 4RT</p>	