



# OLDER PEOPLE'S PROVIDERS NETWORK

**Tuesday 8 December 2020, 1:00pm – 2.30pm**  
**Virtual meeting via Zoom**

**Chair:** Reena Mukherji, Director, Octavia Foundation  
**Minutes taken by:** Zina Serageldin, KCSC

Item	Notes	Action
1	<p><b>Welcome, updates and appointing a new Chair by Chair, Reena Mukherji</b></p>	
	<p><u><b>Agenda</b></u></p> <p>RM announced that she will be leaving Octavia in early 2021 and will be stepping down as Chair of this meeting. RM was sad to be leaving but was please this created an opportunity for anyone interest to apply. A nomination form would be circulated at the end of the meeting.</p> <p>RM would be happy to discuss the role with anyone interested.</p>	
2	<p><b>Aliki Myrianidi, Dignity Champion Project Coordinator, to discuss Healthwatch Central West London's report on Care Home work during April to August 2020.</b></p>	
	<p>Aliki Myrianidi (AM) discussed a care home project carried out between April and August 2020 to see who care home managers were dealing with during the pandemic. A survey of 18 public funded care homes in RBKC and WCC were contacted 13 responded. Three residents, 5 relatives and 3 members staff agreed to take part in the survey.</p> <p>Feedback:</p> <ul style="list-style-type: none"> <li>- Emotional stress and poor communication were noted between residents, relatives and staff.</li> <li>- Delayed testing for care home staff.</li> <li>- Staff requested more emotional support</li> <li>- Staff felt there was a lack of information on infection and arrangements made.</li> <li>- Staff felt that there was support for care homes from local Councils.</li> <li>- Relatives said they were unable to reach loved one even with the use of the app and iPads provided.</li> </ul> <p>Lessons for the future:</p> <ol style="list-style-type: none"> <li>1. Emotional wellbeing support to staff</li> <li>2. Distribution of equipment to staff</li> <li>3. Better communication to relatives</li> <li>4. Support for communication between residents and relatives</li> <li>5. Care homes to have support and testing equipment required</li> </ol> <p>A phone line is being set up for relatives to continue to provide feedback to the team.</p> <p>A copy of the report will be made available.</p>	

	<p>AM also provided an update on a survey carried out between July and December 2020 by Westminster colleagues that look at the experiences of people with respiratory illness during the pandemic. 75 responses were received in total.</p> <p>Findings:          Digital exclusion – gap in skills to use digital services          Visibility of services – 2/3 were not aware of options available          Prescription medication – 10% experience trouble receiving medication</p> <ul style="list-style-type: none"> <li>• Aliko Myrianidi - Healthwatch Central West London  <a href="mailto:aliki.myrianidi@healthwatchcentralwestlondon.org">aliki.myrianidi@healthwatchcentralwestlondon.org</a> or  <a href="mailto:info@healthwatchcentralwestlondon.org">info@healthwatchcentralwestlondon.org</a></li> </ul> <p>This report will also be circulated.</p>	
<p><b>3</b></p>	<p><b>Jess Millwood, Age UK, Update on the RBKC Digital Inclusion project: No one Left Behind. This is an RBKC approach, although the Boroughs are working closely together on digital.</b></p>	
	<p>Jess Millwood (JM) explained that digital exclusion was previously an area of concern for older adults. It was during lockdown that the exacerbation of negative aspects such as loneliness, isolation and boredom for older people became apparent.</p> <p>Age UK carried out a digital inclusion survey of 296 older people.</p> <ul style="list-style-type: none"> <li>- 44% were found to be digitally excluded chiming with figures for the rest of the borough.</li> <li>- Within the group those found to be digitally included struggled with internet issues and inability to access services.</li> <li>- The positive and transformational effects of digital inclusion have also been noticed.</li> </ul> <p>JM shared a short video highlighting the importance of being able to connect with people, see family, access appointments and shop on line for basic necessities.  <a href="#">Age UK Video</a></p> <p>There is now a borough wide initiative to push forward digital access. The project is call 'Digital Inclusion Project – no one left behind'.</p> <p>JM wished to acknowledge that there are groups that do not want to be digitally connected. There need to be other ways of connecting and supporting these groups.</p> <p>Westminster are on board with this project. Westminster were ahead with the digital aspects which RBKC had to catch up with. This is lead by Tim Ellis who heads the IT department at RBKC. He is bringing in colleagues across RBKC, adults, children, social care services and the NHS, Healthwatch, Open Age and Age UK forming a community of interested people working across the borough. This is an attempt to highlight the work that is happening and try to get a coordinated approach.</p> <p>Workstreams identified:          Understanding needs – Analysis of data, hotspots and connectivity cold spots, sheltered housing, understanding priority groups (older people, unemployed, families with children on free school meals).</p>	

	<p>Connectivity – RBKC are talking to big providers of wi-fi to negotiate widening reach, looking at innovation, accessible and effective bandwidth across the borough.</p> <p>Access to Devices - Getting information about projects already happening in the borough. RBKC are looking at their collective buying power to use it to the best effect for the community.</p> <p>Skills – What if you have never used the internet before? Looking at projects in place such as Open Age training programmes. How to support them to be comfortable with the appropriate equipment.</p> <p>There will be a Voluntary Sector provider survey to gather what different organisations are doing and to get views around the different strands.</p> <p>Any organisation is welcome to join. The group meet every week.</p> <p><a href="#">Age UK Digital Library</a></p> <p>Left contact details should anyone wish to feedback or take up the conversation following the meeting. Jess Millwood, CEO, Age UK K&amp;C - <a href="mailto:jmillwood@aukc.org.uk">jmillwood@aukc.org.uk</a></p>	
<b>4</b>	<b>Elizabeth Dunsford, Senior Public Health Strategist – Adult Social Care, to give an update on situation with Covid-19 in both boroughs.</b>	
	<p><b><a href="#">Presentation</a></b></p> <p>Infection rates</p> <ul style="list-style-type: none"> <li>- RBKC and Westminster rates are lower than London and England rates.</li> <li>- The London overall rates have been dropping in West London but are still high in East London.</li> <li>- The current Tier 3 discussion is due to what is happening with infection rates in the outer East London boroughs.</li> </ul> <p>Messaging</p> <ul style="list-style-type: none"> <li>- Continue to follow the public health measures</li> </ul> <p>Testing</p> <ul style="list-style-type: none"> <li>- PCR, for those with symptoms, there is plenty of availability for these tests.</li> <li>- Lateral Flow Testing, for those without symptoms.</li> <li>- The Council is piloting a strategy of the usefulness of these tests in the borough.</li> </ul> <p>Vaccination</p> <ul style="list-style-type: none"> <li>- Flu vaccine supplies have now been replenished.</li> <li>- Everyone over 50 is now eligible.</li> <li>- Covid-19 vaccine availability expected in early 2021.</li> </ul>	
<b>5</b>	<b>Anca Giurgiu and Justine Dornan from RBKC Climate Change Team to discuss how older people can stay active and keep warm this winter.</b>	
	<p><b><a href="#">Presentation</a></b></p> <p>Anca Giurgiu (AG) Tackling fuel poverty is a key priority for the Council.</p> <p>More people are working from home and an increase in fuel costs has been seen during the pandemic resulting in an increase in fuel poverty.</p>	

	<p>Homes4Health fuel poverty programme works with Groundwork’s Green Doctors team to provides a free online service for households meeting key criteria.</p> <ul style="list-style-type: none"> <li>To book a free telephone consultation with one of the Green Doctors, either phone Groundwork’s freephone number 0300 365 3005 or fill in their form online: <a href="https://groundwork.secure.force.com/enquiry/">https://groundwork.secure.force.com/enquiry/</a></li> <li>For any other information and flyers please contact: <a href="mailto:GreenDoctorsLDN@groundwork.org.uk">GreenDoctorsLDN@groundwork.org.uk</a></li> <li>Groundwork London is hosting regular, free online training sessions where you can find out more about the Green Doctors service and the support available for residents. The webinar will cover, how the free telephone consultations work and who could benefit from the service &amp; how to refer people. <a href="https://www.eventbrite.co.uk/e/how-to-help-people-struggling-with-their-energy-bills-during-covid-19-tickets-103211548520">https://www.eventbrite.co.uk/e/how-to-help-people-struggling-with-their-energy-bills-during-covid-19-tickets-103211548520</a></li> <li>Groundwork delivers similar programmes in Westminster</li> </ul> <p>Justine Dornan (JD) introduced the Green Homes Grant voucher scheme and detailed Green Home Grant local authority scheme and the Healthier Homes Service grants.</p> <p>Contact JD <a href="mailto:Justine.dornan@rbkc.gov.uk">Justine.dornan@rbkc.gov.uk</a>, 020 7341 5247 if you have questions or would like more information.</p> <p>Key discussion points following on from the presentation included:</p> <ul style="list-style-type: none"> <li>Age UK also provides literature on and carry out home energy checks.</li> </ul>	
6	<p><b>Any other business</b></p>	
	<ul style="list-style-type: none"> <li>Contact <a href="mailto:t.jelen@btinternet.com">t.jelen@btinternet.com</a> for the Respiratory Primary Care report link. <a href="#">Insight Report Living through COVID-19 with a respiratory condition</a></li> <li>Charles Nyafouna local Census representative for North Kensington. For the first time the census will mainly be online. Charles is looking at engaging with organisations to see how people can participate in the census. <a href="mailto:charles.nyafouna13@field.census.gov.uk">charles.nyafouna13@field.census.gov.uk</a> Tel: 07452 940 534.</li> <li>ONE Westminster - There is a possibility that some funding might come up for supporting digital exclusion focussed on people who have been shielding and/or people who are vulnerable. More information will follow.</li> <li>Third Age counselling 02079766667 provides long term via telephone or Zoom. <a href="http://www.thirdagecounselling.com">www.thirdagecounselling.com</a></li> <li>ONE YOU - A healthy lifestyle and stop smoking service. WESTMINSTER: <a href="mailto:Deirlen.cano@oneyou-westminster.org.uk">Deirlen.cano@oneyou-westminster.org.uk</a> RBKC: <a href="mailto:shirin.ahmad@oneyoukensingtonandchelsea.org.uk">shirin.ahmad@oneyoukensingtonandchelsea.org.uk</a></li> <li>Julie Scheiner CGL alcohol services. <a href="mailto:Julie.scheiner@cgl.org.uk">Julie.scheiner@cgl.org.uk</a></li> <li>Befriending Plus - Telephone befriending for people over 65 - <a href="mailto:n.castro@onewestminster.org.uk">n.castro@onewestminster.org.uk</a> or 07484 542228</li> <li>Open Age is running How to Zoom Classes and 1-1 tech support over the phone or face to face dependent on current guidelines Referral is via the website <a href="http://www.openage.org.uk">www.openage.org.uk</a></li> </ul>	

	<ul style="list-style-type: none"> <li>Mervat Khalil - <a href="mailto:egyptianlotus.2018@gmail.com">egyptianlotus.2018@gmail.com</a></li> </ul> <p>RM wished everyone a happy new year and the very best for the future.</p> <p>Emma Plouviez thanked RM for all the work she had done as Chair over the years and wished her all the very best on behalf of all the members of Older People's Providers Forum.</p>	
--	--	--

## ATTENDANCE LIST

	Name	Organisation
1	Aliko Myrianidi	Healthwatch Central West London
2	Amanda Clarke	Share and Care
3	Anca Giurgiu	RBKC
4	Carly Connolly	Age UK Westminster
5	Charles Nyafouna	The Census
6	Deirlen Cano	Thrive Tribe
7	Dhani Dhanoa	KCSC
8	Emma Cohen	Open Age
9	Emma Plouviez	One Westminster
10	Francis Ngale	Carers Network
11	Hervé Bessières	Open Age
12	Jackie Rosenberg	One Westminster
13	Jess Millwood	Age UK Kensington & Chelsea
14	Julie Foord	Resonate Arts
15	Julie Scheiner	Change Grow Live
16	Justine Dornan	RBKC
17	Liz Dunsford	Public Health

18	Liz Rickarby	Bishop Creighton House
19	Maria Agiomyrgiannaki	Tempo Time Credits Westminster
20	Mervat Khalil	Egyptian Lotus Association
21	Natalie Castro	One Westminster
22	Pamela	Dalgarno Trust
23	Paola Pagliarin	One Westminster
24	Purvita Bhatt	Westway CT
25	Reena Mukherji	Octavia Foundation
26	Ritushree Guha	The Advocacy Project
27	Sara Murphy	KCSC
28	Sharon Hobbs	Salvation Army
29	Stephanie Scott Linden	POhWER
30	Shukri Xalane	Healthwatch
31	Sylvia Merrett	Third Age Counselling
32	Tasio Cabello	Age UK Kensington & Chelsea
33	Tessa Jelen	Breathe Easy Westminster
34	Terezie Wickenden	London Centre for Dementia Care

*The information above will appear in minutes for this meeting which will be made available to all the attendees and published on KCSC's website.*