



CRAWLEY COMMUNITY &
VOLUNTARY SERVICE
Charity No. 1094699
Company No. 4488714

**Crawley Older Person's Forum
Meeting Notes
1st October 2018**

Theme – Volunteering for the Over 50's

Present:

Charis Easter – CCVS
Susan Brumpton – CCVS
Ruth Norcross – Elim Church
Salch Ahmed – CEMP/Capital
Rosie Mercado – St Catherine's Hospice
Elsa Tancock – U3A
Mavis Liddell – U3A
Margaret Mascall – St Andrew's Friendship Club
Margaret Pitt – British Red Cross
Kristy Ley – Lifeline Services, CBC
Tina Eperon-Stoneman – Sussex Partnership NHS Trust
Roy Davies – Capital Project Trust
Isabel Costello – NHS Crawley CCG & NHS Horsham & Mid Sussex CCG
Pat McGrath – NHS Crawley CCG & NHS Horsham & Mid Sussex CCG
Brogan Rehill – UK Harvest
Kath Brooks – WSCC
Kate Valentine – CCVS – Prescription Plus
Elaine Illingworth – CCVS – Volunteer Crawley
Jacqui Thatcher – Crawley Wellbeing
Susan Latter – NHS Expert Patients Programme
Christine Lewin – C.O.P.E
Mike Dixon – NHS Carers Health Team
K. Maawiya
Dilly Bhanji
Christine Saunders – Age UK West Sussex

Apologies:

Peter Bower – IGA & Probus
Steven Laker – Southern Water
Helen Kirkham – RVS
Mark Luxford – Francis Court Care Home
Ray Booth – Francis Court Care Home

1. Susan Brumpton acted as Chair in Tracy Phillips' absence and welcomed everyone to the meeting. Everyone introduced themselves.
2. There were 2 corrections to the July minutes. In attendance, Lilly Bhanji, should read **Dilly** Bhanji. In the information sharing section, under Capital Project Trust, it should read **Langley Green Hospital**, not Crawley Hospital.
3. Three speakers presented at the forum on volunteering.

Kate Valentine from Prescription Plus gave an overview of the project. It is a social prescribing service. 8 GP surgeries are signed up to the project. Prescription Plus connects patients with non-medical services. Volunteers are needed to shape the project and help take it forward. The volunteer role supports people by buddying up with them. The volunteers need to be able to drive, be a good listener and be a friendly face and be able to spend some time with the clients when they are attending various activities. Mileage will be reimbursed and training offered. The 8 surgeries signed up to the project are Southgate Medical Group, Leacroft Medical Practice, Langley Corner Surgery, Gossops Green Medical Centre, Saxonbrook Medical, Woodlands and Clerklands Partnership, Ifield Medical Practice and Bridge Medical Centre. For more information on volunteering for Prescription Plus, please contact Kate Valentine, 01293 657047 or email kate.valentine@crawleycvs.org

Rosie Mercado, Volunteer Advisor, from St. Catherine's Hospice told us about the volunteering opportunities at St. Catherine's. St. Catherine's provide end of life care across Surrey and Sussex. They supported over 2000 people last year at the end of life and also do a lot of support out in the community. There is a Fundraising Team, a Patient and Family Support Team, Trading Team and Admin and HR. There are over 900 volunteers currently supporting St. Catherine's. There are 47 different roles and all are subject to DBS checks with training and a comprehensive induction. Volunteers are recognised at Awards Evenings and are encouraged to join the social committee which look at social opportunities for the volunteers which can help with loneliness and isolation. For more information on Volunteering at St. Catherine's, please contact Rosie Mercado, 01293 447333 or email volunteering@stch.org.uk

Elaine Illingworth, Volunteer Crawley, gave an overview of the service. There are a wide range of volunteer roles in Crawley and over a 1/3 of the volunteers that have come through Volunteer Crawley are retired. Elaine holds regular advice sessions throughout Crawley, where you can meet face to face with Elaine and find out more about volunteering and the opportunities that are available in Crawley. There is no need to book an appointment, just drop in. The sessions are held at

Crawley Library – 1st Wednesday of each month 10am – 3.30pm

Broadfield Community Hub, Broadfield Library – 2nd Tuesday of each month 10am – 3.30pm

Crawley Town Hall – 3rd Thursday of each month 10am – 3.30pm

Maidenbower Park Pavilion – 4th Wednesday of each month 12.30pm – 3.30pm

You can apply to volunteer online on the CCVS website. Click on Volunteer Crawley and you can sign up on the right hand side of the page. Please fill in the Volunteer Registration Form. You can also view current opportunities.

For further information on volunteering, please contact Elaine Illingworth, 01293 657148 or email Elaine.illingworth@crawleycvcs.org

Here is the link to Volunteer Crawley -

<https://www.crawleycvcs.org/volunteer.php>

4. We are now looking for a new Chair for the forum. Thank you very much to Tracy Phillips for chairing the forum for the last few years. The role description and the process for applying are attached. The candidates **must represent a voluntary / community sector organisation.**

5. Future themes for the forum

Discussion took place around future themes and these were some of the suggestions.

- Transport
- Maintaining independence as we age
- Aging well psychologically
- Health and wellbeing – maintaining health
- Staying safe in your own home
- Best practise in keeping volunteers
- Recruiting young volunteers
- Osteoporosis
- Granny bashing – bullying/financial exploitation/physical abuse
- Families at breaking point
- Epilepsy
- Dementia and Alzheimer's
- Scams and fraud
- Carers health and wellbeing
- Activities for older people

- Weekend activities – (transport issues, what’s available)
- Falls prevention
- Safeguarding – power of attorney, wills, taxation
- CCG, patient participation, NHS continuing healthcare funding
- Management of long term health conditions
- Active, healthy and well
- Nutrition
- 5 ways to wellbeing – curiosity, being active, connecting, giving, learning
- Finances and benefits
- Housing, retirement communities – positives and negatives
- Mental health and older people – Time to Talk?
- Community in practise
- How do we navigate NHS services – 999, 111, GP’s etc.
- Laura Hill to talk about current themes and issues/structures
- Poly Pharmacy – a project for people who use multiply medications
- Commissioners – Frailty, referrals and planned care, end of life care, community eye review
- Continuing health care

6. Information sharing

Brogan Rehill – UK Harvest

UK Harvest is based in Chichester. They rescue food waste and give to vulnerable people. They deliver every week and with perishable food, hold surplus suppers. To find out more, please contact

brogan.rehill@ukharvest.org.uk

Kath Brooks – WSCC

Kath is looking at weekend activities for older people. There is very little provision. Is there a need for weekend activities? Also looking at the barriers, such as lack of transport. Kath will have a slot at the next COPF to discuss this.

Kate Valentine – Prescription Plus

Referrals for the project have to come through the GP – see earlier info for the 8 surgeries signed up to the project.

Elaine Illingworth – Volunteer Crawley

Elaine can advertise your volunteering opportunities so please get in touch.

Elaine.illingworth@crawleycvs.org

Jacqui Thatcher – Crawley Wellbeing

On the 27th November, Crawley Wellbeing are holding a Winter Warmer event at the Charis Centre 12pm – 4pm. There will be a demonstration on how to put together a simple meal on a budget, talks from a variety of organisations, keeping warm and well over winter and reducing costs, flu jabs and exercise. Flier attached for Crawley Wellbeing.

Susan Latter – Expert Patients Programme

Volunteers with long term health conditions teach the courses. The next course in Crawley is Monday 5th November, 2018, 2pm – 4.30pm at Roffey Millennium Hall, Crawley Road. Please contact Susan to book your place on 01403 227000 or email susan.latter@nhs.net

Mike Dixon – Carers Health Team

Mike told us about the Care Learning and Wellbeing Programme. The next session in Crawley is 'Creativity and You' on 14th November at Crawley Hospital. The programme is attached for more information and for courses in other areas of West Sussex. Booking is essential.

Dilly Bhanji

Dilly told us of a couple of events that she had attended. One with WSCC which was about the fight against food waste, where Dilly picked up useful tools to stop waste. Dilly also attended an event at County Mall where she was given a free reusable cup to use for hot drinks to save on the throw away cups. It's obviously worth looking around to see if there are events in your area which are put on by councils or other agencies where you can gain knowledge and also see what is being done by statutory bodies.

Christine Saunders – Age UK West Sussex

There is now a new drop-in at County Mall, every Thursday 10.30am -12pm in the food court. There will be taster sessions of services provided and speakers. There is also 25% off drinks. Contact Christine for more information christine.saunders@ageukwestsussex.org.uk

Susan Brumpton – CCVS

The CCVS 59th AGM is on the 10th October at the Charis Centre. The theme this year is Impact and we have Rachel North, Head of Communities, WSCC, and Dan Francis, NCVO speaking as well as Susan who will be talking about the Impact Survey that has gone out to CCVS members. There will also be the chance to network. If you would like to book a place, please email charis.easter@crawleycvs.org

Rosie Mercado – St. Catherine’s Hospice

They have some events coming up. The Sussex Landmarks Hike is Sunday 14th October, Halloween Challenge is Sunday 28th October and there is a Luxury day trip to Windsor on 18th May. All fliers are attached to these minutes for more information.

Elsa Tancock and Mavis Liddell – U3A

They have Friday meetings once per month and a Prose, Poetry and Plays monthly meeting on Saturdays. For more details please visit the website -

<https://u3asites.org.uk/crawley/home>

It is £15 per year to become a member and £1.50 per session.

Margaret Mascall – St. Andrew’s Friendship Club

The Friendship Club meet every Tuesday at 2pm. They have speakers, quizzes and discussion groups. There is The Cornerstone Café which is open on Mondays, Wednesdays and Fridays, 9am – 2pm. There is food before and after the weekend church services. All welcome.

Margaret Pitt – British Red Cross

Margaret can offer FREE Crisis First Aid Training. This is basic first aid for people who come into contact with the most vulnerable people, for e.g. the homeless, addicts, older people. Particularly people over the age of 65 end up in A&E due to slips, trips and falls. It is a very interactive programme, with no assessments, no jargon. Margaret can come out and talk to your groups, for e.g. Older People, Carers, and Families etc. For more information please contact Margaret on mpitt@redcross.org.uk

Kristy Ley – Lifeline Services

The lifeline service is good to have in the home for older people who may be nervous in their own home, or in case of falls, or feeling poorly. Kristy can come out and talk to your groups or attend events to provide more information on the lifeline service. For the first 13 weeks, it is FREE of charge. For more information see this link -

http://www.crawley.gov.uk/pw/Homes_and_Housing_Services/Services_for_Older_or_Disabled_People/Lifeline_Emergency_Alarm_Service/index.htm

Or contact Kristy on kristy.ley@crawley.gov.uk

Tina Eperon-Stoneman – Sussex Partnership NHS Trust

Tina supports carers who look after someone with dementia. For more information please contact tina.eperon@sussexpartnership.nhs.uk

Isabel Costello – CCG

Isabel reminded us of the Patient Roundup bulletin. A copy is attached with information on the Big Health Care Conversation. The commissioner will look at the responses and from this will come up with actions.

Pat McGrath – CCG

Pat reminded us if we would like information put in the Patient Roundup bulletin, then please send to Isabel Costello on Isabel.costello1@nhs.net
In the bulletin this time, there is a link to the Eye Survey.