

Age Friendly Training

Age Friendly Training has been designed for professionals and organisations to give an insight into, and help them understand the challenges older people face.

Using equipment to replicate sight and hearing loss and mobility difficulties, the training highlights common issues that older people may struggle with on a daily basis.

Through practical tasks and a theoretical presentation, individuals can:

- Understand what Age Friendly means
- Recognise how the ageing process impacts on the quality of daily life
- Develop appropriate communication skills
- Consider ways the workplace can be made more accessible

A wide range of organisations embraced the training with enthusiasm, ensuring their front line staff had the necessary skills when managing the needs of older customers and clients.

Southern Vectis have introduced the training as part of their Certificate of Professional Competence, to around 450 bus drivers, across all 14 companies within the Go South Coast group and have since seen a reduction in incidents involving slips, trips and falls.

Together we trained students at the Isle of Wight College studying the Public Services course, and Carisbrooke College to encourage students to help older people using buses.

Wightlink Operations Director Daryl Palmer added: "Many of our customers are elderly and some may have disabilities. These practical sessions will be invaluable for everyone, whether they are experienced colleagues or seasonal staff who have joined us for the summer."



Southern Water undergoing their Age Friendly Training

550
professionals
trained



26
organisations
took part

"It's important to us that younger members of staff understand what it's like to have limited mobility, vision or hearing. During the training we used an age simulation suit, simulation glasses and headsets to give us a personal insight into the challenges elderly people face in moving around an unfamiliar environment."

Wightlink

