

## Voices of Experience

We are the voice of older people in the London borough of Redbridge.

Welcome to the latest edition of our newsletter!

Find out what older people think of local services & get the latest news.

[Click here](#) to find out more!



Picture: Valentine's Park in Spring

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... *plus more!*

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Contact Us

## ➡ Our Report on Social Care

During January - March 2023, 81 local older people completed our survey on social care services in Redbridge.

We found that on awareness of social care services and assessments, just 15% of respondents are 'confidently aware' of the support on offer. Around a third (38%) know how to make contact, while a similar number (36%) do not.

Given that half of respondents (52%) would contact social services if they needed support with daily living, we feel that awareness levels need to be much greater.



Half of respondents would seek support, if needed

A fifth of respondents (21%) would not be willing to undertake a financial assessment, to receive services and support. There are concerns about privacy, doubts about eligibility, and worries about losing independence. With this in mind, we also feel that services should offer more encouragement, to improve uptake levels.

When accessing services, 28% of respondents were able to make contact easily, while a larger number (39%) experienced difficulty. The phone is clearly the most preferred method of contact (63%) so should remain as an effective option going forward.

Read more in our full report, which details findings in full and contains recommendations for service providers and commissioners. We would like to thank all those who participated. ➡ [More](#)

**“Weekend opening helps as I work long hours.”**

Join us today and have your say!

## ➡ New Survey on Digital Skills

The Digital Skills Survey is a questionnaire that asks people about their ability to use digital technology and their confidence in doing so.

The survey aims to understand how comfortable people are with using digital technology and what areas they may need more support or training in.



What is your experience of using digital devices?

It also aims to identify whether people feel digitally excluded from some services and activities and how this impacts on their daily lives.

The survey closes on 30<sup>th</sup> June 2023. Complete it now online (paper copies on request). ➡ [More](#)

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**“Medication delay at Discharge.”**

Join us today and have your say!

## ➡ Our Report on the Cost of Living

During October - December 2022, 154 local people in Redbridge completed our survey on the current cost of living pressures.

Findings suggest that older people are experiencing a 'real and significant' crisis. Key concerns include the ability to pay bills, level of savings, and possibility of falling into debt.

Read more in our full report, available on the website. Hard copies on request. ➡ [More](#)

## ➡ Healthwatch Redbridge - Cost of Living Survey

Healthwatch Redbridge writes "As the independent champion for people who use health and social care services, we listen to their experiences, good and bad, and work with those who run the services to try to improve them for all local people.

We also provide information and signposting about NHS and social care services.

We are keen to understand how the rising cost of living is having an impact on your physical and mental health and whether it is affecting your ability to access health and social care and maintain a healthy life. Please take a moment to complete our survey.



How is the cost of living affecting you?

We will share findings locally with the NHS and Public Health Redbridge. This will enable service leads and managers to understand the impact on people's health and wellbeing and improve support to those who need it most.

This survey is anonymous. We are not asking for any personal information, just about your experiences. Each question has a "prefer not to say" option, meaning you can choose to skip any questions you would rather not answer." ➡ [More](#)

## Cost of Living Support

Redbridge Council is providing a range of support to help with the cost of living. To find out more, visit the website. ➡ [More](#)

**"I made new friends at the activity centre."**

Join us today and have your say!

## ➡ New NHS Campaign Launched for the Over 65s

North East London Cancer Alliance writes "If you're worried about something that won't go away, you need to contact your surgery and get it checked out. Finding out that it's nothing serious will mean you can stop worrying. And in the unlikely event that your GP does see something more serious, the earlier we can start treatment - the better the chance of it being a success.



If you're worried, contact your GP

We all understand the pressures that the NHS are currently facing. You've probably heard stories about the difficulties people are having getting an appointment - you may even have experienced frustration yourself.

**"Physiotherapy helps me stay independent."**

Join us today and have your say!

With a worrying symptom, you need to be patient and persevere until you speak to the receptionist at your GP surgery. The sooner you tell them, the sooner they can help.

If you're not registered with a GP, please call your local surgery and ask to register. It's free and available to everyone.

Tell them about it!

Receptionists are healthcare professionals. You need to give them all the information you can - and answer any questions they may ask you truthfully. If they think your situation is serious, they'll ensure you get an appointment as soon as possible." ➡ [More](#)



## ➔ Social Prescribing Boosts Health and Wellbeing

It is estimated that one in five visits to the GP are related to social needs such as stress, loneliness or relationship problems, rather than medical issues, so many patients attending their local surgery in North East London may now be referred to a social prescriber.



Looking after your wider wellbeing

Social prescribers, also known as link workers, will take time to understand what matters to each patient and help them create a plan with information and ideas for next steps.

They can then connect patients with non-clinical services and organisations that can offer support, guidance, and opportunities for personal growth, and this may include helping them to start a new initiative such as joining a local befriending group or gardening club.

**“My mobile phone does more than I thought!”**

Join us today and have your say!

Angie Turner, a social prescriber based in Redbridge, says “Over the last two years I can see the positive impacts of additional roles like social prescribers in GP teams.

People come to me as I have the time to listen and support them with a personalised approach, promoting independence and supporting them with life journey hurdles and obstacles. I give people tools and tips to become more positive and take control of their own lives, encouraging self-worth and independence.” ➔ [More](#)

## ➔ The Digital Champions Programme

Age UK Redbridge, Barking and Havering has launched a Digital Champion Programme to help older people in the region who want to get online and learn how to use digital devices.

Vital services such as banking, shopping and health services have become increasingly ‘digital first’ since the COVID-19 pandemic. But there are more than 3 million people aged 65 and over in the UK who do not use the internet, meaning there is a huge risk of older people being left behind.

The scheme, which is part of a wider Age UK Digital Champion Programme being run through local Age UKs across England and Wales, will provide digital training sessions to help those older people who want to learn, to get online.



Use your devices with confidence!

The sessions are delivered by volunteer Digital Champions, who are trained to provide digital support to others. Those who take part in the programme can also get access to loaned devices such as tablets, allowing them to build their knowledge and practice their skills.

To find out more about Age UK Redbridge, Barking and Havering’s Digital Champion Programme, or to sign up as a volunteer Digital Champion, please get in touch or visit the website. ➔ [More](#)

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**“Parking at the hospital can be a challenge.”**

Join us today and have your say!

### ➔ The Falls Prevention Service

Our Falls Prevention Service, aimed at helping local older people to stay independent has launched a Nordic Walking activity in Valentines Park.

The walks take place on Wednesdays at 2.00pm and there are some spaces available.

The walks have been greatly enjoyed, and are an opportunity to make friends as well as exercise and improve strength and balance.

We also offer other activities, such as Tai-Chi. One attendee says "Having now attended five sessions at the Cranham Community Centre I'm really feeling the benefits."



Walks take place on Wednesdays

The Tai-Chi way of moving seems to be filtering in to daily life in how I approach everyday tasks. As well as being great exercise it is also working as a "muscle audit" (identifying lazy muscle groups that could perhaps let me down one day). Offering this as part of falls prevention is a brilliant idea."

**"I'd like the streets to be cleaner."**

Join us today and have your say!

To find out more about our Falls Prevention service, visit the website or get in touch.

What can we do for you? ➔ [More](#)



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### ➔ Our Chair Meets the Royal Family

Alima Qureshi, the Chair of Age UK Redbridge, Barking and Havering recently met with King Charles and the Queen Consort, to talk about the important work we do here in North East London.



Meeting with Alima and other leading women

As part of a wider event in Brick Lane, to celebrate the rich history and heritage of the Bangladeshi Community, Alima was able to convey the importance of organisations such as Age UK, in supporting the welfare of local people. ➔ [More](#)

### ➔ Test Your Knowledge On Autism!

April is Autism Acceptance Month. It is an opportunity to think about how we can improve the life of an autistic person, and be more accepting towards people with autism.

Not everyone knows or has much of an understanding of what it might be like to be autistic, so why not take this quiz to test your knowledge and learn more about the condition?

The quiz has been published by Autism Together.

The charity has also published an immersive video, filmed from a first-person perspective, aimed at giving the viewer an idea of what it might be like for an autistic person to experience the everyday noisy environment most of us take for granted. ➔ [More](#)

**"I like to be recognised when I come in."**

Join us today and have your say!

## ➔ Improvements to Oral Health in Care Homes

The CQC (Care Quality Commission) writes “We have found that care homes have made improvements to the way they look after oral health.

Oral health enhances quality of life and helps make sure people can eat, drink, take medication and stay healthy.



Oral health is important in maintaining dignity

Our 2019 Smiling matters report found that steps were often not being taken to make sure people got the oral health care they need to make sure that they are pain-free and that their dignity was respected.

We also found that joined-up practice between care homes and dentists was uncommon and people often found it difficult to access routine NHS dental care.

Our follow-up review found that care homes are much more aware of guidance, and that more progress has been made on the number of care plans that fully cover oral health.

But we remain concerned that people living in care homes are missing out on vital care from dental practitioners - both at the right time and in the right place.

Care home providers also told us that not enough dentists were able or willing to visit care homes to treat people who may be less mobile.” ➔ [More](#)

“I found the assessment too complicated.”

Join us today and have your say!

## ➔ Redbridge Rhymesters at Wanstead!

On Tuesday 21<sup>st</sup> March, the Redbridge Rhymesters and a class from Snaresbrook Primary School visited our Activity Centre in Wanstead, for a morning of music, rhyme and fun!

The session is a regular event, inspiring children, and our members to be bold, and creative.

Did you know?

We run a diverse range of activities at Wanstead Activity Centre, for local people aged 55 or over.

We can help you get fit with chair exercises and yoga, or if you prefer something livelier, Zumba at the nearby Cherry Tree. If you fancy something more intellectual, why not join us for a game of bridge, read along at the book club, or learn how to get the most of your smart phone, tablet or computer. Creative? Then arts, crafts & knitting may be for you.



The Redbridge Rhymesters, 21<sup>st</sup> March 2023

Activities are £4 per session. There is also a daily lunch, with Monday - Thursday main courses at £4.50 (£5.00 on Friday) and dessert at £2.50. As we are a charity we do not make a profit - all proceeds are ploughed into the centre.

What do our members say?

Each year our members complete a brief survey, to tell us what they think of the centre. In our most recent survey (ending February 2023) 96% said the service was 'excellent value for money' while 83% say the centre is 'exceptional'.

To find out more, drop in, Monday to Friday 10am - 2pm at The Allan Burgess Centre, 2 Grove Park, Wanstead, E11 2D. You can also give us a call on 020 8989 6338, or visit the website for the latest information. ➔ [More](#)



## ➡ Redbridge Quits Smoking

Would you like help to quit smoking? However long you have smoked for, stopping will immediately help your physical and mental health.

If you live, work or study in Redbridge and want help to quit your tobacco habit, specialist advisors can help.

The 'Redbridge Quits Smoking' service offers one-to-one sessions with a trained specialist advisor, free nicotine replacement therapies, support for people who are using other forms of tobacco that can also be addictive and harmful (such as betel quid, gutkha, bidi, and shisha) and support for people who are concerned about their use of vapes/e-cigarettes.



It's never too late to quit

There is also remote and telephone support. If you are working, studying or have childcare and other commitments, they can help you by phone, Teams, or Zoom.

Also part of the service are workshops, talks and events for service users, colleagues, congregations or communities, promoting the benefits of quitting smoking and other forms of tobacco.

The service can support anyone who is connected to Redbridge - whether they live, work, study or are experiencing homelessness in the borough.

To find out more about this new service, including how to sign up, visit the website. ➡ [More](#)

**“The diabetes nurse was full of useful advice!”**

Join us today and have your say!

## ➡ New Health and Care Centre in Ilford Planned

Work is under way to create a brand-new health and care centre in the heart of Ilford town centre, bringing a range of new services to local people. The new centre will be located across two floors in the Ilford Exchange shopping centre.



Bringing together many specialities

It will provide easy access to a range of health, social care and community services in a single central location including GP services, community blood testing, podiatry, mental health support, services for younger people, and long term conditions (living with heart failure, diabetes and respiratory conditions).

Construction has now started following a six-week consultation. The centre is expected to open in spring 2024. ➡ [More](#)

**“I use my freedom pass most days.”**

Join us today and have your say!

## ➡ Age UK London Business Directory

The London Business Directory provides details of trusted services, traders and businesses throughout various boroughs. It is a free service for you to find a builder, roofer, electrician, plumber, joiner, cleaner, plasterer, gardener, solicitor or any other type of supplier or service.

It lists reputable retailers as well as contractors and mobility aid providers that can be trusted. ➡ [More](#)

☎ 0800 011 4643

## ➤ Your Ideas on Celebrating Black Culture?

London City Hall writes "Big events have the power to bring communities together. Think of religious or cultural celebrations like Christmas, St George's Day, Diwali, Eid, St Patrick's Day, Lunar New Year, Vaisakhi, Black History Month, Chanukah, Pride and UK Black Pride.



What are your ideas on showcasing creativity?

The Mayor has announced plans for an annual event on Trafalgar Square to celebrate Black culture and creativity. This event offers a platform to new and established Black artists. The first event is due to take place in September 2023. We'd like to know your ideas for this afternoon of celebration.

Please tell us what you would like to see or do at an annual event celebrating Black culture in London. To find out more, or to share your thoughts and ideas, visit the website. ➤ [More](#)

**"The telephone just rings and rings."**

Join us today and have your say!

## ➤ Introducing Ilford Shopmobility

Ilford Shopmobility, operated by Disability Redbridge offers powered wheelchairs, scooters and manual wheelchairs for hire to anyone with permanent or temporary mobility difficulties to enable them to get around Ilford town centre more independently.

The service is open Tuesday and Friday each week from 10:30 am to 3pm. It is located on Level 1 (ground floor) of the Exchange Car Park. ➤ [More](#)

☎ 020 8478 6864

## ➤ Saint Francis Hospice Open Morning, 4<sup>th</sup> May

Saint Francis Hospice would like to invite you to attend their Open Morning on 4<sup>th</sup> May at 9.30am.

This event is being funded by the Healthwatch Redbridge Community Cash Fund which is available to Healthwatch Redbridge Community Network members.

Their aim is to try and increase hospice referrals from people who are from ethnic minority origins who may find it difficult to seek palliative care when a loved one has a life limiting illness.



Funded by Healthwatch Community Network

The Open Morning will showcase the services they offer to all communities. This a free event with lunch and refreshments provided". To book your place:

☎ 01708 758643 or ✉ [Education@sfh.org.uk](mailto:Education@sfh.org.uk)

## ➤ Cancer, It's Not a Game

North East London Cancer Alliance has been working for the last few months with Leyton Orient Football Club to reach out to older males who traditionally do not come forward with signs and symptoms of cancer, as part of the 'It's Not a Game' campaign.

Focusing on four of the main cancer types - bowel, stomach, lung and prostate - this engagement work aims to connect with people through sport to help diagnose cancer earlier. ➤ [More](#)

**"Mental Health need not be a hidden condition."**

Join us today and have your say!



## ➔ Cost of Living Guide

With cost of living pressures affecting millions of people, website 'Money Saving Expert' has compiled a comprehensive guide, on ways to save money, and possibly top-up on your entitlements and benefits.

Topics include heating and fuel, pensions, minimum wage, repair cafes, broadband and mobile, bank accounts, free or reduced cost meals, 'period poverty' and much more.

As well as tips and advice, the website includes stories and experiences.



Could you be saving money?

The resource is available now. ➔ [More](#)

## Latest Newsletters

- ➔ Age UK - Health and Wellbeing Newsletters (Sign Up!) ➔ [More](#)
- ➔ Redbridge Council Newsletters (Sign Up!) ➔ [More](#)
- ➔ Alzheimer's Society - Dementia Together Magazines ➔ [More](#)
- ➔ One Place East - Newsletter, December 2022 ➔ [More](#)

Please send us a link to your latest newsletter!

## Health & Wellbeing Roundup

- ➔ The latest news, campaigns and events from Age UK ➔ [More](#)
- ➔ The latest news from Barts Health NHS Trust ➔ [More](#)
- ➔ The latest news from Barking, Havering and Redbridge University Hospitals NHS Trust ➔ [More](#)
- ➔ The latest news from North East London NHS Foundation Trust ➔ [More](#)
- ➔ NHS launches photograph competition to celebrate 75 years of NHS staff and volunteers ➔ [More](#)
- ➔ Life-saving NHS test helping to diagnose thousands with cancer-causing syndrome ➔ [More](#)
- ➔ 'World-leading' NHS virtual wards treat 100,000 patients in a year ➔ [More](#)
- ➔ NHS progress on waiting list despite busiest winter on record ➔ [More](#)
- ➔ Response to latest NHS Staff Survey results ➔ [More](#)
- ➔ Extraordinary NHS pressure set to worsen warns England's top doctor ➔ [More](#)
- ➔ Millions of patients to benefit from care at home thanks to NHS community response teams ➔ [More](#)
- ➔ Health Education England and NHS England complete merger ➔ [More](#)
- ➔ Stroke survivors and their 'savers' call on people to act F.A.S.T. as part of NHS campaign ➔ [More](#)
- ➔ NHS hits milestone of 200 children with Hep C treated in bid to stamp out virus ➔ [More](#)
- ➔ Norovirus cases up 50% as NHS pressure significant ➔ [More](#)
- ➔ NHS launches spring covid jab campaign for five million most vulnerable people ➔ [More](#)
- ➔ Palliative care social work: 'this is proper social work, this is what I trained to do' ➔ [More](#)
- ➔ First new life-extending NHS treatment for incurable cervical cancer in almost 15 Years ➔ [More](#)
- ➔ Making a success of DoLS in the wake of the Liberty Protection Safeguards delay ➔ [More](#)
- ➔ NHS response to the British Social Attitudes Survey results ➔ [More](#)
- ➔ Social Worker of the Year Awards open for entries ➔ [More](#)
- ➔ NHS treats hundreds with gaming disorders ➔ [More](#)
- ➔ Government tells CQC to rate councils on adult social care performance ➔ [More](#)
- ➔ NHS slashes longest elective and cancer waits for patients ➔ [More](#)
- ➔ NHS rolls out specialist medical care centres for women during pregnancy ➔ [More](#)
- ➔ Social work leaders come together to tackle mounting workforce issues ➔ [More](#)

# HOW ARE YOU?

In our adult years, the lifestyle choices we make can dramatically increase our chances of becoming ill later in life.

Making small changes now can improve your health right away and double your chances of staying healthy as you get older. It's never too late to start.

**Talk to your doctor or nurse about your health today.**

BECAUSE THERE'S ONLY  
**ONE YOU**