

# Age UK West Sussex

## Who are we - and what do we do?

### **Our vision**

A world in which older people flourish

### **Our mission**

To improve the lives of older people in West Sussex.

### **Organisation**

We are a charity and a social enterprise driven by the needs and aspirations of people in later life.

### **The history of our organisation**

Age Concern West Sussex was founded in 1957 by West Sussex County Council with staff seconded by the Council to manage its affairs. In 1972, the organisation changed its name from West Sussex Association of Elderly People to Age Concern West Sussex, and in 1980 the organisation first employed staff independently of the Council. In April 2010 we changed our name to Age UK West Sussex (AWS).

Over its long history, AWS has moved from a focus on 'welfare' to developing a role in the policy and planning of services for older people across the county. Our core staff have grown from several part-time volunteers to a large team of paid and volunteer staff.

AWS is an independent charity and a member of the Age England Association. We are a Brand partner with Age UK. AWS is financially supported by West Sussex County Council, NHS West Sussex, Arun, Crawley and Mid Sussex District Councils. Other funding is made up of project grants, donations and legacies and commission from the sale of our insurance products. We are developing cost effective paid for services too.

AWS is managed by a Board of Trustees; members are elected for three year terms. The Board meets every 2 months. Trustees delegate the day-to-day management of the organisation to the Chief Executive

Our services include:

### **Information and Advice Service**

AWS has had an information and advice service for many years. The service handles more than 500 enquiries a year, and works to the AQS, a national quality assurance standard. Enquiries can be made by telephone, mail, email or by calling in to our office. Home visits are often made too. We have a team of paid staff and volunteers who operate our county wide information and advice service, who are able to deal with in-depth enquiries as well as signposting to other agencies where appropriate, including other AWS services. Issues such as Debt, needing a care home and other housing queries are key issues.

## **Help at Home**

This service operates countywide and it provides cleaning, shopping and other practical support to older people. The project is both a private and in some cases a subsidised service, funded by WSCC. The service matches home helps to older people. We monitor the quality of service and ensure the arrangements between the client and the home help are successful.

## **Home from Hospital**

Age UK Horsham District, Age UK West Sussex and Guild Care are working in partnership to deliver a countywide 'Home from Hospital' service for people living within West Sussex. The service is aimed at vulnerable people who have no care or support at discharge from hospital. Each person has an individual support plan developed which helps them to settle back into independent living. There is no customer charge for this service as it is fully funded by WSCC.

## **Take Home and Settle and Relative Support Service**

This is similar to the Home from Hospital Service but is run by staff based in A and E departments across West Sussex, taking people home and helping them settle back at home. During times when there are no clients to be taken home, our coordinators will visit the hospital wards to speak to patients and their relatives and we support them to make informed choices about their future housing or care needs. These projects are delivered in partnership with Guild Care and Age UK Horsham District.

## **Housing Solutions**

This free service supports people to review their housing options if their home no longer meets their needs. They may need help to access aids or adaptations, completely redesign their home or in some cases the best option might be to move and or downsize. Whatever outcome people want we will support them to achieve it. We have a complete menu of support available to help people and the service is tailor-made for each person.

## **Prevention Assessment Team**

The Northern and Western Prevention Assessment Teams are a multi-disciplinary team offering a holistic approach to all clients, assessing their care, health and social needs, promoting independence, health and well-being, preventing avoidable health and social issues and supporting independent living. We provide the community support workers to the team.

## **Community Link Specialists**

The service is available to anyone that is a registered patient in Mid Sussex or Horsham District. The team will be working with an existing team within each GP practice called Community of Practice (COP). The purpose of the Community Link Specialist is to support patients in identifying and navigating personalised innovative opportunities and solutions to support the self-management of their complex health and social care needs. The team member will be an integral part of the primary care team providing much needed non-medical support to patients that need to access services because of wider issues whether that be social isolation, housing or financial that impact upon their health and wellbeing.

You cannot refer into this service as all referrals come from the COP team.

## **Activity Centres**

AWS runs 4 activity centres - The Laburnum Centre in Bognor, The Hayward's Heath Centre, The Cherry Tree Centre in Burgess Hill and the Crawley Centre. With support from volunteers, our aim is to continue to develop thriving community venues for older people. The activities within the centres are varied - service users can enjoy a range of activities including Line Dancing, Zumba Gold, Ballroom Dancing, Flower Craft, Cinema Club, Digital Photography, exercise classes and computer classes. We also offer Chiropody and have therapy rooms at our centres. Some centres also offer hairdressing. The Laburnum centre has a fully equipped gym. All centres provide good healthy food at reasonable prices. The centres aim to get involved in local community events and provide opportunities for young people to interact in a positive manner with people in later life.

## **Littlehampton Clubs**

AWS has Littlehampton clubs running from Wick Hall on a Monday and St Mary's Church Hall every Tuesday with activities including Zumba and Table Tennis. AWS also runs activities at the Laurels in Rustington every Wednesday - Friday. Lunches, snacks and beverages are available and there is a Beauty and Holistic therapist available. A number of activities are available including a Laughing group, Canasta, Sit to get fit, IT skills, Canasta, Bingo and Jewellery making.

## **Community Clubs**

In Crawley and Adur we are funded by the local councils and the county council to provide clubs for older people in the community. We have 20 clubs operating in Tilgate, Three Bridges, Southgate and Bewbush. There are a growing number of clubs in Lancing, Shoreham, Sompting, Southwick and Fishergate. There are also roaming lunch clubs in the Crawley area. We also run community clubs at Leaholme in Chichester, partnership working with Places for People and WSCC.

## **Elderberry Clubs (Carers Service)**

In Haywards Heath, Littlehampton and Burgess Hill we provide a Saturday respite service for carers of people with dementia. A valuable day where carers can bring their loved ones for a stimulating day but go off and do other things, a similar service for frail elderly people in Crawley on a Thursday.

## **Day Break (Respite for Carers)**

Offering a tailor-made service in West Sussex with activities planned around the needs of the individual, for those with early to mid-stage dementia and frail older people.

Our social days involve group activities, stimulation games, a delicious lunch and all refreshments. We are also on hand to offer information and advice for carers and point you in the right direction for other services and activities.

## **Other Activities**

In addition to providing services to people in later life AWS represents the interests of older people at statutory and public meetings to provide opportunities for two-way consultation. We provide support and advice to small groups providing services for older people and are involved in establishing a range of new services. Also, AWS, in

partnership with others, is supporting older people to have a voice in their local area with the development of local older person's forums

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