

Cambridgeshire Older People's Newsletter

Welcome to the December issue of the Cambridgeshire Older People's Newsletter. As the weather starts turning colder you might be thinking about taking supplements to boost your health – see page 5 for a warning from Trading Standards before you part with your money. Looking forward to the 2012 Olympics, the European Commission want to hear your experiences of active ageing, more information can be found on Page 3.

Cambridgeshire County Council would like to wish all readers a merry Christmas and a safe and happy new year.

Getting in Touch

If you would like to submit an article for a future newsletter, please contact Amanda Warburton at amanda.warburton@cambridgeshire.gov.uk. Please be aware that articles may need to be edited. Unfortunately we no longer produce printed copies of this Newsletter so we ask that you share it widely with friends, family and colleagues. The Newsletter and other information about getting involved with services can be found [here](#).

Remember, you can access all the information you need about social care at our new website – [Your Life, Your Choice](#)

Inside this issue

Stroke News	Page 2
Safeguarding Adults – learn more	Page 2
COPE	Page 3
Active Ageing	Page 3
Re-ablement	Page 4
Fire Service look for volunteers	Page 4
Vitamins Scam	Page 5
Research into Volunteering	Page 6
Day Services Consultation	Page 6
Winter Fuel Payment	Page 6

Update from the County Council Stroke Care Co-ordinators

At the turn of last year, people across the county were asked to take part in a survey seeking opinions on community-based stroke services. As a result of the information gathered from the questionnaires and also from five, focus group consultations that took place county-wide, a number of main conclusions were drawn and key recommendations made around:

- Accessing Information
- Community-based stroke services needed
- Location and development of those services

A comprehensive report of the findings of the survey and consultations has now been published and is available at

www.cambridgeshire.gov.uk/social/physicaldis/stroke

The work of the Stroke Care Co-ordinators, to implement the National Stroke Strategy in Cambridgeshire, started in April 2009 and was funded by the Department of Health. As the project draws to a close in March 2012, a newsletter has also been produced giving an update of the work of the project so far and details of a Celebration Conference planned for early next year. Copies of the Stroke Project Update are available from the web address given above or by contacting the Stroke Care Co-ordinators on 01480 373220

Safeguarding Vulnerable Adults – do you want to know more?

In Spring 2012 the Cambridgeshire Older People's Reference Group will be supporting awareness sessions about adult abuse and the Mental Capacity Act. The sessions will be about 3 hours and will be open to all older people. If you would be interested in attending an event, either as an individual or as part of a group, please contact Amanda Warburton on 01223 715578 or by email Amanda.warburton@cambridgeshire.gov.uk. When we have an idea of potential numbers we will decide how many sessions to hold and where to hold them. Look out for more details in the next Newsletter.

CAMBRIDGESHIRE OLDER PEOPLE'S ENTERPRISE

A Forum planning for the future for and by persons aged 50 and over

COPE, a registered charity, run entirely by volunteers, helps fulfil various important health related functions for older people, which include social contact, friendship support and providing information via a monthly newsletter.

Future events with COPE include a pre-Christmas dance at Histon with Billy G on December 2nd, a theatre trip to “**War Horse**” on January 5th “**Valentine Carvery Lunch**” at the Dolphin Hotel in St Ives on February 14th, and a tour, tasting and lunch at the “**Green King Brewery**” at Bury St Edmunds on April 23rd.

If you would like to join COPE or require further information please call 01223 364303 or email cambridgecope@hotmail.co.uk or visit our website www.cambridgecope50.org



Are you Ageing Actively?

2012 is the European Year of Active Ageing and Solidarity between Generations. A chance for all of us to reflect on how Europeans are living longer and staying healthier than ever before — and to realise the opportunities that represents.

Active ageing can give the baby-boom generation and tomorrow's older adults the opportunity to:

- stay in the workforce and share their experience
- keep playing an active role in society
- live as healthy and fulfilling lives as possible.

It is also key to maintaining solidarity between generations in societies with rapidly increasing numbers of older people.

If you have any ideas, suggestions, pictures, or stories that would illustrate the benefits of active ageing, let the organisers know. More information can be found [here](#)

Re-ablement - Being independent following an operation or illness

If you or someone you care for requires social care support following an illness or operation, this would traditionally have been provided by a care assistant providing direct care to the person in need.

Since September 2010 a new service, re-ablement, has been providing support to enable older people who have poor physical or mental health following illness or an operation to live in their own homes.

Re-ablement programmes can last for as little as a few days and generally don't exceed six weeks. The ethos of re-ablement is to encourage people to do things for themselves rather than having things done for them. There is no charge to the individual as long as they are participating in the programme.

Re-ablement is now being offered to a wider client group including new service users with a physical disability and new occupational therapy referrals. Future development of the service will look at assisting older people who already have a care package but due to illness or physical issues may now require a higher level of support.

You can find out more about re-ablement at www.cambridgeshire.gov.uk/social or by contacting Catherine Gleadow, Re-ablement Project Lead at Cambridgeshire County Council on 01223 699858 email: catherine.gleadow@cambridgeshire.gov.uk

Community champion scheme launched by Cambridgeshire Fire and Rescue Service (CFRS)

A pilot scheme has been launched in South Cambridgeshire to encourage residents to carry out safety checks on their homes.

Cambridge Fire and Rescue Service are working in association with Cambridgeshire ACRE, a local community development charity, to deliver the new scheme. The scheme will see local volunteers recruited and trained to offer fire safety advice to their local communities. No previous qualifications or specific skills are needed.

Anyone interested in becoming a Community Champion or finding out more should contact Lynda Bubb on 01353 865037 or visit the recruitment section on www.cambsfire.gov.uk.



Making sure vitamin sales are ‘healthy’

At Cambridgeshire County Council’s Trading Standards Service we have seen a sudden rise in complaints from older residents and their families on their behalf, about the pressure selling of vitamin pills over the telephone.

There have been reports of calls from people alleging to be doctors telling older people that they must buy certain vitamin pills to protect their health. Some have been persistent calls that have resulted in people feeling bullied into buying these pills, only to find they have been sent more and more, resulting in mounting costs.

The advice from Trading Standards is to never agree to anything on the spur of the moment, either on the phone or at the door. Take your time to think about it. Talk to friends or relatives if it involves a lot of money. Particularly when it comes to vitamin pills (or any form of medication), it is important to speak to your own GP to make sure the products are suitable for you.

If you are pressured to enter into an agreement over the phone, then you are usually allowed to cancel and return the goods up to 7 working days after you receive them. Furthermore, if you agree to buy something face to face from a salesperson that calls on you in your home, and you agree to pay more than £35, you usually have 7 days to change your mind. By law the salesperson must give you a written notice of this right to cancel.

If you think you have been mis-sold something, or been pressured into buying a product or having some work done, our partner advice team, Consumer Direct, is here to advise you. It is a free, confidential and impartial Government advice service, who can be contacted on 0845 4040506.

You can help reduce the number of sales calls you receive by registering with the Telephone Preference Service which allows you to opt out of receiving sales and marketing calls and businesses are obliged by law to abide by that. To register, call the Telephone Preference Service on 0845 070 0707 or register online at www.tpsonline.org.uk.

We can also provide you with a free ‘We’re not buying it’ sticker for your front door. Call Consumer Direct on 0845 4040506 and we will post one to you.

If you have internet access, visit our website, www.cambridgeshire.gov.uk/consumer, for news on current issues we are addressing, advice and information.

Volunteering – Opportunities and Barriers

A report has been published by the organisation ResPublica looking into the issues that older people face when volunteering and the potential opportunities that removing some barriers could offer to the Big Society. For more information and to read the reports, please see the ResPublica [website](#).

Have your say about the future of Day Services

The County Council and NHS Cambridgeshire are currently consulting about proposals for the future of day care services in Cambridgeshire. The consultation document and further information can be found under Publications [here](#).



Extra money for Winter heating

The Government Winter Fuel Payment is payable to help older people keep warm in cold weather and is tax free. If you have received the payment before and your circumstances have not changed, you will automatically receive the payment. If your circumstances have changed, you want to apply for the first time or check if you are eligible, please see the [Direct Gov](#) website.

Useful Contacts

Age UK Cambridgeshire	01354 696677
Alzheimer's Society	01223 884031 Cambridge & Ely 01480 415235 Huntingdonshire 01945 580460 Fenland
Carers Services	01223 712055 City/South 01480 420617 Huntingdonshire 01353 652205 East Cambs 01354 750010 Fenland
Cambs Fire & Rescue	01480 444500
Cambridgeshire Constabulary	0345 456 4564 Non emergencies
Cambridgeshire County Council	0345 045 5202 Social care/carer enquiries
Care Network Cambridgeshire	01954 211919
Cambridgeshire Link	0300 365 1245
Citizens Advice Bureaux	0844 848 7979 Cambridge 0845 130 6442 Ely 01945 464367 Fenland 01480 388900 Hunts
COPE	01223 364303
COPRG	01223 208915 Grace Everson (Sec)
Disability Cambridgeshire	01480 839192
Falls Prevention	01480 416398 Huntingdonshire 01223 883710 City/South Cambs 01354 644217 East/Fenland
Libraries Information	0345 045 5225
Doorstep Service - delivered to the housebound	01223 718358 City & South 01480 375023 Hunts 01353 616169 East 01354 754766 Fenland
Patient Advice & Liaison Service	0800 013 2511 CCS NHS Trust
Trading Standards	0845 04 05 06
Welcome Home from Hospital	01223 714433 (Care Network)

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