

# Age Alliance Wales

*working together to support older people in Wales.  
cydweithio i gefnogi pobl hŷn yng Nghymru.*



Welcome to the 14th Age Alliance Wales e-newsletter - April 2015

Where possible, briefings will be bi-monthly, so if you have an item you would like included in the next newsletter, please send it to Mal Andrews before April 22nd

## **AAW Networking Event Llandrindod Wells March 25th**

In March 2015, AAW held a networking event which brought together delegates from AAW organisations, local authorities, CVCs and the wider third sector. Although representatives from the health sector were invited to attend, the response was disappointing. The key speakers were Richard Williams (Chair AAW), Lisa Dunsford (Deputy Director for Integration Policy and Delivery), and Sian Walker (Director of Health and Social Care - Cardiff City Council)

Lisa Dunsford was very positive about AAW in her speech and stressed the important role of third sector in integration of Health & Social Services. She also complimented AAW on the Intermediate Care Fund (ICF) paper and stated it should be more widely circulated. She pledged to continue her support to help AAW members become more involved in local service planning.

## **AAW Hyfforddiant Comisiynydd y Gymraeg / Welsh Language Commissioner's training April 21st.**

Further to the successful Welsh Language Commissioner training session provided free of charge last November, another very successful FREE session was held at Age Cymru. The vast majority of AAW members have attended one of these sessions and the feedback received appears to be very positive. Potential areas for action and/or improvement within members' organisations have been highlighted relating to existing practise and policies.

## INFORMATION

### Alzheimers Society

Alzheimer's Society is currently asking people with dementia to tell us their experiences of receiving a diagnosis of dementia in Wales. All too often we hear stories of people with dementia who struggled to get a diagnosis or who received little support after their diagnosis. In order to campaign for change we need to hear about the good practice that is happening across Wales so that we can better publicise this, and we need to hear about the ways in which practice needs to improve.

In order to hear these stories, Alzheimer's Society is currently running a survey which is aimed at people with dementia. It asks questions about experiences prior to diagnosis, what happened when given a diagnosis and about support received afterwards. The survey will be open until Monday 15 June 2015. It can be completed online at: [alzheimers.org.uk/diagnosiswales](http://alzheimers.org.uk/diagnosiswales) or in Welsh at [alzheimers.org.uk/diagnosisCymru](http://alzheimers.org.uk/diagnosisCymru). Paper copies of the survey can also be requested from Alzheimer's Society.

Alzheimer's Society is also looking for professionals who support people with dementia at around the time of diagnosis and who would be willing to participate in a telephone interview. These interviews will ask about their observations about what does and doesn't work well when people are diagnosed with dementia.

Once the information is collected it will be included in a policy report that will be launched at the Alzheimer's Society Wales Conference in October 2015.

If you would like to tell us your story or if you have any questions about the project, please contact Alice Southern, Policy Officer on 029 2047 5580 or [alice.southern@alzheimers.org.uk](mailto:alice.southern@alzheimers.org.uk).

### RNIB

Wales Vision Strategy Conference  
The World Outside in 2030  
Wednesday 17 June 2015, Marriott Hotel Cardiff  
10am – 4pm

Join us at the Wales Vision Strategy Conference to find out how you can make a difference to people with sight loss. The conference this year is free of charge and has been designed with you in mind. There will be constructive conversations with policy influencers and experts from across Wales discussing the important legislative developments in planning, transport and equality.

## **RNIB (cont'd)**

You will leave the conference with a clear understanding of what it is like to navigate the world if you have sight loss and what needs to be done ensure people are not cut off from the world.

As well as workshops with colleagues from across Wales, you will also hear first hand from people with sight loss and find out more about the cutting edge developments and emerging technologies that will help to make our environments inclusive.

There will be an expert panel in the afternoon chaired by Sarah Rochira, the Older Peoples Commissioner.

Emma Sands

Rheolwraig Materion Cyhoeddus / Public Affairs Manager

RNIB Cymru (Royal National Institute of Blind People)

Ffôn/telephone: 029 2082 8560

## **Launch of Care and Repair Cymru's Equality and Diversity Handbook**

Tai Pawb has been working with Care and Repair Cymru to develop a practical handbook and guide to help Care and Repair Agency staff respond to the diverse needs of older people in Wales. The guide was launched at the Care and Repair Chief Officers network on the 22<sup>nd</sup> of April.

At times it is easy for the diversity of older people to become hidden or not recognised, with older people being viewed as one homogenous group. There is a particular risk of this happening in areas which are falsely perceived as having no or limited diversity such as rural areas. Viewing older people as one homogenous group or through stereotyped lenses can lead to actions that can undermine services attempts to treat individuals with dignity and respect. However recognising the diversity of older people can help organisations to develop more holistic approaches that are sensitive to the needs of all potential service users. Having a service that recognises and removes barriers is vitally important for people who may have faced discrimination in the past.

It is the small things that can often make a big difference. For example:

- An isolated and grieving service user being able to open up to their case worker about the death of their same sex partner.

- A service user having their communication needs met when engaging with an agency enabling them to feel informed, empowered and listened to.
- Using inclusive language so people can relate to and not feel excluded from the service.
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A home maintenance officer treating someone's home with respect, such as wearing shoe coverings or thinking about the implications of moving items within someone's home.

The aim was to make the guide as practical as possible and that is why alongside the main handbook quick reference sheets have been developed for the different job functions within agencies. Each sheet has been tailored to reflect practical tips and information most relevant for the different roles and engagement with service users staff members will have.

It is recognised that the handbook only provides general guidance and staff are advised that they will need to respond to each person's individual needs as each situation and each service user is very different.

Although some of the information in the guide may seem like common sense, implementing these small actions can have a huge impact on the quality of service a person receives.

Mair Thomas  
Equality and Diversity Officer  
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## **A Shock to the System; Care & Repair support Electrical Safety First to help older people live safely**

**Care & Repair Cymru has secured £10,000 of funding from Electricity Safety First, to support the electrical safety of older people, through Care & Repair agencies across Wales.**

In their recent report, '**A Shock to the System: Electrical safety in an ageing society**', Electrical Safety First concludes that one million people aged over 75 currently live in non-decent homes.

According to their report, nearly two thirds of properties occupied by a couple over 60 do not meet basic electrical safety standards.

Older people are particularly at risk because they are living in their properties for longer, meaning there is a longer time between comprehensive electrical checks. The electrical installations and appliances also tend to be older; 42% of householders who have lived in their property for 30 or more years live in non-decent accommodation.

The report also notes that there are other barriers to older people being electrically safe, which include a fear of letting strangers into their homes to carry out essential maintenance work, the cost of hiring tradespeople and social isolation – all of which mean hazards may go unnoticed. Dementia can also increase safety risks as memory problems and confusion can mean electrical appliances are used unsafely.

Care & Repair work to support older people in Wales to live in safe, secure and warm homes. Our clients know that they can trust us to identify reputable firms and support them through the whole process. This funding, supplied by Electrical Safety First, will go directly to support older people at risk; funding electrical safety checks and subsequent repairs or replacements of electrical equipment. In response to the funding Chris Jones, Chief Executive of Care & Repair Cymru said;

***“As the report suggests, older people are at greatest risk of living in homes which do not meet electrical safety standards. We are delighted to have secured funding from Electrical Safety First to support us to help older people in Wales to live more safely in their own homes”***

Electrical Safety First has produced a free leaflet which includes tips and advice for anyone concerned about safety in their own home or that of a relative/friend:

**Electrical safety in the home: A guide for older people and their relatives**

You can also download the full research report:

**A Shock to the System: Electrical safety in an ageing society**

For more information, visit [www.electricalsafetyfirst.org.uk/agesafe](http://www.electricalsafetyfirst.org.uk/agesafe)

Dear Colleague,

**ACL conference: Monday 11 May 2015 – Future Inn, Cardiff (09:30 – 15:30) Adult Learning – An investment, not a cost?**

NIACE Cymru and the Adult and Community Learning Network invite you to join us at the **Future Inn, Cardiff on Monday 11<sup>th</sup> May from 9.30am – 3.30pm** to debate and plan the future shape of adult learning and skills development in the community.

The event will offer the opportunity to discuss the role of adult learning across health, housing, social care and the economy; to discuss the development of a fresh policy and framework for adult learning and to consider how we can deliver better partnerships across sectors.

If you are a national or local policy maker, deliver adult learning in community settings, or you procure services in health, social services then please register your interest in attending with [wendy.ellawaylock@niace.org.uk](mailto:wendy.ellawaylock@niace.org.uk). Further details and a booking form will be circulated in due course.

Annwyl Gyfaill

**Cynhadledd Dysgu Oedolion yn y Gymuned: Dydd Llun 11 Mai 2015 - Future Inn, Caerdydd (09:30 – 15:30) Addysg Oedolion - Buddsoddiad, nid cost?**

Mae NIACE Cymru a'r Rhwydwaith Dysgu Oedolion yn y Gymuned yn eich gwahodd i ymuno â ni yn y **Future Inn, Caerdydd ddydd Llun 11 Mai rhwng 9.30am - 3.30pm** i drafod cynllunio siâp addysg oedolion a datblygu sgiliau yn y gymuned yn y dyfodol.

Bydd y digwyddiad yn gyfle i drafod rôl addysg oedolion ar draws iechyd, tai, gofal cymdeithasol a'r economi; i drafod datblygu polisi ffres a'r fframwaith ar gyfer addysg oedolion ac ystyried sut y gallwn gyflenwi gwell partneriaethau ar draws sectorau.

Os ydych yn wneuthurydd polisi cenedlaethol neu leol, yn darparu addysg oedolion mewn gosodiadau cymunedol neu'n caffael gwasanaethau mewn iechyd neu wasanaethau cymdeithasol yna cofrestrwch eich diddordeb mewn mynychu gyda [wendy.ellawaylock@niace.org.uk](mailto:wendy.ellawaylock@niace.org.uk) os gwelwch yn dda. Caiff manylion pellach a ffurflen archebu eu cylchredeg maes o law.





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