

Westminster PLUS

Essential information for Westminster's older residents

Issue 9
March 2010



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PLUS

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WELCOME and news



Welcome to the latest edition of Westminster Plus.

It's the time of year to make the most of longer days and better weather. This issue is packed with special offers to help you do just that.

From lunchtime classical concerts at Wigmore Hall to free tickets to Lord's Cricket Ground, there's something for everyone. We also look at the pledges we've made to improve your local services – turn to page 8 to see our progress and how you can get involved.

Keep Friday 4th June as a date in your diary – it's been designated as Local Residents' Day by Marylebone Cricket Club, exclusively for Westminster residents. Freedom Pass holders can even attend for free, so make sure you don't miss a fabulous day out.

Our health focus on page 10 looks at how to prevent and

tackle COPD, a lung disease that mainly affects smokers. You can also find out about two new state of the art dental practices in Westminster on page 7.

To find out some of the things we've done and what people

think of us, you can visit the new government website **www.oneplace.direct.gov.uk**. Public services for older people in Westminster were highly commended.

Enjoy the magazine.



Councillor Christabel Flight

Westminster Older People's Champion
Cabinet Support, 18th Floor, City Hall, 64 Victoria Street,
London, SW1E 6QP
email: cllrflight21@btinternet.com

Christabel



Sheila D'Souza

Non Executive Director and Older People's Champion
NHS Westminster
15 Marylebone Road, NW1 5JD

Sheila

On the cover: Margery Arthur from St. John's Wood

Free entry to Lord's Cricket Ground

Westminster Freedom Pass holders can visit Lord's Cricket Ground for free on Friday 4th June courtesy of Marylebone Cricket Club. Come along to the Local Residents' Day to watch the first day of the Middlesex v. Northamptonshire County Championship match.

Call the Senior Passport line on 020 7641 1444 for more information and to register your attendance.

Passes must be presented on entry. Non Freedom Pass holders may also attend but normal admission charges apply.



We are also giving away FREE tickets to Test and County matches taking place at Lord's throughout the summer. See page 4 for details.

Disabled access

Want to know what access facilities are available to you at health venues across Westminster? You can now find out with Disabledgo, one of the largest disability organisations in Europe.

Visit www.disabledgo.com/en/org/nhs-westminster for more information.

Advocacy Plus

Westminster Advocacy Service for Senior Residents (WASSR) has changed its name to Advocacy Plus. The organisation provides trained volunteers to represent you and make sure your voice is heard on matters that are important to you.

Call 020 7439 3131 or visit www.wassr.org to find out more.

Free care home handbook

Charity Counsel and Care has published a new Care Home Handbook for older people, families and carers. It's a handy guide to choosing,

paying for, and living in a care home. Westminster residents also get free postage.

You can download it from www.counselandcare.org.uk/helping-you/carehome handbook or call 020 7241 8522 to order a copy.

New chair for safeguarding adults

Deborah Klee is the new independent chair of Westminster's Safeguarding Adults Board. The board oversees the services that keep vulnerable adults safe and includes members from the council, NHS and voluntary organisations. Deborah said: "We received 300 calls to our dedicated phonenumber set up last year, and want everyone to know that there's help if they need it."



Visit www.westminster.gov.uk/safeguarding for more information.

If you want to report suspected adult abuse or neglect call the Safeguarding Adults line on 020 7641 2176.

OUT and about

Did you know...

you can get a discount at
35 restaurants with your ResCard?
Visit westminster.gov.uk/rescard



City of Westminster

Make the most of spring in Westminster with some great activities and offers.



Lord's Cricket Ground is known as the home of cricket.

Anyone for cricket?

We have teamed up with Marylebone Cricket Club to offer free tickets to Lord's Cricket Ground for Westminster Plus readers. Lord's is the setting for some of the best cricket in the world, so don't miss your chance to get in on the action.

WIN!

We have 25 pairs of tickets to give away for each of the first four days of the England v. Bangladesh Test Match (27th – 30th May 2010). One pair of tickets is valid for one match day of your choice (subject to availability).

500 runners-up will also receive two free tickets to one day of a County Championship match in 2010. Match dates available on request.

For more information and to enter the prize draw, call the Senior Passport line on 020 7641 1444.

Terms and conditions:

- the closing date is **5pm on Friday 2nd April**
- winners will be picked at random and notified by post before Friday 16th April
- you must be aged 60 plus and a Westminster resident to apply
- you will only be contacted (by post), if you win a ticket
- if you win tickets and find that you cannot attend, please notify the Senior Passport line so that someone can attend in your place.

Get fit and have fun

A new senior playground for older people will open in Hyde Park this spring. The playground, managed by The Royal Parks, will have six pieces of equipment ideal for the over 60s to work out arms, legs and torso. As well as providing a relaxed, outdoor space to exercise, it will also be a great place to socialise.



Call the Senior Passport line on 020 7641 1444 for more information.

Where: The Pavilion Tennis and Bowls Centre, Hyde Park, W2 2UH

Nearest tube: Knightsbridge

Cost: Free

Visit: www.royalparks.com

Easy Parking

Make parking easy when you're out and about in Westminster. If you don't want to pay over the phone by debit or credit card, you can buy Parking Cards in £2.20 and £4.40 denominations, available at Westminster Libraries and One Stop Services. Full instructions can be found on the back of the cards.

Visit www.westminster.gov.uk/parkingcards or call 020 7823 4567 for more information.

Go sing!

The Churchill Gardens Estate has formed its very own Go Sing! community choir. There are weekly practices leading up to three public performances in May and June. You don't have to audition – it's all about having fun. It's free to join and everyone in Westminster is welcome.

Email sing@cwhe.org.uk or call 020 7245 2101 to sign up.



Free lunchtime tickets

There are 20 tickets up for grabs to see a Young Artist Concert Trust (YCAT) classical concert at Wigmore Hall, featuring outstanding young soloists and ensembles auditioning before a distinguished panel of judges.

Call the Senior Passport line on 020 7641 1444 by Friday 16th April for your chance to win a free ticket.

Where: Wigmore Hall, 36 Wigmore Street, W1U 2BP

When: Friday 21st May

Time: 3pm

Nearest tube: Bond St, Oxford Circus

Visit: www.ycat.co.uk



YOUR CARE, your choice

Direct payments are part of a new personalised approach to care and support services to help you have more choice, control and independence.

It means that instead of getting home care services provided by the council, payments can be made into a dedicated bank account instead, so you can arrange care to suit your needs and take responsibility for managing it.

Argyro Mastrogianni, 78, from Pimlico has benefited from direct payments. Her daughter Athina, plays a large part in supporting her mother.

Athina said: "My mother has arthritis and osteoporosis. Two years ago I realised that I couldn't cope with caring for her on my own and needed some support."

At first, the council put Athina in touch with an agency to source a carer for her mother, who is from Greece and speaks limited English: "I couldn't find any Greek-speaking carers, and it was almost impossible for my mother to communicate with English-speaking carers."

Social services arranged a visit from the council's direct payment agency, Westminster

Age Concern: "They showed us how to open an account, look after our budget and recommended that I placed ads for a carer in the local area."

Athina found a Greek-speaking carer to help her mother with cooking, cleaning, shopping and personal care and said: "direct payments have given me the freedom to find the right care for my mother."

For more information on direct payments, visit www.westminster.gov.uk/services/healthandsocialcare or call 020 7641 1175.

Athina Mastrogianni pictured with her mother Argyro



"Direct payments have given me the freedom to find the right care."

New dentist PRACTICES

NHS Westminster has recently opened two new state of the art surgeries in Marylebone and Victoria that care for over 12,000 NHS patients.

Dr Timothy Neill, from Westminster House Dental Practice, said: "Better oral care means that fewer older people will need dentures, which makes it even more important to have regular checkups to keep your own teeth for your whole life.

"Fillings, crowns and root canal treatment generally only last 10 years and may need to be replaced or maintained.

"Decay will cause problems as older people tend to get a different kind of decay, often around the gums, which needs to be treated differently.

Also, if movement or eyesight is impaired, it can become harder to clean your teeth or floss."

For information on finding a Westminster NHS Dentist visit www.westminster.nhs.uk.

"Better oral care means that fewer older people will need dentures."



Julian Anderson

"I was a private patient for 20 years before moving to the NHS and it's a myth that patient care is inferior. I'm glad that NHS Westminster is doing its bit to keep the standard of local services high."

Julian Anderson, 71, NHS patient at Westminster House Dental Practice.

Benefit from state of the art care and facilities at our two new NHS practices:

Westminster House Dental Practice,

11 – 13 Horseferry Road,
SW1P 2AH

Marylebone House Dental Practice,

152 Marylebone Road,
NW1 5PN

Call 0800 587 8818 or visit www.westminsterhousedental.co.uk or www.marylebonehousedental.co.uk to register.

To check if you are entitled to free dental treatment, or to find out more about NHS dental charges, visit **www.nhs.uk**. To find a NHS dentist near you, go to **www.westminster.nhs.uk**.

YOUR local services

Did you know...
over 380 people nominated
local champions for our
Neighbourhood Leadership
awards? Visit westminster.gov.uk/leadersawards


City of Westminster

Since 2007 the council has delivered pledges to improve services for older residents – here are some of the highlights and how you can get involved.

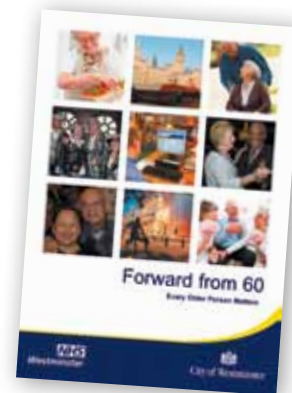


Pledge: Increase leisure centre facilities, classes and activities exclusively for older people.

There are lots of free and discounted activities to choose from, including free swimming lessons at any of the council's four pools. There's also a range of exclusive activities taking place across the city, from gym sessions at Seymour Leisure Centre to tea dances at the Porchester Centre. Event programmes can be found on page 20 of the council's Active Westminster guide. View it online at www.westminster.gov.uk/sport or contact the Senior Passport line on **020 7641 1444** to have one sent to you.

Pledge: Provide a fully accessible database of local services.

Forward from 60 is a handbook of services in Westminster. Get your copy to find out about leisure activities, planning a new career, learning a new skill and dealing with financial matters. Call the Senior Passport line on **020 7641 1444** or email westminsterplus@westminster.gov.uk to get a copy. You can also pick up a copy from your local library, leisure centre or One Stop Service.





Pledge: Invest in learning opportunities for older people.

Over 515 older residents took part in Seniors Online courses last year, and 1,100 people took part in Silver Surfer sessions to learn new computer skills. To find out how you can join a computer learning course, contact your local library on **020 7641 1400** or Reaching U on **020 7641 7099**.

Pledge: Create a new programme of events led by the Older People's Champion, Councillor Flight.

The latest Tea Dance took place at the prestigious Grosvenor House on Park Lane last November. One thousand residents enjoyed an afternoon of cream tea and dancing to a 21-piece band.

Visit westminster.gov.uk/teadance to view photos of the event and order a copy of your own photo album for £17.99, or view a copy at your local library.



Cllr Christabel Flight and residents enjoy a free theatre performance

“The Les Mis performance was so good I was in tears.”

Molly Richards, 82, from Victoria

One thousand free West End theatre tickets were also generously given away courtesy of Cameron Mackintosh to residents aged 65 plus, for matinee performances of Les Miserables and The Phantom of the Opera.

For more information on how to get involved with local services, visit westminster.gov.uk/older or call the Senior Passport line on 020 7641 1444.

BEATING COPD

HEALTH
FOCUS

Chronic Obstructive Pulmonary Disease (COPD) is a respiratory condition that can be prevented and treated. Westminster doctor Cassie Lee explains how.



Dr Cassie Lee, clinical lead
for COPD in Westminster

What is COPD?

COPD includes conditions such as chronic bronchitis and emphysema.

What causes COPD?

The most common cause is smoking, and stopping is the single most effective way of reducing the risk. It's never too late to stop.

What are the symptoms of COPD?

The most common symptoms are a cough – often worse in the morning, production of phlegm, wheezing and shortness of breath.

Can COPD be prevented?

Yes – the good news is that with the right treatment, many people with COPD can enjoy a happy and productive life.

How is COPD diagnosed?

Visit your GP to arrange a quick and painless breathing test called spirometry which shows how well your lungs are working.

How can COPD be treated?

The most important steps are to stop smoking if you are a smoker, and to do more exercise. Other treatments such as using an inhaler, vary according to the severity of the symptoms.

Where can I get support for COPD?

Ask your GP to refer you to the Westminster COPD team. For support to stop smoking, call the Westminster Stop Smoking Service on **0800 328 8537**. They've helped 10,000 people to quit and with their aid you're four times more likely to give up.

“I found myself unable to walk for more than a few minutes without feeling puffed out and needing to take a rest.”

Former photographer Don Newton, 71, had no idea he was seriously ill when he began getting chest infections. He says: “I found myself unable to walk for more than a few minutes without feeling puffed out and needing to take a rest.”

He went to the GP to get antibiotics, but ended up calling an ambulance when, during the night, he was having difficulty breathing. After two nights in hospital, he was sent home and referred to NHS Westminster’s COPD specialist team.

The team helps patients to do exercise to reduce the symptoms and minimise the effects, as well as providing information about how to manage the condition.

“I’m still active, and provide safety cover for rowing events on the Thames. COPD definitely hasn’t beaten me.”



Don Newton leads an active life with COPD

“I’m still active, and provide safety cover for rowing events on the Thames. COPD definitely hasn’t beaten me.”



KEEPING you safe

Do you know anyone in your area who's been the victim of fraud, or who may need your help? Find out how to get help.



Albert Torrance

“He seemed like a genuine man and suggested I give a one-off donation.”

Westminster resident Albert Torrance has been an architect, RAF pilot and accomplished musician who played with the likes of Nat Gonella and Louis Armstrong.

Albert was duped by a bogus caller at his house in August last year when a man claiming to be from a well-known charity came to his door. He said: “He seemed like a genuine man and suggested I give a one-off donation, so I wrote him a cheque for £1.”

Later that day, Albert felt suspicious so contacted his bank and discovered the cheque had been changed to pay £6,500. The money transfer was stopped and the matter was handed to the police.

A member of the council's safeguarding team visited Albert to give advice on how to protect himself from fraud in the future.

Albert says: “I fought as an RAF bomber in the war so nothing can really faze me, I'm just glad I was able to get my money back.”

If you know anyone who may be a victim of fraud, abuse or neglect, call the council's Safeguarding Adults line on 020 7641 2176 or visit www.westminster.gov.uk/safeguarding for more information.

If you suspect a child or young person of being a victim of abuse or neglect, call the Safeguarding Children line on 020 7641 7560.

Have your SAY

Area forums are your chance to get involved in decisions that affect your local area.

Did you know...

almost 2,500 people volunteered in Westminster last year? Visit westminster.gov.uk/volunteer


City of Westminster

Three times a year, anyone who lives, works or learns in Westminster can go to an evening meeting and have their say on local issues from road paving to healthy living. Ward councillors and council staff are there to hear your views on the area, and discuss council services and development plans.

Simon Walton, 62, from Queen's Park, said: "The forums are a great chance to have your say on the big issues, as well as raising any problems you have."

"The forums are a great chance to have your say on the big issues, as well as raising any problems you have."

"My neighbour had a complicated benefit claim, and wasn't getting anywhere through the usual channels.

He spoke to a council officer at a forum who picked up the phone there and then and my neighbour's claim was sorted out within a week."

I CHANGED MY STREET...
CITY OF WESTMINSTER

For more information on area forums and other ways of getting involved in local decisions, visit www.westminster.gov.uk/haveyoursay or contact the area forums team at areaforums@westminster.gov.uk or on 020 7641 3916.



Simon Walton

YOUR questions

Did you know...
you may be entitled to help with
your energy bills if you are on a
low income? Call Westminster
Warm and Healthy Homes
on 0800 072 9005


City of Westminster

I think my local GP service could be improved. How can I have my say?

You can join Westminster LINK if you want to have your say on health and adult social care services such as your local doctor, dentist or day centre. The LINK is an independent network of local people and gives you the opportunity to say what you think is good or bad about the services you use. It also gives you the opportunity to work with the people who run them to recommend improvements. To get involved, call **020 7723 1216** or email **westminsterlink@vawcvs.org**. Visit **www.westminsterlink.org.uk** for more information.



I've recently had a fall, how can I get back on my feet again?

Westminster Falls Prevention Service has specialist physio and occupational therapists who can come to your home to assess your needs, and set up a treatment plan. The plan can be a group programme or one-to-one sessions in your home. After creating your exercise programme, they can help you choose a community activity to continue your active lifestyle, which also helps prevent falls. You can call them direct or speak to your doctor or social worker. For more information, call the Falls Prevention Service on **020 7641 3960**.

If you'd like to ask a question, email westminsterplus@westminster.gov.uk or write to Westminster Plus Magazine, Communications, City Hall, 64 Victoria Street, SW1E 6QP.

What's ON

Find out what's going on where you live.

Did you know...
there are six dance and fitness
classes for older people at the
Abbey Centre each week?
Visit theabbeycentre.org.uk
or call 020 7222 0303


City of Westminster

Get a tasty lunch

The Chinese Community Centre hosts a healthy-eating lunch club every Monday to Thursday from 12.30pm for Westminster residents over 60. Lunch costs £3.

**Call 020 7439 3822
to book a spot.**



Get your voice heard

Advocacy Plus are holding a conference where you can discuss the services you use and give your views on how they can be improved in the future. Anybody from Westminster aged 60 plus is welcome, and lunch will be provided. Booking is essential as spaces are limited.

When: Thursday 6th May

Time: 10.30am

Where: King's Fund
Building, W1

Call: 020 7439 3131

Watch the classics for less

Did you know that Westminster Libraries have a selection of classic DVDs for loan, from Ealing Comedies to adaptations of Charles Dickens? Get them for half price by taking this page to your local library. The offer ends on 23rd April 2010.


**Call 020 7641 1400 to
get in contact with
your local library.**

**HALF
PRICE
OFFER**

Fun activities at RAYNE House

If you're a Westminster resident looking for a fun way to spend an afternoon, the RAYNE House social club in Maida Vale holds activities including bridge every Tuesday afternoon from 1.30 to 4.30pm.

Call 020 7641 4343 for more information.



Had a fall or
lost confidence
in your balance?

We'll get you back
on your feet again.

Westminster Falls
Prevention Service

Call **020 7641 4001** for referrals or self-referrals

Call **020 7641 3960** for general information