



age connects
cardiff & the vale.

Ageing Well in the Vale of Glamorgan
Senior Health Shop

End of Year Report 2016 into 2017

“What a wonderful place to make friends and find help”.

Cllr Emma Pritchard. Mayor of Barry

Purpose of the Project

The aim of the Vale Ageing Well Programme and the Senior Health Shop (SHS) is to improve the health and wellbeing of older people in the Vale of Glamorgan. We do this by providing

- A place to meet, socialise, make new friends, helping to reduce isolation amongst older people.
- A café that serves healthy options, beverages, and meals at a reasonable cost.
- Healthy Ageing opportunities for the clients in the shop and across the Vale of Glamorgan.
- A one stop centre for information, with an information desk staffed by volunteers trained as “Senior Health Mentors”
- Information clinics provided by partner organisations.
- Volunteering opportunities to get older people involved in the community.
- A low cost nail cutting service for those who cannot cut their own toenails.
- A variety of classes.

How much did we do?

The café: Dementia Friendly - Volunteers run the café, all but 2 have completed their essential food hygiene, the 2 will be doing so in April/May and until then serve, make drinks, wash up and use the till, food handling waits until the certificate has been obtained.

We have recently all (that is all staff and volunteers) trained as Dementia Friends, and the café holds a certificate for its commitment to being Dementia Friendly, all new volunteers will be taking the Dementia Friends training as part of their induction, our aim being to be a café where Dementia is not seen as a barrier in any way, sense, or form. For 8 volunteers and the Coordinator this was the second time they had attended the course.

Our understanding is that we are the first café in Barry to hold the Dementia Friendly Barry award.

“Thanks to all for help with mum – dementia is so hard to deal with, and the café support has been wonderful, we feel easy here, we know so much more about her condition from our conversations here, we have accessed so much support with the help from staff, thank heaven for the café, it’s been our lifeline.”

A place to meet, socialise, make new friends, helping to reduce isolation amongst older people at a café that serves healthy options, beverages, and meals at a reasonable cost. - Each week between 270 and 300 older people attend the Senior Health Shop; (Our latest Headcount for a week in January 2017 was 268) So far in the year April 2016 – March 2017 there have been over 12,000 visits to the Senior Health Shop Café by older people from the Vale of Glamorgan, and over 16,000 to all of the Ageing Well activities.

We offer a one stop centre for information, with an information desk staffed by volunteers trained as “Senior Health Mentors”
Information clinics provided by partner organisations. We aim to provide accurate information and support to help clients make informed decisions and this year we have arranged 162 information clinics for the clients attending the café. Clinic information sessions are now being booked up until December 2017 with all the above and 40 other information clinics booked in so far.

<u>Regular Clinics</u>	<u>Day & Time</u>	<u>Frequency</u>
TAX from TOPS	Monday 10 - 12	Last Monday in month
Legal Advice from Passmores Solicitors	Tuesdays 10 - 12	Monthly
Welfare Rights	Tuesdays 10 - 12	Monthly
Nest	Tuesdays 10 - 12	Monthly
Care & Repair	Tuesdays 10 - 12	6 weekly
Fibromyalgia support group	Tuesdays 10 - 12	5 Weekly
It class with Digital Champions from Communities First & Newydd	Thursdays 10 - 12	Weekly
Action on hearing loss Live Well (equipment)	Thursday 10 - 12	Monthly
Action on hearing loss Online Today	Fridays 10.30 - 12	Weekly

Shop Information Events - Fungal infection in nails, Scams, Seasonal colds & Flu information, Good hand washing!, Handbag safety, Are your shoes the right size?, Smoking cessation support, Home security - All the above are volunteer led, with support from the coordinator and input where needed.

Each month we deal with many requests for help from older people visiting or phoning the shop. Some of these enquires need research or did not have a simple solution, others can be answered at the initial visit. In the period January to end of March 2017 staff at the Senior Health Shop noted 142 enquiries for help which makes the total number for the year so far 635. It should be said that this number does not include the many quick enquiries that are dealt with by volunteers at the café counter and are not recorded.

“Support and help is often not a quick fix, we need to allow time for those whose needs are deep and ongoing, I was asked recently what the model was that we followed, my reply was that we followed a loving model, our focus is and has to be the individual, that costs in time and effort, but it’s a cost worth paying.” Nona Hexter – Senior Health Shop Coordinator

“I have Fibromyalgia and have to say that the information days at the shop are just wonderful, I went in thinking there might be help and there was – not just for my condition (marvellous to be able to talk problems over) but I have sorted out a water meter, talked to a

solicitor about making a will, had a health check done, joined their exercise class – and found that the teacher really knows about my needs – discussed some needs in my home – I could go on – this place is a little god send for older people – why on earth can't there be more!!!!” – Lily Whittle

“We held stands with health screening information in the café. We were very impressed with the café, the staff and the menu! Everyone received a warm welcome. This is an ideal setting for people to seek out important information and practical help.” Lyn Williams - Screening Engagement Service

Getting the word out! - We advertise in: The Barry & District and the Vale Gems newspapers, through GVS – voluntary sector news, John Porter and the Strategy for Older people network, Linda Pritchard, the Health & Social Care facilitator who sends posters out to all GP surgeries, James Livingstone the Carers Development Officer, Clare Owen for inclusion in Carers newsletter, Alun Cairns office, Jane Hutt's office, Crossroads for inclusion in their newsletters, Vista magazine, ACCV web site/face book page, Ageing Well Activities face book page, via all the groups & clubs we know about mostly by email, Churches, Library, Posters. We would always welcome new ideas for advertising our activities

Health Screening - Age Connects holds regular health screening sessions across the Vale. We find this an excellent way to raise awareness of how to age well, with the opportunity to have conversations about each individual's health, and identify potential problems at an early stage. Sessions include blood pressure checks and foot health checks (circulation, nail problems, fungal infections, corns, and verrucas) all volunteers are ex SRN's and one is a trained Nail technician. Problems are referred direct to the clients GP or surgery nurse, or contact details for local podiatrists are made available. We also invite partner organisations to attend the SHS to hold screening sessions.

Date	Venue	Numbers seen	Numbers referred to GP & Podiatrist
April	SHS	17	1 & 0
May	Methodist Network Ladies	42	1 & 2
June	Barry Market	54	6 & 0
July	Barry Market	47	4 & 1
Sept	Friends & Neighbours club	57	4 & 3
October	SHS	21	4 & 2
December	Christmas fair at Civic Offices	39	0 & 0 (No foot checks)
February	SHS	20	1 & 1
March	SHS	27	1&0
Total		24	22 & 9

Healthy Ageing Exercise and Social Opportunities - The programme organises the following exercise and social activities as part of the Ageing Well programme. (* indicates the tutor was trained by Age Connects, but the class is funded independently.)

Senior Health Shop Activities Classes	Apr 2016	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 2017	Feb	March	Total
SHS café visits (based on headcount)	1121	1085	1116	1073	1111	1096	1089	1080	882	946	1073	1060	12732
Meditation Class		0		0	0	0	0	0	0	0	0	23	23
Information clinics		37		12	13	13	9	15	6	7	8	13	133
One off Enquiries to desk		156		59	43	65	69	59	41	49	51	68	660
Health Screening Clients	0	19	22	17	0	23	11	21	0	0	17	19	149
Nail Cutting Clients	84	84	102	85	63	124	74	81	99	88	87	91	1062
Monthly Afternoon Tea	30	30	30	30	30	30	30	30	30	30	30	30	360
It Class attendance	16	16	19	19	11	18	16	11	13	8	11	9	167
Stitch and Bitch Class	62	65	59	61	43	58	52	53	26	30	48	51	608
Health & Diet Class	19	20	21	19	0	20	0	18	11	0	17	18	163
SHS Extend Class	55	49	51	49	55	51	46	57	34	52	55	48	602
Llantwit Major EXTEND Class	61	75	72	69	0	120	116	130	61	100	124	119	1047
Dinas Powis EXTEND Class*	14	19	19	15	0	16	16	16	11	0	17	16	159
Collegetield EXTEND Nursing Home*	2	3	3	2	0	2	2	2	0	0	3	3	22
Hen Goleg EXTEND Class	7	6	6	4	0	5	4	5	0	0	6	5	48
Southways BOCCIA Class	18	14	16	14	0	17	15	11	0	9	11	12	137
Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals	1489	1678	1536	1528	1369	1658	1549	1589	1214	1319	1558	1585	18072

New Classes

- Meditation Class – The Meditation class began this march, numbers are good, we have had a good deal of enquiries and, our total number of clients taking part in its first month is 23.
- We are exploring the possibility of hosting Bereavement support sessions on Tuesday afternoons from the end of April, the idea for the group came from clients attending the Meditation group, at least 4 of the group are all in the early days following bereavements, we are at the stage of ensuring those offering to run the group have the necessary qualifications, more details will follow in due course.
- From 8th May we are taking aboard an Elderfit Class, these classes aim to help prevent falls. The class will be run from the Margaret Alexander Community Centre in Barry, on Mondays at 2pm. It was originally set up by Communities First, the teacher is well known to us as she already runs Extend Classes in Barry for ACCV.

Nail Cutting Service - Good foot care is crucial in helping older people to stay active and independent; many older people struggle to care for their feet. Nearly 1 in 3 older people are unable to cut their own toenails. Age Connects Cardiff & Vale have developed nail cutting services (in consultation with Cardiff and the Vale LHB and The Society of Chiropodists and Podiatrists) to provide basic foot care services. We currently provide a weekly service at Highlight Medical Practice in Barry, fortnightly at the Senior Health Shop and monthly at St Athens, as well as clinics across Cardiff.

Afternoon Tea - The Afternoon Tea Club has become our Late Lunch Afternoon, running to the same social format, with a light two course lunch, quiz, raffle and time to socialise, it meets monthly, and seats 30 at each session. This has proved a very popular event, and we celebrated one clients 90th birthday at our last event.

Stitch & Bitch - Stitch & Bitch are a group who get together on a regular basis to stitch and chat. The group has from the start in 2011 produced a very high standard of work, fun and new friendships and has a blog, [http:// barrystitch.wordpress.com](http://barrystitch.wordpress.com) please have a look. Throughout the winter months some of our members have been knitting hats, gloves and scarfs that have been given to the Local Food bank for free distribution, as well as knitted toys for families to add to their Christmas gifts for their children. We will finish this at the end of March and are discussing our next social venture at the present moment.

Health & Diet Club - Run by 2 ex registered nurses, one of whom is a trained nail care technician, and the group has a strong self-help theme, with round the table discussion and information provided on good diets, exercise and staying healthy. Meeting monthly health screening is offered in the form of blood pressure and pulse readings, weighing and on the first visit, the checking of the member's body mass index, and repeated every 6 months. Foot checks – pulse, fungal infections, and general foot health issues - are now on offer to the members on a 3-monthly basis.

Extend - EXTEND provides gentle exercise to music for older people and for anyone of any age with a disability. The mission is to promote health, increase mobility and independence, improve strength, co-ordination and balance and to counteract loneliness and isolation. Age Connects has 5 classes in the Vale of Glamorgan offering social classes and classes in residential settings, and the teachers offer another 4 social classes in the Vale that they run themselves. Following the class there is a social time, time for coffee and a chat, plus the group in the Senior Health shop organise activities at other times – lunches, trips, coffee mornings.

“I have attended the Extend class for over 5 years, I enjoy it, it keeps me active and moving, energetic but not too much, I can stand or sit as I feel able, we have done demonstrations – in the square once – such fun to show the youngsters that us older folk can still do an exercise class!!! We have lots of fun too, lunches, trips out – it’s the main part of my life.”

Our teachers have been very faithful, and have certainly repaid the cost of their training!

- Diana Kendra trained 8 years ago, and has run her Cardiff class for 7 years
- Alana Bevan trained 4 years ago and has run her class in the Senior Health Shop from the day she qualified
- Gill Gapski trained 13 years ago, and has run her Llantwit Major class for 13 years, her Dinas Powis class for 10 years, and a class in Lower Penarth for 8 years+
- Mary Sweatman trained 10 years ago, and has run the class in Hen Goleg for 8 years, she has also qualified as an Otago teacher, which is an evidenced based falls prevention programme

Volunteers - My journey to volunteering by Mary Hodges. *“Prior to retiring I worked as a home care manager and a social worker, you can be forgiven for thinking that would help me with what was to come. How wrong you would be. After retiring we had a good life enjoying our time*

together and many holidays, then in 2011 my husband began to change, he became forgetful and irritable, he couldn't do up buttons or tie his shoes , as the year went on, he deteriorated and seemed unwell, his Dr suspected dementia and referred him to the memory clinic where it was confirmed. By 2012 he was complaining of bad headaches for which he was prescribed Paracetamol which helped at first, then he was up most of the night holding his head in both hands and shouting for more painkillers, next a lump developed on the side of his head.

By 2013 I couldn't leave him as he became very agitated, by now his mobility was poor, he couldn't use a knife and fork or wash himself, as the year went on his pain ruled our lives, then he had a full body scan, the next day the Doctor phoned me and said an ambulance is on its way, he had a brain tumour and several secondary's in his bones. He died 9 weeks later.

When all the formalities of the funeral and various notifications were over I was lost, my days were endless, I became depressed and I didn't want to go out. I became ill with a chest infection that wouldn't clear up, I was referred to a pulmonary rehabilitation clinic where I met MAGGIE a happy, loud, joking lady, she talked me into going to see Nona, the coordinator at the Age Connects café where she volunteers.

After an interview, I started volunteering at the cafe. I now have my life back, I love the camaraderie at the cafe and the friends I have made, my sons say they need to make an appointment to see me, but most of all I feel useful again with a reason to get up in the morning.”

Thank you, Maggie, and Age Connect. Mary.

Volunteering opportunities to get older people involved in the community - We have volunteers from all walks of life which enhances the café and the help we can offer. All volunteers are now required to take the Essential Food Hygiene Level 2, and from 2017 the Dementia Friends training, all are offered the Senior Health Mentors Course. We have 2 volunteers walking the Dementia path, both work within teams who know them well, and care for them, both are quite able and enjoy working with us, and we are very happy to have them.

Our team of volunteers are quite fantastic, they work for the older people of the vale, through health issues, through bereavements, through awful weather, very little deters them, they are a workforce to be reckoned with! We have opportunities to offer training, as said earlier all of us are now Dementia Friends, two have done a First Aid course, 2 attended a food Safety Conference with the Coordinator, and one of our Health screeners attended a study day about Dementia.

Volunteering has a large plus side for them too, they develop friendships, like Mary in the story above, life can open up, Mary has been on 2 holidays now with other volunteers, no one was alone at Christmas, everyone has lunch with someone in the week, as well as that opportunity to play their part in the community with the satisfaction of knowing they make a difference.

	Number of Volunteers	Weekly Volunteering Hours	Estimated Volunteering Hours so far this year (48 weeks)

Senior Health Shop (café and information desk)	19	87	4524
Health Screening	2	6hrs a quarter	24
Boccia	2	4	192
Events Volunteer	1	As needed	6
Activity Leaders in Care Homes	2	4	192
EXTEND (Some work in care homes)	6	15	720
Adding to your Life Volunteers	8	As needed	20
TOTAL	40		5678

Senior Health Mentors - Key to the success of the Senior Health Shop are the Ageing Well volunteers who are trained to offer support to older people. Volunteers are trained in Peer Mentoring, and play a key role in increasing the awareness and understanding of healthy ageing and wellbeing to the older people who visit the café. They become well acquainted with the older people who attend the shop, and are very supportive of their needs in varying circumstances. We have 2 volunteers ready to do the course, and will be doing so in the early summer, we will also be offering the course to the Volunteers of the Friends & Neighbours friendship group.

Activity volunteers in care homes - We have 6 volunteers who work delivering activities or lead exercise classes in 8 care homes across the Vale of Glamorgan. Activities cover exercise classes, crafts, quizzes, and singing. We meet for supervision and sessions for idea sharing on a quarterly basis, the next being in April, looking at best ways to work with our Dementia clients. We are the centre point for equipment swapping for the homes, for both Extend teachers and activity providers.

Food Bank - We hold vouchers for the local food banks.

External groups - Individuals or groups from the SHS are encouraged to take part in other interests together, often starting or finishing at the SHS café.

- Several members of the EXTEND class have trained in Nordic Walking, and meet up once a week to walk either at Cosmeston, Barry Island or if time is short, quicker walk around either Victoria or Romley Park.
- 7 clients and 2 volunteers take an early morning swim at Barry leisure centre, a volunteer and 2 members of the health & diet class attend aqua aerobics.
- Between 4 and 12 meet for a quick lunch before attending the film showing at Barry Memorial hall, they then meet and chat about it the following day over coffees.
- The Friends & Neighbours group, who were based in the Senior Health Shop until they became too large are still supported with administration support and help with sourcing speakers and arranging trips.
- The group now has 75 members on its books and provides a varied programme.

Zumba Gold - Zumba Gold targets the largest growing segment of the population: baby boomers. It takes the Zumba formula and modifies the moves and pacing to suit the needs of the active older participant, as well as those just starting their journey to a fit and healthy lifestyle. The

Senior Health Shop funded and supported one starter class at Barry Memorial Hall in June 2011, we provided 27 weeks of venue hire and instructor's fees, plus dealing with all the publicity and postage costs. The venture proved very successful and with support from Age Connects the teacher is now able to offer 8 classes across the Vale. Clients who attend talk of the fun they have, how friendly the teacher is, and how glad they are that they decided to give the class a try, we are delighted that from one class, 8 now run for older people across the Vale

Friends - We often see both Alun Cairnes and Jane Hutt in the Senior Health Shop, Jane will be opening our Spring fair and Alun has chosen us as one of the charities he is supporting when he runs the London Marathon, our grateful thanks to both.

Outcomes for the Project – our last customer satisfaction survey shows the following outcomes have been achieved by the Ageing Well Programme.

- **82% strongly agree or agree that attending the SHS has reduced their isolation or loneliness.**
- **87% strongly agree or agree that attending the SHS & its activities has helped improve their health and wellbeing.**
- **71% strongly agree or agree that attending the SHS has helped them to stay independent and living in their own home.**
- **88% strongly agree or agree that attending the SHS has helped them resolve a problem**
- **96% strongly agree or agree that attending the SHS has allowed them to find out information when they need it.**
- **87% strongly agree or agree that If the SHS closed they would not be able to find the same level of support elsewhere.**

Complaints – zero

Summary - We have had a busy year, and a good year, we have excellent volunteers who are prepared to go the extra (several) miles, good partnership working relationships, and clients who appreciate our efforts. We have some changes planned for next year with Thursdays becoming our quiz mornings, we have also been asked to set up some new strength and balance classes and bring an existing Elderfit class under our banner to ensure it continues once the contract with Communities First finishes. We trust that 2017/2018 will provide challenges, joys and the knowledge that the Senior Health Shop and the associated Ageing Well Activities continue to provide excellent service to people in the Vale of Glamorgan.

Nona Hexter
March 2017