Welcome to the sixth edition of the My Life A Full Life quarterly newsletter

My Life a Full Life continues to change and improve the way people experience living healthily and well on the Island, through the integration of care and support across local organisations, including the Isle of Wight Clinical Commissioning Group, IW NHS Trust, Local Authority and Public Health, as well as the voluntary and private sector. This issue reports on funding initiatives, groups and professional development representing truly integrated working across the sector.

Major funding boost to reduce social isolation

A community project on the Isle of Wight is to benefit from a share of £82 million from the Big Lottery Fund, to reduce the social isolation of up to 200,000 older people.

A partnership project led by Age UK Isle of Wight, in which the My Life A Full Life programme was a central element, received £5,725,414 to improve the lives of its thousands of older people. The aim is to create an age friendly Island.

Older people are particularly vulnerable to social isolation or loneliness owing to the loss of friends, family, mobility or income. The partnership will run a variety of activities and support, helping to develop social contact and community participation.

Dorothy Moir, Chair of the Isle of Wight Ageing Better partnership said: “This landmark funding gives a unique opportunity to transform our Island community: improving life for current and future elderly residents, making our Age Friendly Island aspiration an achievable reality.”
Improving information sharing
The MLAFL programme is working towards a whole community solution for information and advice services, including welfare benefits, health and wellbeing.

Isle Help Advice Hub is now open

Isle Help Advice Hub is now open at 7 High Street, Newport, opposite County Hall, offering a free and confidential information and advice service for local people and professionals, through advisors or self operated touch screens. Advice is available on benefits, debt, housing, legal issues and support, with links to other organisations.

Did you know? The way benefits are paid is changing. A number of existing benefits will be made into one single payment, called *Universal Credit* which will be managed on line. Courses to improve computer skills are available through Adult and Community Learning, the Libraries and the IOW College. Having a bank or post office account is a requirement. Job Centre Plus, the local Library or IsleHelp can offer support and advice.

*The benefits included in Universal Credit are: Income Support, Income Related Jobseekers Allowance, Income Related Employment & Support Allowance, Housing Benefit *, Working Tax Credit, Child Tax Credit

Coming Soon...... Look out for Information Hubs coming to your area!
MobIsle: new mobile information service to launch

To further develop and deliver the My Life a Full Life programme, a new mobile information service is currently being co-ordinated.

An Island wide timetable of outreach mobile sessions will be available on a regular pre-booked venue and date basis. The vehicle will be a mobile office, with wheelchair access and knowledgeable staff/volunteers will provide direct links to the most suitable group to support the enquirer/service user. Internet and IT facilities will provide opportunities to follow up information requests. The service will be operational from November 2014. Look out for updates on the MLAFL Website.

Self Care Week (including Alcohol Awareness Week): 17–23 November 2014

A series of events are planned around the Island to mark Self Care Week. A roadshow will visit a number of locations during the daytimes from Monday to Friday, leading up to a major health and wellbeing event in and around St Thomas’ Square in Newport from 1000-1600 on Saturday 22 November 2014. People will be able to access information about local services and sources of advice and support, alongside resources to help with their health and wellbeing. Save the dates, look out for further information and come along to find out how to self care for life and stay healthy this winter.

The Isle of Wight Community Directory

Trusted Assessment Pilot Project

The Trusted Assessment Pilot Project is developing closer working patterns around admissions to St Mary's Hospital from care homes to provide quality care for every patient, every time. Shared working between the hospital and care home providers ensure the best care needs for patients in the most appropriate place at the most appropriate time.

This two-way working process identifies gaps to be addressed in admission and discharge procedures, as well as supporting path finding and referrals to health and social care professionals as appropriate. The pilot covers all regular patients (i.e. those who are usually resident in the care home) and specific care providers listed for community rehab patients. Joined up working ensures hospital teams have all the necessary information required around patients care needs so that these may be optimised whilst in hospital and a named Registered Nurse liaises daily with the care home and the hospital ward.

Benefits to the patient: care becomes more joined up across the health, social care and care home provider interface.

Benefits to the care home provider: clear and unambiguous communication links with an identified person to ensure the necessary information is available for care homes. Clearer understanding of roles, responsibilities and assessment for discharge.

Benefits for the Trust and Community Health Directorate and Social Care Teams: Reduced bed days, enhanced information and specific individualised care information from Care home providers to ensure care provision in hospital is optimal. A sustainable health system which is responsive to peoples need and an integrated process of care.
Hospital wards become dementia friendly

Both Appley and Colwell Wards at St. Mary’s Hospital have benefited from dementia friendly décor. The refurbishment introduced the use of bright colours to assist patients recognition of certain areas. For example the shower rooms and toilet facilities have yellow doors. Easy to read, consistent signage features throughout the wards in both written and pictorials form. Lighting in the wards mimics daylight and this has been shown to reduce falls and confusion for those with dementia.

Tracy Cloke, Matron for Appley Ward, said: “Coming into hospital is a stressful time, but for those with dementia it can also be a bewildering experience”.

“We are committed to improving this experience for all our patients and reducing some of this anxiety by providing an environment which is more relaxing and easy to understand for those with dementia”.

Dementia Friendly Isle of Wight
**Co-ordinated Approach**

**MLAFL Care Navigators** work in GP surgeries in Ryde and St. Helens. Working with a range of professionals, they provide extra support to help people over 50 remain independent, safe and cared for within their own home.

**Call for Volunteers** Do you enjoy working with people. Would like a rewarding and fulfilling role? Then Care Navigators would love to hear from you. They are looking for volunteers to assist them by:

- Helping people access social activities
- Attending 'follow up' home visits
- Contacting services on other behalf

They would really welcome your support. Please contact: The Health and Wellbeing Team at Age UK IW on: 525282 or email: health@ageukiw.org.uk

**Want to get involved in research?**

As we get older we experience changes in our memory & other abilities which can affect our well being & quality of life.

The IDEAL is a research study to find out what policies & practices are needed to ensure better well-being for older people. The results will be used to encourage greater awareness of the needs of older people, and will help to improve health & social care and create more supportive communities.

We are recruiting people who have experienced changes in their memory, other thinking abilities, or how they manage in day-to-day activities. Taking part involves the research nurse visiting people in their own home & asked to provide background information & complete some questionnaires. We will then visit everyone on two more occasions one year apart.

For more info Joy Wilkins, Research Nurse, Isle of Wight NHS Trust, St. Mary’s Hospital. 01983 822099 ex: 5748 joy.wilkins@iow.nhs.uk
**MLAFL grant success**

The most recent Isle of Wight Clinical Commissioning Group (CCG) grants have been awarded to five successful organisations. The grants improve integrated working across the sectors, meeting the My Life A Full Life objectives.

**The Wessex Cancer Trust Centre** has been able to develop a dedicated private room for classes at their premises in Pyle Street in Newport. The room is being used for Wight Seated Exercise, Relaxations Classes and Befriender Supervision, all of which are proving to be popular and beneficial to all that take part. They will soon be offering Yoga, Art therapy and Befriender Training sessions.

Lynda Blenkinsop, the Centre Manager said: “The room has made such a big difference to the centre and what we can offer Island Cancer patients, their families and carers”.

**Shanklin Age Concern** supports older people in the Shanklin area five days a week. They provide up to 75 hot meals and a lighter meal once a week for up to 25 older people. The grant will enable them to refurbish and refit the kitchen and the outside frontage so the charity can continue to cook meals for community lunches for older people and increase access to information that relates to health and well being.

**Age UK in Newport** will, for the first time, be able to offer activities from the premises which are a learning and social opportunity to support MLAFL objectives. The project will make environmental improvements to the ground floor, refurbish and develop the kitchen areas and the garden, making it dementia friendly. Other organisations will be offered the opportunity to book the space for their client groups.
**Ventnor Town Council** will provide two meeting/training/conference rooms in Salisbury gardens as well as projection equipment and flexible furniture. The objectives of their project are to support local groups with a health focus to use the community rooms, improve the coordination of advice and information, care and support and improve integrated working across the sectors, meeting the MLAFL objectives.

**West Wight Sports Centre** The project at West Wight pool will modernise changing facilities and improve access for those with disability and mobility problems, to promote keeping fit and activities as well as increasing access to information that relates to health and well being.

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**Digital Inclusion**

Age UKIW, together with MLAFL, has been involved in a Digital Inclusion Project since January 2014, providing opportunities for older Island residents to become digitally literate and confident users of IT technology. The project provides 1:1 support to people in their own homes using Age UKIW Good Neighbour Scheme ‘Digital Champion’ volunteers. The project also provides support in relaxed ‘café’ type environment.

Locations where this takes place are at the Age UKIW offices in Newport; Castlehold Day Room, Newport; Coburg Court, East Cowes; St John’s Community Centre, Ryde; The Isobell Centre, Newport and Niton Library.

Evidence to date shows that older residents really want the opportunity to engage with IT and after initial support are able to use computers to communicate with friends and family members through Skype, Facebook, email and Facetime. For further information contact Mark O’Sullivan or Chris Kirby at Age UKIW on 01983 525282.
**Warmer Wight**

Warmer Wight helps people to support and care for themselves, deal with crisis and back on their feet quickly, by giving them tailored information, guidance and support, in their own homes, in a manner and format which is respectful and accessible to them.

Warmer Wight visited ‘F’ in her home, where she was recovering from chemotherapy. Although her boiler was only five years old, it was not working and ‘F’ was anxious that it may be leaking fumes, but did not have the money to pay for a service.

Warmer Wight were able to pay for the service through funds donated from the local town council. Within five days, the boiler had been serviced and was up and running again. "It’s fabulous, absolutely brilliant!" said F. She is now able to keep warm, and without all that unnecessary stress – which can only be positive for her overall health situation.

**Self care and self management support groups**

**Taking Steps challenge**

Congratulations to members of the Breathe Easy Group, who undertook a circular walk from the Respiratory Department at St Mary’s Hospital, around the fish pond and back, to celebrate walking **40 miles** during June, July and August, raising funds for the British Lung Foundation.

They clocked up the miles, walking and during BLF Active classes, recording their progress each time. Walking is low impact on hip and knee joints and opens up the airways.

The Breathe Easy Group meet on the second Friday of the month 14.00-16.00 at the Respiratory Department, St. Mary’s Hospital, Newport.
Helping people to support and care for themselves

New Table Tennis Club for older people at Long Term Conditions Café, West Wight
Veteran player or beginner? All welcome. Starts Thursday 18 September 1.30pm—2.30pm Cost: £2

Oasis drop in coffee morning
Everyone welcome. West Wight Methodist Church, every Monday from 10-12. Refreshments, games, reading the paper and a friendly chat. The idea of providing light lunches in the future is being explored - keep an eye out for updates.

Fitness class Forever Fit
Especially designed for beginners or over 50s who want to combine a fresh new social life with a healthier and fitter lifestyle. During this session at the Heights Leisure Centre, Sandown, you can use the gym (designated times only), the class and the health suite. Plus, after your session, enjoy some social time with participants and a free cup of tea or coffee. [link]

Did You Know? Self-service check-in has come to The Heights in Sandown! Look out for our new Clarity self-service kiosk in reception. One Card holders can now swipe their cards for quicker access to the gym and pool.

Community Support

New Avenues Group (N.A.G)
This Mental Health Support Group meets on Tuesdays 10.00-16.00 at the Tennyson Suite, Memorial Hall, Avenue Road, Freshwater. The group enjoy many activities, such as games, crafts, lunch and days out.

Photo: Outdoor cooking at the Isle of Wight Wildlife Trust
Community Support

**WightFutures** is an initiative providing opportunities for people with mental health challenges to return to education, undertake voluntary work or gainful employment. Working together with other agencies the programme aims to increase awareness of mental health services and work with agencies to reduce isolation for clients and their families. Wight Futures base is in Ventnor above Hunny Hill Stores in Victoria Street and has a café style area where people can drop in for a cuppa and a chat. Call: 01983 853081 – 07854 267 226

Email: Wightfutures@yahoo.co.uk  Facebook - Wightfutures

**Prostate and Urology Cancer Support Group - venturing into new ways of working**

Established in 2011, the Support Group meets on the third Thursday of every month (except in December) at the Wessex Cancer Centre, Lugley Street, Newport (6p.m.) Meetings are well attended and benefit from a relaxed atmosphere, informality as well as the specialised and relevant inputs from speakers which are a frequent event.

The Group has moved to support the training of six members as 'Befrienders' trained by McMillan, who will be made available to new patients via clinicians at St. Mary's hospital - this is the first venture of its type in the United Kingdom.

The Support group has an active group of Trustees who organise social and fundraising events; raise funds for Prostate Cancer research (over £1,000 in 2013/14); and raise awareness of Prostate Cancer by 'manning' stalls at St. Mary's hospital and Summer events such as the Chale Show or Wolverton Manor. The Group is therefore extremely active and, whether you are looking for support or to give something back to the community, it arguably provides you with what you are looking for. More information can be found on the group website [www.isleofwighturologycancersupportgroup.org.uk](http://www.isleofwighturologycancersupportgroup.org.uk) or by phoning Dave Kiely (Chairman) on 407662.
Support for Carers

Telephone Support Service for people with a long term health condition

The service, funded by the Isle of Wight Clinical Commissioning Group, is designed as a one-stop information, signposting and targeted support service to Islanders living with long term health conditions. Referral to the service can be either be made by the individual or by someone involved in their care. There are a number of ways to make a referral; complete the online form at www.helpandcare.org.uk/isleofwight, download the Consent and Referral Forms from the above web address or ask for a form to be sent in the post.

Help and Care will telephone the individual on a regular basis to discuss their support needs and advise which organisations may be able to provide assistance as well as giving details of local support groups and sending relevant health factsheets.

Access to the Service is free of charge and service users are free to end the contact at any time. For leaflets, posters and any further information please contact Cathy Kerr, Information and Support Worker, iwinfo@helpandcare.org.uk, 01983 522609

Carers IW

Free Therapeutic Creative Art Workshops

Gentle and reflective ESF funded group workshops using various creative processes exploring and identifying the stages of loss.

Designed to help adult carers and former carers of adults, who have experienced life changes that have had an impact or changed their role.

Spaces are limited; please note you need to attend all seven workshops. Please contact Angela on 07900865018 for more details.
My Life A Full Life

CONTACT US, SHARE YOUR NEWS, ASK US QUESTIONS, GET INVOLVED...

Sharing your good news
Do you have a good news story or celebration to share? Are you an organisation that wants to raise awareness of the services you provide?
Do you have training or an event you want to publicise?

Stories and articles Your stories and articles about the services you provide or receive and the people you have contact with are valuable and we would like to celebrate them in the newsletter.

My Life a Full Life Website Work is underway to bring you a new and interactive My Life a Full Life Website. Short video clips will be a feature that will bring to life stories and news. For enquiries and information about sharing news, please contact helen.williams@iow.nhs.uk

Newsletter feedback
Your comments and feedback on the existing newsletter format and content are valuable. Let us know your ideas about what you would like to see included.

Either click on the link, email or pick up the phone 01983 822099 extension 3085

The My Life a Full Life programme is a collaboration between the Isle of Wight Clinical Commissioning Group (CCG), Isle of Wight NHS Trust, Isle of Wight Council and the voluntary sector. It aims to deliver a more co-ordinated approach to health and social care services for people needing care and support on the Isle of Wight.

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(new website to be launched soon)