

## Note from the Editor

If you have thought that you might like to get involved or contribute in some way to helping improve services, I don't think there has ever been more demand for you. You don't have to be an expert or even a user of a particular service but plenty of common sense and I know that you all have that in spades! I became a PLACE assessor 3 years ago and found the experience to be fascinating, learnt a lot about our hospitals and met some lovely people. You'll find opportunities on pages 3 & 7.

Congratulations to all the winners at the Dignity Awards last month. It is always so wonderful to see those who do so much for the more vulnerable amongst us, get the recognition that they deserve. You can see all the winners at [www.buckscc.gov.uk/services/care-for-adults/dignity-in-care-awards-2019/](http://www.buckscc.gov.uk/services/care-for-adults/dignity-in-care-awards-2019/) If you are quick, there is another opportunity to give a special thank you to someone who has gone out of their way for you or someone you know (see below).

We have mentioned several services in recent editions aimed specifically at older people. In May we were delighted that 50 Plus, a local business, came to our meeting to explain the help they can give in doing those jobs that are not so easy anymore. If they can, they'll even answer your queries over the phone for free so definitely worth giving them a call. As with any business though, always get a quote for any work that will be chargeable. You can read all about the services they provide on page 5

Our prolific traveller Karoline is back from her latest adventure, the Maldives, and her photographs look amazing (page 4). If you are around on the 12th July there is a chance to look around the wonderful gardens of Bledlow Manor, home of Lord Carrington until his death last year (details page 3). And finally, I have leaflets/booklets relating to the items on page 2, so if you would like any of them, please let me know and I'll get them sent out to you.

Stay cool and drink plenty (of water!)

Andy



## Win £25 of Amazon Vouchers with Healthwatch Bucks



Tell Healthwatch Bucks about someone who gave you great care, and you could win £25 in Amazon vouchers for you, and for the person you tell them about.

Healthwatch Bucks know that there are thousands of people working in our local health and social care services who go that extra mile every day. They want to listen to what you have to say about the great care that you receive. You can nominate anyone in health and social care; a care worker, a nurse, receptionist, cleaner, community worker. This is your opportunity to say, "thank you".

Tell Healthwatch Bucks about the person who made a big difference to you. Tell them what they did and why it meant so much and you could win a £25 Amazon Voucher for yourself and one for them. Healthwatch Bucks will be choosing 5 winning entries. They will be the ones that show most clearly that "small acts of kindness make a big difference".

Winners will be invited along with their nominee to attend the prize giving ceremony at our annual report launch on the 23<sup>rd</sup> of July. If you can't attend, prizes will be sent to you instead.

Thalia Jervis, Chief Executive of Healthwatch Bucks said: "We are so pleased to be celebrating the great care we see across the county. We can't wait to hear what you have to say."

Find out more or enter the competition at [www.healthwatchbucks.co.uk/competition](http://www.healthwatchbucks.co.uk/competition) or you can call them on 01844 348839

**Competition closes on the 11<sup>th</sup> of June at 11:55 pm.**



## Be a Better Driver

### Mature Driver Assessments



Mature Driver Assessments aim to restore your confidence and help you drive safer for longer. An assessment drive looks at a person's physical changes in a positive light and offers support and guidance to help older, more experienced drivers adapt their driving accordingly.

The assessment lasts approximately one hour and will be in your own vehicle. You and your assessor will complete a short questionnaire prior to the drive to ensure the assessment is tailored to meet your own driving needs. You will be given verbal feedback after the assessment and receive a written report and certificate of completion by post.

The assessment costs £37. and you can book via the Transport for Bucks website [www.buckscc.gov.uk/tfb\\_shop](http://www.buckscc.gov.uk/tfb_shop). Alternatively you can fill in a paper form and these are available from the Transport team on 01296 382 416 or from Andy (details on page 8. Once your booking has been received, they'll write to confirm the name of your assessor and they will contact you directly to arrange the assessment.

When you go along, you'll need to take your valid driving licence, vehicle insurance and MOT certificate (if applicable). If you normally wear glasses or contact lenses for driving you will be required to wear them for the assessment.

### Mobility scooters and powered wheelchairs: the rules

## DriveOn

Only class 3 mobility scooters can be used on the roads—class 2 scooters and powered wheelchairs (max speed 4mph) cannot. Class 3 scooters have a maximum speed of 8mph and while they don't require vehicle tax, they must be registered with the DVLA.

Class 3 invalid carriages must have the following features:

- a maximum unladen weight of 150kg
- a maximum width of 0.85 metres
- a device to limit its speed to 4mph
- a maximum speed of 8mph
- an efficient braking system
- front and rear lights and reflectors
- direction indicators able to operate as a hazard warning signal
- an audible horn
- a rear view mirror
- an amber flashing light if it's used on a dual carriageway

You can only drive on the road in a class 3 invalid carriage. The maximum speed is 8mph. You cannot drive on bus lanes, 'cycle only' lanes or motorways. Avoid using dual carriageways with a speed limit of over 50mph. You must use an amber flashing light for visibility if you use a class 3 invalid carriage on a dual carriageway.

For more information, visit <https://www.gov.uk/mobility-scooters-and-powered-wheelchairs-rules/driving-on-the-road>

This is a very useful booklet that despite being published in 2017 is just as relevant today.

It is the essential guide for drivers 65+ and contains information such as

- Renewing your licence after 70
- Eyesight and visibility
- Explains the Blue Badge scheme
- Refresher driver courses
- Motability explained

There's also an interesting section on medications. As people age, there is an increasing chance that they will start taking regular medication. Whilst these might be good for your health they may affect your driving. It goes onto tell you what to look out for.

In addition you'll find generic articles on cutting fuel costs, an A-Z of car technology and saving on car insurance.

There are still a few copies of these booklets available after our meeting last month and if you would like to have a copy, please get in touch with Andy (details on the back)



**healthwatch**  
Bucks

## What do you know about Live Well Stay Well?

Tell us what you know about the support available to help you achieve a healthier lifestyle or to manage a long-term condition.

Are you feeling motivated to make some small changes to your lifestyle? Do you know where to go for support?

From getting support with losing weight, stopping smoking, getting more active, feeling happier or managing diabetes. What would you do?

Healthwatch Bucks would be delighted if you would take the time to complete their Live Well Stay Well survey which can be found at [www.healthwatchbucks.co.uk/2019/05/lsw-survey-intro/](http://www.healthwatchbucks.co.uk/2019/05/lsw-survey-intro/) They want to understand what you know about the Live Well Stay Well service in Bucks, if you have used it or how you might use it.

If you don't have access to the internet then you can call them and give them your feedback over the phone. Their number is 01844 34 88 39

If you are now curious about the Live Well Stay Well service, it's a free service to help people in Bucks achieve healthy lifestyle goals. Support includes services to help you stop smoking, reduce your alcohol in-take, lose weight and eat healthily, get more active, as well as improve your mental health and well-being. You can even get help to manage type 2 diabetes. To register and use all the online tools is completely free. Telephone help and support is also available. To find out more go to [www.livewellstaywellbucks.co.uk/](http://www.livewellstaywellbucks.co.uk/) or call 01628 857311



BUCKS FAMILY HISTORY SOCIETY

Southern Group (registered charity 290335)

### Opening the Dore A Talk by John Frearson

The truth behind a pre-WW1 friendship between two Wiltshire farmers' sons, and how one's marriage to the sister of the other led to the discovery of an 18th century Grant of Arms, family trees, crested china and un-expected links with Merchant Mariner relatives.

**Tuesday June 11th 2019**

The Community Centre, Wakeman Road,  
Bourne End SL8 5SX

Doors open 7.30 for a start at 7.45pm  
Every one welcome, members £2.00  
non-members £4.00. Ample free parking  
(after 7pm)

**SCANNAPPEAL**  
Funding advanced medical equipment for local patients



**OPEN** Gardens

**Bledlow Manor, Bledlow, HP27 9PB**

Friday 12th July

2pm—4:30pm



**Over 10 Acres. Sculptures, Walled Kitchen Garden**

Tickets £5 each in advance or £6 at the gate.  
Entertainment will be provided by St Mary's Brass

Tickets available from scannappeal.org.uk/events or by calling 01494 734 161



## Karoline's Latest Adventure

After spending 11 days in beautiful and interesting Sri Lanka I flew from Colombo to Male, the capital of the Maldives. The flight took 1 hr 20 and it was lovely to see the many islands from the air. I had never thought that I could afford the Maldives but with some internet research I found out that there are some places within my price range. Travelling solo can be expensive as you have to pay the same room cost as 2 people sharing. In the past, the only accommodation available were individual resort islands, which were very expensive but now there are islands with hotels available and Maafushi is one of them.

Maafushi is one of the largest islands in the Maldives, located in Kaafu Atoll just 27 km away from Male. The size is 1270 x 265 m. The southern end is the tourist zone and c. 2700 local people live on the island. One can walk from one end to the other in minutes. If it was not for the construction of more hotels it would be a very tranquil island. Despite this, it felt really cosy and friendly being so small.

The Maldives is a strict Muslim country and in Maafushi, tourists went to "The Bikini Beach" but it was not unusual to find Muslim families enjoying the beach where the women bathed fully clothed. There were other beaches on the island for tourists to enjoy.

The sea was absolutely beautiful with plenty of coloured fishes swimming not far from the shore. Unfortunately most of the coral was bleached. I snorkeled mornings and afternoons

watching the sea life. One day, I went on a snorkeling tour with the crew from Tam airlines and a Muslim family. After just an hour's sailing we saw lots of dolphins, so anchored and went into the water. The corals there were in a much better condition and turtles and rays enjoyed swimming with us. Back on the boat after several dives, one of the young man asked me how old I was. When I told him/them they all



wanted a photo with me. Being famous was a bit unusual for me. We had a picnic on one of the uninhabited island (see left).

My hotel "White Shell" was excellent. I had a large room with balcony and a sea view. It was tastefully furnished and the food was also excellent. The staff said I reminded them of their grandmother and would tell me stories. I don't think they have many guests as old as I. Apart from a friendly Hungarian

couple the guests were Russians and Chinese in our Hotel.

I became aware of the problem the island had with waste, of which there was a lot. As there was no collection, they burned everything but some did fall into the sea. Apparently, this is the same on all the islands. One could also see how the sea is gradually encroaching the land. It is said that in 30 years the Maldives will be completely under water and that makes me really sad.



*Karoline Lamb, Chalfont St Giles Fitness Club*



## The 50 plus

## Help to Maintain, Repair and Install in your Home



The 50plus is a local company that aims to provide a service where anyone at home or in business can reliably call on someone to help out with a broad range of tasks with the minimum of fuss. They have been operating across the county since 2001.

The 50plus have their own service delivery staff in a number of areas and experts in the head office in Chesham to provide support to customers. The 50plus take responsibility for any work undertaken and all appointments are timed appointments.

The majority of service that The 50plus provide are as followed:

- Plumbing
- Electrical
- Handyman
- Decorating
- Gardening
- Home Improvements
- Carpentry
- General Maintenance
- They can also provide bespoke works.

The name, The 50plus, stems from the initial concept of the company which sets out to provide employment opportunities for the mature workforce. Most of the service providers still deploy a mature workforce, some of whom are now well past 50!

You can phone them for free advice and all quotes are provided for free too. More information call them on 0845 22 50 495 or 01494 784 448 or

go to: <https://www.the50plus.co.uk/community-help/cust-login.php>

### **Independence In Your Home:**

*Independence In Your Home* is a service offered by The 50plus to the elderly, their relatives, carers and supporting agencies or others who may have particular needs.

The service aims to make staying in the home environment an easier choice through a provision of a broad range of adaptation, maintenance and improvement services offering peace of mind to users and their families.

The service is structured to meet the needs of you the customer, so instead of

having to decide about the type of help you need, The 50plus can help to advise on what you need. Advice is free of charge. *Independence In Your Home* is particularly useful for those:

- Choosing to remain at home, perhaps instead of moving to residential care
- Being discharged from hospital and requiring home adaptations
- Requiring a little more help with general maintenance around the home

Independence is important for many people as they grow older and studies show that for the vast majority of people this includes a desire to live in their own home rather than moving into residential care. Adapting the home environment or receiving a little more help assists with safety and can provide additional comfort. This can often be the case when some tasks become much harder. Some changes you make can be simple such as changing lighting to make knitting, reading or moving around easier. There are the classical adaptations such as changing a bath to a shower. See below just some examples of what The 50plus can do.

Advice on safety & independence

- Advice is free by phone
- Visits to home may incur a small charge

Safety

- Gas & electrical inspections and installations
- Grab & hand rails
- Alarms & entry devices

Independence

- Key safes
- Adaptations
- Task assistance (changing bulbs, moving furniture etc)

Comfort

- Lighting for easier reading
- Assistance with IT, audio/visual systems
- Heating systems

For more information call 0845 22 50 495 or 01494 784 448 or go to: <https://www.the50plus.co.uk/independenceinyourhome/>



## Money Matters

### SCAM WARNING

**ActionFraud**  
National Fraud & Cyber Crime Reporting Centre  
0300 123 2040

### Watch out for these FAKE TalkTalk emails about a refund

Action Fraud is receiving 100's of reports about fake emails purporting to be from TalkTalk. The emails state that the recipient's TalkTalk account is in credit and that they're owed a refund. The links in the emails lead to malicious websites.

Don't click on the links or attachments in suspicious emails, and never respond to messages that ask for your personal or financial details.

### Just 1% of grandparents taking advantage of valuable state pension perk

Thousands of grandparents who look after their grandchildren are missing out on a national insurance credit, figures from Royal London show.

Just 10,084 grandparents are currently claiming national insurance credits. According to analysis by Steve Webb, Royal London's director of policy, this is a tiny proportion of those potentially eligible for the benefit. He estimates that there are roughly one million eligible, meaning less than 1% of those who could claim are doing so.

Under rules launched in 2011, grandparents or other family members that provide childcare can claim national insurance credits, boosting their state pension. So long as the child is under the age of 12 and the parent has returned to work, national insurance credits can be transferred to an out-of-work family member looking after the child. These credits, assuming the intended recipient is still under state pension age, help to increase their state pension entitlement, helping them to build up a full state pension.

You can apply for this national insurance credit at <https://www.gov.uk/government/publications/national-insurance-application-for-specified-adult-childcare-credits-ca917> using the form CA9176.

### Bus pass aids good health

New research from University College London has found that having a bus pass leads to a happier life. According to the study, older people who receive concessionary travel are more likely to enjoy a better quality of life, have greater life satisfaction and fewer symptoms of depression than those who do not. In addition older people with bus passes are more physically active & and less socially isolated than those without.

The analysis comes after the House of Lords said last week that pensioners should be stripped of 'outdated' perks such as free bus passes, to make Britain fairer for young people. Lead author of the study Dr Sarah Jackson said: "Our research shows free bus travel offers clear benefits to older people's health and wellbeing."

Other studies have also shown the economic benefit of the concessionary bus travel scheme, with every £1 spent generating at least £2.87 in benefits. These benefits accrue directly for the travellers themselves, other bus passengers and road users from transport network improvements, and the wider community as well from wider economic and social impacts such as reductions in congestion and pollution.

### Personal care should be free for over-65s, says thinktank

Older people should receive free help to eat, wash and get dressed in a move which would improve their health but need to be funded by a 2p tax rise, a thinktank has said.

The proposal, by the left-of-centre Institute for Public Policy Research (IPPR), highlights the growing political consensus that personal care should become free for over-65s. If implemented, it would bring England into line with Scotland, where such care has been free since 2002.

The IPPR argues that the key principle of access to the NHS – free care at the point of need – should be extended to this element of social care services in England. Ctd on p8



## Health News

### Local patients to benefit from new audiology clinic

A new audiology clinic, based at Chalfonts and Gerrards Cross Community Hospital, is set to expand the Trust's community services making it easier for local patients to access key services.

Buckinghamshire Healthcare NHS Trust, in collaboration with the League of Friends, opened the audiology clinic on the 25th March. The clinic will help to ensure that patients requiring diagnostic testing for ENT appointments can be seen in an integrated, effective and efficient way.

In addition, hearing aid services will be available, covering the full range of the latest digital hearing aids available on the NHS. Through the clinic, the local community will have access to the same high standard of audiology care available at larger Trust hospitals.

### Bucks Healthcare NHS Trust would like your help



#### Do you find hospital information confusing?

#### Do you have an eye for detail?

Join our new **Communications Advisory Panel (CAP)** - we need volunteers to help us improve the way we communicate with our patients

You don't need a medical background, just a passion for clarity and a willingness to be constructively honest. You'll work alongside the communications team to ensure patient information is road tested ahead of publication

If you are interested, please get in touch with Dee Irvin at [dee.irvin@nhs.net](mailto:dee.irvin@nhs.net) or 01494 734853

South Central Ambulance Service   
NHS Foundation Trust

### SCAS Community Engagement Forum

The next South Central Ambulance Service Community Engagement forum will be taking place on the 11th June 6:30 – 8:30 pm at Aylesbury Town Council, Town Hall, 5 Church Street, Aylesbury, HP20 2QP

Come along to learn about their work, and give your feedback.

### Patient Led Assessments of the Care Environment (PLACE)

Would you like to join our team of patient/carer assessors?

Your input could benefit other patients and carers by helping us to improve the experience of all those who receive our care

PLACE is a national programme of patient led assessments of the care environment

### We are also looking for patients who have experience of non-invasive ventilation.

Non-invasive ventilation (NIV) is a machine that helps you breathe when you have a breathing problem. The machine does not breathe for you but offers support with each breath you take. NIV is a common treatment used mainly for people with chronic lung conditions, such as chronic obstructive pulmonary disease (COPD). If you would be willing to share your experiences of NIV, please contact me on [mansipatel@nhs.net](mailto:mansipatel@nhs.net) or 07468743363.

It is an annual process which normally runs across a 2-3 month window March—May but this year will be Sept—Nov.

You will be in small teams with other members of the public carrying out joint assessments with staff against a structured framework

Full training is given.

If you are interested, call Dee on 01494 734 853 or email [dee.irvin@nhs.net](mailto:dee.irvin@nhs.net)



**2019**

Contact Details for the Bucks Older People's Action Group

Andy can be contacted on

Tel : 01296 622122

E-mail : info@bopag.org.uk

BOPAG, c/o The Hale Farmhouse, Hale Lane, Wendover HP22 6QR

### **Bucks Older People's Action Group Meetings**

#### **2019 Dates**

**July 17th** Trading Standards, Frauds & Scams

**Sept 18th** tbc

**November 20th** Safety in the Home

**All are welcome.** Meetings run 10-12.30 and are currently held at Christ the Servant King, Sycamore Road, High Wycombe, HP12 4TJ

Please contact Andy Trueman on 01296 622122 for further information

### **Personal care should be free**

*Continued from page 6*

Doing so would remove what critics say is a deeply unfair system in which more and more people of pensionable age are having to use their savings to pay for care received at home that is vital to their independence.

The switch would cost an extra £8bn a year by 2030 but could be paid for by raising income tax by 2p or National Insurance by 1.3p, according to calculations in a new IPPR report.

The NHS would save £4.5bn a year by 2030 because older people would be in better health as a result of improved support at home and so would end up in hospital less, it says. Cuts to local council budgets since 2010 have contributed to hospitals becoming routinely full all year round.

The NHS's bill for providing "continuing healthcare" to those with high-level medical needs would fall by £3.3bn, fewer hospital admissions would save £270m and improved end-of-life care in people's homes would yield a further £267m saving. A fall in the number of patients who remain in a hospital bed despite being fit to leave would free up another £670m.

### **Dates for your diary**

**11th—13th June Pensioners Parliament** takes place at the Blackpool Winter Gardens. Tickets are priced **£10** or **£5** for a day ticket on 11th or 12th. To book visit [www.npcuk.org/events](http://www.npcuk.org/events) or call 020-7837-6622

**13 June Hoarder Support Group** 5.30-7.30 pm Haddenham Fire Station. Peer support group that provides a safe place to speak to others with similar issues and get information and advice. The group meets monthly and light buffet provided. No need to book, just pop in. Open to individuals, family members and carers. For more information call Elaine on 01296 585364. or email ehas-sall@aylesburyvaldc.gov.uk

**21st June Open Garden 2pm-7pm** at One Day Farm, Blackwell Hall Lane, Ley Hill, Chesham, HP5 1UN. Proceeds to Carers Bucks. Tickets from carersbucks.org (£12) or on the door (£14). Includes cream tea and entertainment

**23rd July, Healthwatch Bucks Annual Report Launch** 5.30pm – 7.30pm, Stoke Mandeville Stadium – Sydney Suite. Guest speakers: Imelda Redmond CBE, National Director Healthwatch England, Sian Roberts, Bucks Mental Health and learning Disability Clinical Director Carole Knight, Community Nurse of the Year 2018

#### **Bucks Health Trust Board Meetings**

**Wed 31 July** 9am Education Suite, Florence Nightingale Hospice Charity, Unit 2, Walton Lodge, Walton St, Aylesbury, HP21 7QY

**Wed 25 Sept & Wed 27 Nov** 9am Hampden Lecture Theatre, Wycombe Hospital

**Wed 27 Nov** 9am Hampden Lecture Theatre, Wycombe Hospital

#### **Buckinghamshire CCG Board Meetings**

**Thursday 13 June 2019** Meetings take place 10.30-12.30. Jubilee Room, Aylesbury Vale District Council, the Gateway, Gatehouse Rd, Aylesbury, HP19 8FF

Future Dates **12 Sept, 14 Nov 2019, 12 March 2020**

#### **Newsletter info**

If you know anyone who would like to receive our newsletters, please get in touch. We can email or post them to recipients.

Also, we are looking at sponsors and/or advertisers to help us cover our newsletter costs so please contact us if you can help