

# Summary of Independence and Wellbeing Plan feedback

## Main issues raised through consultation meetings

### What would help you keep or become more independent?

- More support from independent advice teams
- Education and training about healthy lifestyles and where to get support
- Affordable adult education
- Better transport
- Information about handyperson services
- Support for short-term needs
- More and easier access to information
- Help-line in times of need
- Non-medical safe places to go and find out about mental health (e.g. depression and stress) and get basic advice and support
- Strategy to repair broken pavements to prevent falls
- Garden-tending service and house maintenance service that is reputable and trustworthy
- Pet service for people going into hospital
- Financial advice and benefit check
- Independent advocacy
- Social contact
- Accessible venues
- Directories/handbooks
- Menu of choice for different cultures
- In-going contact with a key worker
- Access to a PC
- Adaptive equipment
- Mentoring

## What things would help you keep or become safe?

- Use safe neighbourhoods scheme coordinators to reach out to isolated people
- Know and understand my illness/disability (or that of the person I care for)
- Regular advice re scams, bogus callers and numbers to contact if I feel threatened
- More positive publicity – Kingston **is** a safe place to live
- Less changeover in Safer Neighbourhood Teams
- SNTs aware of who vulnerable people are in their area
- More police newsletters
- Regular assessment of needs
- Access to security check of homes, smoke alarms etc
- Knowing volunteers have been CRB checked
- Mobility training
- Check on wellbeing and health and safety

## What things would help you keep or become well?

- Places to help you keep fit, mentally and physically
- Places to socialise
- Regular access to health monitoring in the community e.g. blood pressure check, weight check
- Use volunteers to find and contact people
- Leave hospital with a properly followed up discharge plan
- Maintain regular and nutritious diet
- Ways of dealing with frailty
- Sensitivity within the workplace and understanding of various conditions
- Access to stress management support
- Food preparation advice
- Paid exercise on prescription

- Complementary therapies
- Knowing which chemists will deliver prescriptions
- Make gyms wheel-chair friendly

## How do you know what help you can get?

- Ring the Council/reception areas
- Ask GP – pay GPs to provide information sessions
- Use internet (remember only a limited number of people have access to or are able to use on-line services)
- Support groups
- Places of worship
- Voluntary groups
- Thompson local

## Where would you like to go to find out what help you can get?

- GP
- Drop-in centres
- Social Services
- Places of worship
- Well-advertised phone and computer services
- A travelling information shop/surgery to go to different parts of the Borough
- Local newspapers
- A free-phone, one stop help and information number
- Local centres where people can access information and advice
- Professionals with better access to information
- Voluntary organisations geared up to provide accurate and relevant information

- Support groups, care workers, Post offices, Libraries, Leisure centres, Chemists
- Information in the workplace
- Local notice-boards
- Transport advisor would be useful
- Supermarkets
- Via a mentor
- Central council access point

### Is there anything that stops you getting that help?

- Information!!!
- Lack of promotion for available services, knowing what services people need to help them stay independent and well
- Means and lack of finances
- Form-filling
- Mobility
- Lack of awareness
- Access to helplines
- Not feeling part of a community
- Lack of resources - cost of community activity, transport
- Getting there
- Appropriate formats for information
- Help getting to the bus stop
- More outreach

## Other issues raised

- Involve service users in monitoring activities so we can benefit from their experience
- Promote services/information through employers, GPs, chemists, Post Offices and other people or organisations who are in touch with people in need.

### **Main issues raised through e-mail and questionnaire responses**

## What would help you keep or become more independent?

- Information about what help/resources are available and where to go to get it – preferably a ‘one-stop’ service
- Financial help/paid work to be able to use services and support and community facilities
- Help with practical household things such as changing light bulbs and curtains, help to get out and about and equipment and adaptations to make life easier
- More support for carers to have a break/a local crossroads scheme

## What things would help you keep or become safe?

- Help with practical household things such as changing light bulbs and curtains, help to get out and about and equipment and adaptations to make life easier
- Information about what help/resources are available
- Home visits from health and social care staff
- A community alarm scheme

## What things would help you keep or become well?

- Counselling/emotional support/to be able to talk to someone/not to be or live alone
- Respite care/breaks for carers
- Dietary advice/help to lose weight, physiotherapy/hydrotherapy

## How do you know what help you can get?

- Via Social Services/health and social care staff
- Via voluntary organisations - Age Concern, MIND, KCN, Refuge Action, CAB, Kingston Voluntary Action
- 'I don't know'/by chance

## Where would you like to go to find out what help you can get?

- Via Social Services/health and social care staff/the Council
- Via Doctor's surgery/GP
- Via voluntary organisations

## Is there anything that stops you getting that help?

- Being refused help from Social Services/not being eligible for help/poor communication/responses from Social Services
- Bureaucracy
- Money problems