

Carlisle Forum-17th September 2008.

Attendees

8 residents

Social Care Representative

Carlisle County Council representative

Andrea Smith Supporting People

Sue Edwards Signposts

Kathryn Owen Signposts

Main Issues:

- Are housing organisations preparing for digital?
- Healthy balance for Age Concern.

Care

- In more rural areas of Carlisle if someone needs extra care and the family cannot manage to care for them, then that person who needs the help will need to move further into the town centre to receive it.
- Some receive home care; however the time slot that the service user would like is not always available. The carers can sometimes come at inappropriate times.
- At the moment the Sheltered Home is without a warden as she is on annual leave. A domestic person is working there, however she is only doing the basic duties of what the warden would do.
- Residents are finding it hard to get doctors for out of hours care, they have a system in Carlisle that if you do need a doctor you have to call Cuedoc. Cuedoc requires you to phone and make an appointment but you have to go and see them at the surgery they do not go out.
- Wardens are finishing the working day at 4 o'clock and there is no-one sleeping over at night, so therefore care line is constantly being phoned.

Transport

- Within the town centre of Carlisle the transportation is deemed good, however once in the more rural areas it gets much worse. In some areas there is one bus every hour. People felt there was a postcode lottery for transport and it can be impossible for some people to get any transportation.
- Getting to the local shops and the Post Office can be difficult, the road is very busy and there is not a good pedestrian crossing. The crossing that is in place is only a zebra crossing and motorists do not take much notice of this.
- Traffic light jumping is causing problems, it is scary walking because of the threat of getting knocked over or seriously injured. There are no traffic calming devices in place to prevent this from happening.

Health

- When asked if residents go for days out, the reply from them all was no unless they are taken by friends or relatives.
- They do have activities that they can take part in, but these involve things in and around the home like coffee morning and residents meetings. They would like some exercise classes.
- The residents would like to try and build up community links.
- Helping Hands used to come in and help, however the cost of this prevents some people from using it.
- It was felt that there is a need for support to be given to people who live by themselves in their own home, to enable them to get out and about.

Services

- Gaining information and advice can be difficult, the options were asking the warden or asking care line.
- Age concern seemed to be one of the main services used.
- There is a mobile library that travels around. The vehicle has very steep steps up to where the books are.
- Once out in the centre of town, there is no available access to public telephones.
- The services for telephone connections were discussed, some residents have moved house or flat and found that it can take up to four weeks for a telephone connection to be installed – advocates are needed to support residents when utility firms are not responding. Where residents do not have any credit record, phone companies are unwilling to take them on as customers.
- Service users are also experiencing a problem with Telecare, to install some pieces of equipment it takes up to three engineers. This is causing delays and more problems because the company are finding it hard to get these engineers together all at the same time.
- In this scheme the aerial reception is poor and residents are experiencing bad quality pictures and only the basic channels.
- No one is sure when digital television is taking over in Carlisle and when it will affect them.
- One resident stated that she needs to place her arm over the hob of the cooker to plug in the kettle or some other device.

Health and Safety

- Electric buggies are proving a problem as some of the rooms are too small to house them. These issues are likely to increase as future residents are likely to have increased mobility needs.
- Residents want showers in their rooms but may have wait to several years for the accommodation to be upgraded – one resident bought and fitted her own shower.
- Development of Sheltered Accommodation:
 - How will they be designed?
 - What goes in them?