

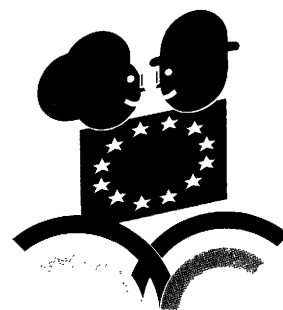
EUROPEAN NETWORKS OF INNOVATIVE PROJECTS CONCERNING OLDER PEOPLE

I

**Care/Housing arrangements which
stimulate autonomy and the integration
of older people into society**

II

**Use of potentialities
and experience of older people**



1993

EUROPEAN NETWORKS OF INNOVATIVE PROJECTS CONCERNING OLDER PEOPLE

Working Document.

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COMMISSION OF THE EUROPEAN COMMUNITIES
DG V - EMPLOYMENT, INDUSTRIAL RELATIONS AND SOCIAL AFFAIRS.

THEME I

Care / housing arrangements which stimulate the autonomy and integration of older people into society



Seniorama

Seniorama aims to help elderly persons be fully accepted by and integrated into society. Its methods are based on community work : problems are tackled in consultation with senior citizens, solutions are sought which take account of each individual's own situation, and the elderly are given a greater sense of responsibility and self-motivation.

The rest homes project started in 1984. Elderly persons, volunteers, management and staff work together with the aim of improving the quality of life of the residents by, for example, giving them a greater say in matters, reducing their isolation within the rest home (and the isolation of the rest home within the community); encouraging greater independence and replacing the existing medical care model.

By degrees, Seniorama has taken on the following functions :

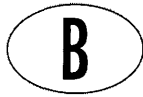
- a guidance function, through the provision of objective information on rest homes in the region;
- an ombudsman function, through the objective and correct handling of residents' complaints;
- a documentation function with regard to rest homes in the region;
- a training function, through the organisation of training afternoons for rest-home staff and volunteers;
- a consultation function, through having become recognised as a platform on which managers can come together to map out a regional policy.

Other initiatives developed by Seniorama include home-care projects within a social housing complex with a large concentration of elderly residents, and an over-55s project. The latter project includes a cultural programme (monthly meetings : poetry, literature, cinema, theatre, museum visits), language courses (English, French, German), creative-expression courses (silk-screen painting, flower arranging, lacemaking) and initiatives to help elderly persons keep in good physical and mental shape (e.g. yoga, gymnastics, walking and cycling).

Seniorama's programme differs from other training programmes in that it is entirely organised and run by volunteers.

Contact :

M. M. Herregodts
Seniorama
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Tel. (016) 22.20.14



L'Antenne Andromède **The "Antenne Andromède"**

This project was designed for able-bodied elderly people who wish to combat loneliness while retaining their independence. Six five-bedroom flats are available for rent in Avenue Andromède, in an area of social housing. The flats contain communal areas (lounge, kitchen, bathrooms, W.C., storage) and private areas (the five bedrooms).

The elderly residents are joint tenants.

Communal areas are fully equipped, as are some of the bedrooms, allowing new residents to choose whether or not to bring their own furniture.

The groups are formed by mutual selection. After a series of meetings, potential residents select the group with whom they wish to live and the members of the group then decide whether or not to accept them.

The first month is a trial period and meetings are arranged between the group and the social worker in order to iron out any difficulties.

Life within the group is :

- individual : each person is totally free to do what they like in their own room, each has access to communal facilities and has a key to the flat; each person must be able to manage without assistance;
- collective : each group is different and autonomous and is free to make decisions regarding :
 - choice of meals (meals on wheels or meals cooked in the flat),
 - the acceptance of a new member,
 - use of the communal budget
 - organisation of time.
- It integrates family relationships and life outside.

Supervisory staff

The staff's task is to ensure :

- respect of the individual,
- that daily life provides motivation,
- individual autonomy,
- that residents feel secure.

Contact :

C.P.A.S. de Woluwé-St-Lambert
Rue de la Charette, 27
B-1200 Bruxelles
Tel. : (02) 771.00.10



Senior Joint Housing scheme

In 1989 an adult educational association together with the municipality of Odense embarked on the project "Senior Joint Housing". The project was a result of another project also carried out in co-operation with the municipality of Odense "Preparation for the third age" from which it appeared that there was a demand for alternative ways of living in the third age - other than the ones which already existed.

Joint housing is a way of living in which some people carry out some functions in common.

Joint housing is as "joint" as the residents wish it to be. But the framework of joint housing is usually the same : a number of independent dwellings, which are not too large with their own kitchens and baths and also have a common room and outdoor facilities. It is easy to have meals together, carry out activities together, do physical exercises, relax together and much more.

The aim of the project :

- to establish joint-housing schemes and to make it clear that a way of living/housing based on a sense of community gives security, prevents isolation and loneliness and promotes an active life;
- to create interest and support among fellow-citizens, politicians, building societies, constructors and architects;
- to improve conditions for the citizens to influence the design and planning of buildings (location, lay-out, flexibility as to size of dwelling, etc);
- to postpone or avoid the time when the resident will need public services such as home help/home nursing and other care measures;
- to prepare manuals to serve as a source of inspiration to others who may wish to establish a joint-housing scheme.

Target group

The target group is citizens from the age of 50 and upwards. There are about 135 active participants in the project.

Contact :

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Rørbækcentret

Networked housing services for elderly people in the municipality of Nørager

Rørbækcentret

Centre and flats for elderly people in the municipality of Nørager.

Recent years have been characterized by much debate on the changing of the nursing home structure to other ways of living and thus a restructuring of nursing and care services.

In the municipality of Nørager, Jutland, Denmark, this debate resulted in a massive conference for the elderly citizens - as they were the first to embark on the debate - and consequently in a decision taken by the local council to **discontinue the nursing home of Rørbæk (30 places)** and to build a number of flats for the elderly in connection with a services and activity centre.

A very important factor in this changing process has therefore been staff development. All staff members in the field of the elderly have participated in courses the aim of which has been to motivate all staff members - irrespective of their training - to adapt to these policy developments. Besides, the staff have contributed to the development of a new project of organisation within the field of the elderly.

The goals are :

- to give the best possible service to the elderly with the resources available
- to use the resources effectively
- to promote security and well-being
- to create an interesting and challenging place of work for the local staff working in the field of the elderly.

These goals will be reached through :

- decentralisation of responsibility and competence
- better information to the users of services
- staff development
- cross-sectoral product development
- user influence
- job rotation
- co-responsibility on the part of users and staff.

The basic idea behind the Nørager project is self-respect, autonomy, human dignity.

Contact :

M. Søren Christensen
Rørbækcentret
Agade 52, Rørbæk
DK-9500 Hobro Danmark
Tel. : 98 55 77 22



Pilot project for geronto - psychiatric care for outpatients in the Bayreuth district

Organiser: Landratsamt Bayreuth

The aim of this project is to provide local outpatient treatment and care for mentally ill elderly people in the district of Bayreuth, which consists of predominantly rural areas. Care is provided by a network of six district wards in contact with doctors, the national public health department, social psychiatric services and the psychiatric hospital ambulance depot.

Male and female nurses provide physical care, and are trained to the required levels of proficiency; in addition, they are backed up by teams of specialist geronto-psychiatric advisers. An important part of geronto-psychiatric care lies in the measures which are part of social or socio-therapy e.g. helping the elderly overcome everyday problems of and come to terms with their social surroundings. Geronto-psychiatric patients can thus be looked after and family care supported on an interdisciplinary basis.

The particular interest of the project lies in the target group. Care can be provided for geronto-psychiatric patients outside residential institutions via a network of different organisations and groups. The project is therefore able to draw on its experience of working in a network.

Contact :

Herr Helmut Krisch
Landratsamt
D-8580 Bayreuth
Tel. : 0921-283 202



Pilot social community project for older people

Organiser: Ministry for Employment, Health and Social Affairs, North Rhine-Westphalia

The social community pilot project for the care of the elderly is a North Rhine-Westphalia regional project now running in twelve towns and cities. The idea of the social community is an attempt to structure social policy at municipal level in such a way as to firstly, encourage the broadest possible interaction between those concerned - the experts, financiers, associations, organisations, gerontological policy advice, self-help groups, etc. and, secondly, to shift the co-ordination of administrative planning / organization of local authority age welfare policy on to an interdepartmental basis. An age policy co-ordination centre has been set up in the Head of Department's offices to these ends. The social community pursues the following objectives :

- * the joint planning / direction of the available range of social benefits and services (e.g., with regard to nursing homes, convalescence centres);
- * the dovetailed planning and co-ordination of outpatient and semi-residential social services and of residential facilities;
- * the joint recording and evaluation of social statistics so as to ascertain requirements and gauge the degree of success;
- * the facilitation of multi-service advanced training and education to safeguard co-operation and to link services provided by different services;
- * the promotion of the joint representation of local social and health policy interest groups vis-à-vis other interest groups;
- * the sheaving of information concerning both local authority services and regional and nationwide services available to all citizens by means of establishing joint advisory offices.

The project seeks to co-ordinate and make better use of the means and Knowledge available to it. An operational network has already been established, and in addition, the project is being scientifically monitored and a wide-scale exchange of experience has already been carried out.

Contact :
Herr Borosch
Ministerium für Arbeit, Gesundheit und Soziales des
Landes Nordrhein-Westfalen
Horionplatz 1
D-4000 Düsseldorf 1



The Greek Red Cross "Home Help".

Objectives :

- to offer specialised services to older people who are isolated and suffering from either temporary or permanent social, health or economic problems or from loneliness. The aim is to help them retain their independence and to stay within their own environment;
- to offer support services to families who are caring for another family member.

The programme first began in 1988 in the Kypseli area of Athens. Following this, it started up in other areas of Athens, Exarchia, Patissia, Kolonos and Votanikos.

Services offered.

Services are offered at home by a specialist team of social workers, doctors, health visitors, carers, physiotherapists, psychologists, and volunteers.

They provide :

- information on users rights;
- medical and nursing care; a programme of preventative medicine to try and avoid hospitalisation;
- administration of medicine;
- physiotherapy;
- loan of equipment (eg. crutches, wheelchairs);
- family assistance (housework, shopping, preparation of meals);
- social work and psychological support.

Volunteers

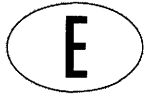
The participation of volunteers in the programme is geared towards ensuring the use of the following services :

- accompanying people when they go out;
- companionship;
- providing practical support and meeting everyday, practical needs;
- organising parties;
- encouraging and facilitating friendship between the users themselves.

Note : The " Social Home Help" scheme, set up under recent legislation (Law 2082/92) will, in future, be a national programme. The legal decree is currently being published.

Contact : Mr.Kavatza - Mr.Liacou

Greek Red Cross
1 Lycabette Street
106 72 Athens
Tel : 360.56.31



Promotion of accomodation of University students with older people

“Promotion of Accomodation of University Students with Older People” is a pioneer project in Spain set up by the Conserjeria de Asuntos Sociales of the Junta of Andalucia. It developed initially in 1991/2 in Granada, and is now expanding to some other provinces of Andalucia, such as Cordoba, Jérez, Sevilla, Jaén and Màlaga. All of them but one are run by their respective Universities.

This initiative aims to assist simultaneously two groups of people, i.e. university students with accomodation needs and older people with the need for both care and financial assistance and emotional support. The general objectives of the project are the following :

- to expand the objectives of the “European Year of Older People and Solidarity between Generations 1993”;
- to encourage solidarity between generations through emotional and cultural exchanges;
- to achieve a longer permanence of older people in their own environment;
- to contribute to the building up of social relationships by means of mutual help and support devices;
- to disseminate initiatives in order to promote the personal resources of older people in society.

This project is shared by one hundred and fifty people in total and 50% of these people are fairly autonomous older people who are aged over 75 years.

Contact :
D.Ramon Zamora Guzman
Junta de Andalucia
Conserjeria de Asuntos Sociales
Instituto Andaluz de Servicios Sociales
Albareda 12-14 • 41001 Sevilla
Tel : 459.82.00 • Fax : 422.87.10



Hands across the generation gap Collective housing

In 1989 an initiative undertaken by the Federation of Occupational Pensions Organisations (CRI), the Nantes local Mission for the placement of young people, the department for retired people and the elderly of Nantes (ORPAN) and the department for retired people and the elderly (OHRPA) established a joint unit entitled 'Hands across the Generation Gap' (Solidarité entre Générations) with the object of organising co-ordination and development campaigns to bring together young people, pensioners and businesses in the Greater Nantes area from 1987 onwards.

Pensioners act as volunteers to give interested young people a helping hand in their day-to-day progress and to support them in their search for work.

The Pensioners

At present some forty pensioner volunteers take part in this campaign on an individual or group basis.

The Range

Most of the volunteers are pensioners, some of the others have taken early retirement: the longest retired ceased working in 1975, the majority of them in 1989, 1990 or even 1991.

A home of one's own - in a communal setting

The term "a home of one's own" applies because each of the 15 residents of the Tillay block have their own type 1 bis apartment (one room with a kitchenette and toilet area) which are located on the first and second floors of the building. The ground-floor is given over to offices and the higher floors have other accommodation for individuals. Where elderly people can no longer look after themselves in their own homes, they are at least maintained in an environment which avoids the break with the community which occurs when people are taken into hospital.

It is a communal setting because the following areas are essential: the kitchen, the living room, the dining room and offices are also areas which promote a friendly atmosphere and an exchange of views with the staff and the families and between the residents themselves.

How much does dependence increase? This varies on a case by case basis. For example, an 85 year old lady was so confused she would go knocking on the doors of her fellow residents in the middle of the night but was perfectly capable of making them all coffee the next morning in order to make amends... thus regaining a certain level of independence in her day-to-day living, one of the principles very dear to this communal household.

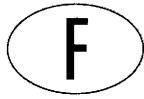
Each person is free to organise his/her own life in his/her own way.

The communal household retains the principle of any other household with an additional 24 hour a day safety cover.

The care and household service staff meet all the needs of the residents. Families are requested to help out at weekends but this is of course completely voluntary.

Contact :

Mme Claudie Paugam, Director of Social Work
Hôtel de ville - BP 167
F-44802 Saint-Herblain
Tel. : 40.38.11.29.



Villeurbanne Department for Older and Retired People (O.V.P.A.R.)

A body to co-ordinate facilities for the elderly, the Villeurbanne Department for Pensioners and the Elderly (O.V.P.A.R.) was established in 1982 "to promote, direct and co-ordinate a policy on behalf of the elderly". The O.V.P.A.R. brings together all public sector authorities, private sector bodies, professionals and voluntary agencies working in the area of provision for the elderly in the area.

Less traditionally, a long consideration based on a linked matter concerning the needs of the elderly who are about to lose their own independence has resulted in the establishment of communal households. These are located in ordinary blocks of flats and provide private accommodation in groups for people who, even though they may be disabled, do not wish to become cut off from everyday life. As a result they continue to form part of the life of the town and maintain their friendships while having the advantage of care within the home. At present, two of these communal households are up and running and a third is planned as part of the SEPIA experimental programme (Experimental Sector for Innovation set up by the ministries of Housing, Social Affairs and Integration) and this has resulted in an important partnership both as regards design and construction.

These units rely on all types of home help described above and have care staff on duty 24 hours a day: meals, care and doctors' visits are brought in from outside, thus establishing an very interesting rapport in spite of the fact that we are dealing with a group of people who may be extremely vulnerable physically or mentally. Families and volunteers also have a place in the life of these communal households. In the second communal household intended for people suffering from a severe loss of psychological independence, particular attention has been paid to the families who have rapidly fitted out the rooms as their relatives' new home. The staff of the unit and the outside agencies both attended a three-day training course before it was opened in order to jointly draw up the plan for the life-style and the general principles which would apply on a day-to-day basis.

These two units in the town of Villeurbanne would appear to have succeeded as an attempt to bridge the traditional gulfs between the fields of hygiene, social services, housing and home care.

Working Pensioners

O.V.P.A.R. works alongside campaigns undertaken by various groups of pensioners who are acting either on their own behalf and welfare or for other groups of older people or the very young.

Contact :

Mme Colette Eynard, Co-ordinator for the Elderly
O.V.P.A.R.
56 rue du 1er mars 1943
F-69100 Villeurbanne
Tel. : 78.68.90.50



SHARE

S.H.A.R.E. (Schoolboys Harness Aid for the Relief of the Elderly) is an organisation founded by the Fifth Year students at Presentation Brothers College, Mardyke, Cork twenty-one years ago. It has grown from humble beginnings to what it is to-day, with all the schools at second level in Cork involved. The aim of S.H.A.R.E. is to provide decent, affordable accommodation for elderly pensioners whose income would be limited to Old Age Pensions and to provide a suitable back-up service for each individual housed by S.H.A.R.E. The job of the Co-ordinator is to see that all the services are available when and where necessary and to organise a voluntary group, mainly mothers of the boys and girls, to visit the elderly on a regular basis.

In addition to the sheltered housing complexes in the inner city built by S.H.A.R.E., a project in Gratten Street has been completed. It comprises 32 self contained apartments, courtyard, oratory, crafts room, kitchen, dining area, lounge with dance floor and apartment for a warden.

“Three things are worth noting about the S.H.A.R.E. houses. First, people are selected by a community-based procedure. Six weeks before the opening date, voluntary groups and public health nurses (equivalent to UK district nurses) are invited to nominate in order of need elderly persons known to them. The community carers, both formal and informal, come together and vote on the basis of pooled information collated locally.

“Second, only with the death of a S.H.A.R.E. householder does her or his key pass on another person. The elderly therefore have no fear of anyone moving in while they are languishing in hospital, even in the case of terminal care.

“The third feature is that the rent is minimal; today it stands at £1.60 a week. This pays for a three-roomed dwelling consisting of a living room/bedroom, a kitchenette and a bathroom. Each house is entirely centrally heated and fully provided with modern furniture and all ‘mod-cons’”.

Contact :

Mme Margaret Lynch
Co-ordinator SHARE
Teach Chill Chr e
19 Dyke Parade
IRE-Cork



Old Age Psychiatry Service Pilot Project and Programmes to Enhance the Autonomy of Older People attending one of its Day Hospitals

Participants : Disturbed elderly people living at home and their carers. Community nurses and Eastern Health Board personnel running the North Dublin Old Age Psychiatry Service and the James Connolly Memorial Day Hospital programmes listed below.

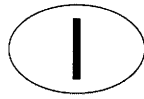
The North Dublin Old Age Psychiatry Service was set up as a pilot project in January 1989. Its purpose is to provide a community oriented psychiatric service for elderly people who have disturbed behaviour in association with dementia and with those who have psychiatric disorders such as schizophrenia or depression. Initial assessment is carried out within the elderly person's home. The whole thrust of the service thereafter aims to maintain people within their own homes in so far as this is desirable. The reasons for this are that elderly people generally prefer to stay in their own homes and they function better there because they are in familiar surroundings.

Two aspects of the service which facilitate this approach are the community nursing service and the day hospitals. The community nurses follow up patients in their homes and also provide support for carers. The two day hospitals in the service each serve a particular community and they provide more intensive therapy for those who require it. Therapy addresses social as well as psychiatric problems. In the case of those with dementia the role of the day hospital is two-fold. It provides active management of disturbed behaviour and supports carers so they may continue to look after their relatives at home for as long as they should wish. With regard to those who suffer with psychiatric disorders, particularly those who are depressed, it is found that social isolation is a major factor. This is in part related to the many losses associated with ageing, such as death of family and loss of occupation. The day hospitals encourage depressed elderly people to view themselves in a more favourable light, helping rebuild self confidence so that they can re-integrate themselves into society. For these reasons many of the programmes in the day hospitals are geared towards improving the elderly person's sense of self worth and physical well being.

Programmes :
Walking programme
Dance Therapy
Reminiscence
Writer's workshop

Contact :

Dr. Margo Wrigley, MB., FRCPI, MRC. Psych
Consultant Psychiatrist in the Psychiatry of Old Age
James Connolly Memorial Hospital
Blanchardstown
IRE-Dublin 15



The "Let's live together" project : the elderly and young couples living together in a family village of some 150 dwellings

The Project is intended to enable residents to manage their own affairs while remaining open to contact with families and other social groups.

The project consists of three separate areas:

- 1) housing
- 2) agricultural centre
- 3) wooded park

1) The housing is designed to accommodate couples, families or elderly people living alone, who live together in an atmosphere of mutual co-operation and support between the various generations.

The young couples, who may work outside, live within the family village and provide an environment of exchange and mutual support, providing support and making use of the socially useful services of the elderly people.

A TELEHELP service exists to provide help to people living alone in the surrounding small villages.

2) The agricultural centre exists to make use of the wisdom and technical knowledge of the elderly for the benefit of younger people wishing to learn the secrets of agriculture. Modern technology and ancient knowledge sit side by side in a model training centre.

3) The wooded park is an area of discovery of nature and helps to keep the elderly active in a perfectly ecologically balanced environment.

Accessible walks are open to all and the park enables charities to organise picnics and party games for the elderly.

The possibility of summer-schools for the University of the Third Age is also under consideration.

To round off this description it should not be forgotten that the EGIDIO BULLESI ASSOCIATION, which manages this project, groups together a number of charities already working in the area of home care for more vulnerable population groups and takes its name from that of a sailor of the 1930's who devoted his life to supporting the poorest in society.

Contact :

Bruno dal Molin
Associazione Egidio Bullesi
Via Roma, 160
I-19100 La Spezia



A Day-care Centre for the Elderly : "The Grand Duchess Joséphine-Charlotte Centre"

This centre has been open to the public since 15 July 1989. It is located at 26 Dernier Sol Luxembourg City and can accommodate up to 20 people at any one time.

AMIPERAS has concluded an agreement with the Luxembourg Government which will be responsible for staff salaries at the centre and a number of general expenses. At present the centre employs a care-worker, a qualified nurse and a cook.

The main idea of the Day Centre is to provide the elderly with the possibility of being able to remain in their own neighbourhoods, to offer them a wide range of methods of development and to retain, for as long as possible, their intellectual, creative, social and physical capacities as well as their physical and mental health.

This Day Centre must fulfill two precise purposes, as follows:

1. To provide daily day-time accommodation (on working days) for 15 - 20 people who live there in a family-type situation and receive physical, medical and psychological care as required and who can take part in a number of activities, both in the area of creative pursuits (painting, D.I.Y. etc.), artistic and intellectual events (lectures, concerts, theatre, courses) or social events (games, songs, sports etc.).
2. To provide access to the centre to people of all ages in order to provide lines of communication and understanding between different generations.

Contact :
Mme E. Mangers-Anen
L'Amiperas
26, Dernier Sol
Luxembourg (ville)



Anton Pieck-hofje

This project consists of six houses grouped together around a central courtyard. Each house is occupied by six elderly people, all of whom are suffering from some form of dementia.

The purpose of this project is to offer the residents as near to normal living conditions as possible whilst providing professional care 24 hours a day.

In this way the residents can feel at home and secure and they retain their feeling of self-esteem and independence, even though they may be severely mentally impaired.

The Anton Pieck-hofje is an experiment for a provisional period of five years under which the De Vonk housing association has had a complex of six houses built grouped round a courtyard. A central garden is ringed by a footpath with two greenhouses. The six houses facing on to the footpath each provide accommodation for six residents who each have their own individual bedrooms in addition to the communal areas such as the sitting-room, kitchen and bathroom. These bedrooms have a floor area of approx. 12 m² and the resident will furnish them with his/her own well-loved and trusty items of furniture.

Each house constitutes an independent household. Residents look after their own cooking, washing-up, cleaning etc. They are encouraged to continue to do as much for themselves as they can with the support of a care-worker. A small permanent team of care-workers is assigned to each house so that they can be recognised and gain the trust of the residents.

At least one member of the care team is present during the day and during the evening: at night two carers are on duty for the whole court.

This level of care is not always adequate and, as a result, - just as in one's own home - the social services or community health services may be called where their services are required. The frequency and duration of the visits made by a social worker or a health visitor will depend on the amount of extra help required per house.

Contact :

Mr N. de Boer
Anton Pieck-hofje
Boerhaavelaan 50
NL-2035 RC Haarlem



Local facilities for the elderly

1. Giving support, by the use of certain specific facilities, to the elderly in order to enable them to continue to live independently in their own homes in their own neighbourhoods.
2. Giving advice to the elderly so that they may maintain their own independence.

1. Giving independent advice to the elderly regarding problems they are experiencing and then investigating what sort of support is required and what should be provided. When doing this we are attempting to ensure that support is available at the time that it is required.

- Considering problems which arise and seeking creative solutions so that support need not always be found within the statutory care systems.

- Recording and reporting about what is possible and what is not in terms of solutions which are considered to be necessary to combat problems which the elderly can face when living independently.

Carrying out all the above activities in the widest sense of the term or in a way which may contribute to these objectives.

2. Independent Advice

There are a number of important conditions for guaranteeing independence.

The first of these is impartiality. Those advising the elderly are objective as a result of their work and the environment within which this work is carried out. We are not concerned with the day-to-day organisational or personnel problems of the organisations providing care, neither are we responsible for cuts or restructurings. We cannot make decisions regarding the care actually provided. As a result we are able to advise elderly people in an objective manner and represent their interests.

In addition we have an elderly persons' budget which may be used in a flexible manner and this is an additional guarantee of our independence.

Contact :

Mrs Liesbeth Klein Beernink
Stichting Buurtvoorzieningen Flesseman
Sint Antoniesbreestraat 46
NL-1011 HB Amsterdam
Tel. : (020) 620 30 40



Support programme for the Elderly in Almeirim

- Objectives

- To attempt to improve the independence of the elderly in their everyday lives.
- To respond to the problems faced by those elderly people who are isolated and experiencing psychological and social loneliness.
- To encourage self-care by elderly people and involvement on the part of the family and neighbours in the provision of care.

- Location

- Almeirim is a rural municipality in the province of Ribatejo, located 76 km from Lisbon and 7 km from Santarém, the provincial capital. It has a population of some 21,154 inhabitants, some 2,474 of whom are over 65 years of age. According to a survey carried out in 1987 on a representative sample of the elderly population of the region, 130 elderly persons were resident in old people's homes and 245 were waiting for a place to become available. Approximately 900 people were living an isolated life and 500 required home helps.

Institutions involved

- Santarém Regional Health Authority, Almeirim Health Centre, Santarém Regional Social Security Centre, Municipality of Almeirim, The Christian Aid Brotherhood and other local voluntary agencies.

- Current Projects and those being established

- Home care service (health care and social services)

- Day care hospital

- Reintegration of the elderly into home life following acute illness by means of a multidisciplinary team (public services, non-governmental agencies and voluntary agencies).

Future Plans

- Exchange of information and experience at a practical level on this subject with other similar projects (Portuguese or from other countries in the Community).

Contact :

M. Batista Diniz
Ave. José Saramanga, 15-17
P-2024 Santarém Codex
Tel. : 043 - 33 30 35
043 - 33 30 93



Sheltered Group Living Scheme - Liverpool Personal Service Society

The scheme constitutes a single house based in an ordinary community where three elderly people live together, sharing the home and supporting each other. A paid worker goes in each day, the amount of care provided depends on the particular needs of the individuals in the home. It can be simply two hours a day, it can be 24 hours a day when that is required. This very simple scheme allows elderly people to remain within the community, retaining considerable independence, yet gives them the support they need. Since the support provided can be tailored to their particular needs, it is a scheme that is particularly suited to respond to the specialised needs of black and racial minority groups. There are now 25 such houses around Merseyside, 4 of which cater for particular racial minority groups. For example, one Chinese house where three Chinese elders live together, supported by a paid Chinese carer who goes in each day, preparing Chinese meals for them, speaking their language, understanding their customs. This kind of individualised care cannot be provided in larger residential homes, where elderly people from racial minority groups often feel extremely isolated.

Contact :

Mr. R. Currie, Director
Liverpool Personal Service Society
18-28 Seel Street
UK-Liverpool L1 4BE
Tel. : (051) 707 01 31



Calderdale Travelling Day Hospital

This is a joint initiative between the Calderdale Area Health Authority, the Social Services Department of Calderdale Council, and Age Concern, which commenced at the beginning of October 1991.

The Travelling Day Hospital Team provide assessment, treatment and support to elderly people with mental health problems and their carers. The Travelling Hospital Team works on the basis of an open referral system and visits residential and nursing homes, and day care centres for the elderly on a peripathetic basis, together with the client's own homes.

Each client referred receives a comprehensive assessment undertaken by the team. Thereafter, further involvement is by one or more members of the team as necessary. Each client who is referred remains under the overall care of their own G.P. The Team liaises with statutory and voluntary agencies towards the provision of seamless care.

The services they can offer include :

- assessment of Health and Social care needs.
- advice on benefits and services
- individual counselling
- provision of equipment
- encouragement and support to carers
- Social and Therapeutic groupwork
- encouragement with daily living activities
- the setting up and supervising of treatment programmes
- ensuring continuity of care for elderly discharged from hospitals
- lifting and handling instructions
- help with mobility difficulties
- administering and monitoring of medication
- an advice and information resource.

The Team aims to develop a quality strategy which takes into account the views of the client and carer.

The Team's initial base is at Northowram Hospital, Halifax where there is close working with the hospital's psychiatric services including a regular meeting with the Consultant Psychogeriatrician at least monthly. The team is also developing communication links with General Practitioners regarding referred clients.

Contact :

John Ketteringham, Senior Clinical Nurse
Northowram Hospital
Halifax HX3 7SW
Tel : 0422 201101
Fax : 0422 206056

THEME II

**Use of potentialities and experience of
older people**



Gildeprojekten **Craft projects : a place for senior citizens** **to recognise their own worth**

v.z.w. Samenlevingsopbouw Borgloon

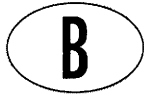
The purpose of the project is to promote the integration of senior citizens into society by bringing them into contact with young persons, housewives and the unemployed. Through involving older people in courses - whether as teachers or participants - it is hoped to dispel the feelings of "uselessness" that frequently overtake them in retirement. Those who so wish are given the opportunity to place their knowledge and experience at the service of other groups in society.

The scheme, which was begun in 1970 in co-operation with a number of other organisations, allows retired persons to teach crafts and other skills to young persons, housewives and the unemployed. In the process, the former acquire a sense of usefulness and the opportunity to make new social contacts, while the latter acquire new skills and experience.

The project also helps to break down the negative image which exists of old persons in society.

Contact :

Noëlla Jacobs
VZW Samenlevingsopbouw
Oorspongstraat 1
B-3840 Kerniel-Borgloon
Tel. : 012/74.17.42



Entr'Ages

Entr'Ages A.S.B.L. has been in existence since 1986 and was officially established on 27 March 1990. It has a team of five permanent staff (social worker, sociologist, psychologists, secretary), plus external assistants.

I. It serves a dual purpose :

- firstly, it meets an urgent and immediate need for rest homes to be opened up to the community and for the psychological and social isolation of the elderly to be broken and their active potential encouraged;

- secondly, in the long-term, it aims to carry out preventive measures based on examination and evaluation of its work in the field. Entr'Ages is in this way attempting to establish research theories, provide information, promote awareness of ageing among future generations and mobilise young people, encouraging them to have a more creative relationship with the elderly.

II. Activities

Its main task is the organisation of regular activities (at least monthly) in rest homes, day centres or clubs with children aged 9-14 from neighbouring schools, in order to rediscover intergenerational solidarity within the community.

Activities are organised depending on the wishes of the elderly and the age of the children. The content must therefore be adapted in each case to the situation within the home in particular.

Entr'Ages always tries to promote the independence of the elderly and to open up the rest home to the community.

III. Training-awareness

Training of external or voluntary organisers to promote activities in different environments and stimulate intergenerational initiatives.

Awareness in schools and via the media.

In schools : in addition to organising and supervising children taking part in activities, Entr'Ages is developing a programme of awareness of ageing for use in schools and outside the framework of activities as such. The aim of the programme is to help children develop a better understanding of the ageing process.

IV. Related activities

- Systematic provision of information for parents and teachers.
- Creation of a library, taking "intergenerationality" as the main theme.
- Participation in various committees dealing with preventative aspects of psychogeriatrics.

Contact :

Mme G. Everart
Entr'Ages A.S.B.L.
Rue de la Prévoyance, 60
B-1000 Bruxelles
Tel. : (02) 502.70.10



"Tikob Familiehus"

An example of social integration between the ages.

5 years ago the Tikob Familiehus (day care centre for children) embarked on a project to open up to the surrounding world with a view to enlarging the network of their primary target group i.e. the children.

Tikob Familiehus has long endeavoured to look at the human being age 0 - 100 and consequently tried to get in touch with pensioners and the elderly in their immediate environment in order to find out if it was possible to pave the way to a sense of solidarity between young and old persons to make it possible for generations to "live with each other" also outside the family. The Tikob Familiehus wanted to verify if the assertion that old and young may be of value to one another, held true.

It is our experience that the fact that elderly people come and go in the T.F. makes them a pedagogical factor of importance. It is more important to children to be praised and hugged and given sweets by an old person than by a teacher. Children seem happier, and this also influences the interaction between the children and their parents.

Experience shows that professional pedagogic efforts may not always solve problems of education.

The T.F. takes great trouble to get in touch with as many old people in the municipality (Elsinore) as possible. Every time they have a social event they try to send a letter of invitation to all old people in the neighbourhood. Perhaps that letter is the only personal letter they receive. The T.F. tries to break down the division of human beings into categories. To T.F. there are no categories of unemployed, of old, of persons requiring care, of school children, pre-school children, leisure time measures etc. If the barriers are broken as at the T.F. more people will volunteer to contribute to the project and work together to achieve a greater measure of quality of life and human values in the immediate neighbourhood. By way of example may be mentioned that two emotionally and mentally retarded persons have participated for a long time without extra special measures.

Contact :

Vibeke Lyck/Marie-Louise Weber
Tikøb Børnehus
Praestegårdsvej, 19
DK-3080 Tikøb
Tel. : 42 24 81 67



Pensioners Development and Activity Centre

For the last 18 years senior citizens in Viborg, Denmark have participated in study circles, based on the theory of impression pedagogy and socially relevant activities. They arrange excursions at home and abroad and make films about the trips. They teach school-children, students at folkhigh schools, and nurses, as well as occupational and physiotherapists. They publish poems and books. They write role plays, make musicals, sing in choirs, and function as tourguides in town. They make educational colour slide programmes on preventing bone fractures, on dealing with the problem of reduced hearing, and on the importance of healthy food and exercise. They travel abroad and talk about Denmark and the conditions for senior citizens in our country. They produce videos, supported by the Danish Ministry for Social Affairs, about their activities to be a source of inspiration to others. The usage of drugs has declined, the level of activities has increased, and none of the participants in the study circles has ever had to enter residential care.

Contact :

Mme Ulla Brita Gregersen
Krudthusvej, 4
DK-8800 Viborg
Tel. : 86 62 34 80



Anti-Rust Workhouse

Organiser: Werkhaus Anti-Rost e.V.

The main thrust of the activities of the Workhouse lies in the crafts area. Here, older people, even those nearing retirement, can import and impart their knowledge and skills to the benefit of people their own age and younger.

Besides a café, the Workhouse runs a tailor's / dressmaker's, a printer's, a woodwork studio and a photo lab - silk-painting and amateur dramatics groups have recently joined the list.

The members' and leaders' readiness to take innovation on board allows a crafts service to complete the range whereby the older craftsmen and women carry out minor repairs for people in low income groups for the lowest possible prices.

The sub-project "Grenzenlos" fosters international contacts, more especially with Southern Italy. This year, for instance, skilled manual workers left East Berlin under this "Frontier Free" scheme to renovate an old people's home in Italy.

A branch office in East Berlin's Köpenick district is now in its second year of existence. Activities are focussed on a tailor's, a woodwork studio, and on boatmaking.

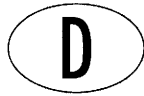
The Anti-Rust Workhouse is a member of "Erfahrungswissen älterer Menschen" - roughly, "what senior citizens have learnt along the way" - a programme set up by the Berlin Senate six years ago.

The particularly remarkable feature of the Anti-Rust Workhouse is its use of manual skills potential. Its activities are of direct benefit to the community.

The "senior citizens' experience" project brings experience with networks, and the renovation of an old people's home in Southern Italy involves contact with another European country.

Contact :

Werkhaus Anti-Rost
Herr Priewe
Rathausstr. 28
D-1000 Berlin 42



“East-West Forum »Socially Committed Life« - A project for men and women approaching retirement”

New fields of action and leisure activities are to be available to elderly persons in the pre-retirement phase in two selected pilot regions (Sachsen-Anhalt and Brandenburg), especially in accepting social, honorary tasks in the age-concern and welfare services. The main assignments would include : information; the counselling of individuals with a view to the development and application of future perspectives; information and advice for associations, organisations, public services, etc., with a view to opening up new fields of activity to senior citizens; the establishment of a meeting place for individuals and groups; the ongoing compilation of data banks and provision of advisory services.

Contact :

Institut für Sozialarbeit und Sozialpädagogik
Herr Hermann Scheib
Am Stockborn 57
D-6000 Frankfurt 50



Older people together with handicapped people

This project was developed by the first day care centre for older people in the borough of N.Irakliou in Attique.

Its objective is to organise practical training courses in the centre's canteen for young people with a mental handicap. These young people are undertaking training at the "Margarita" vocational training centre.

The young people are responsible for the washing up, waiting at tables etc and these trainees come to the KAPI (Greek Older People's Association) once a week throughout their entire time at school .

These practical training courses last between 8h.30 and 13h.30, and the objective of the programme is to encourage solidarity between the generations.

For the retired members of the KAPI, it is a question of :

- becoming more aware of the problems of young handicapped people;
- actively using their free time;
- developing self-esteem.

For the young people the objective is to :

- help their socialisation process through meeting new people and experiencing new places;
- to adapt to real working conditions.

Contact : E.Mavroyannis-Savidou

Elpidon St.,and Ir.Polytecuiniou
142 21 N.Irakliou
Tel : 282.52.02



"Amics de la Gent Grand"

"Amics de la Gent Grand" was established in Barcelona in 1986. It belongs to the "Internacional Federation of the 'Petits Frères des Pauvres'", which is an NGO attached to the Economic and Social Council of the United Nations. Volunteers from three continents have devoted themselves for over 40 years, within the framework of this organisation, to improving the life conditions and quality of life of the very old people who are physically or mentally impaired, but mainly of those suffering from isolation.

The purpose of the "Amics de la Gent Grand" is to improve the personal situation of older people living in rest homes, with a view to encouraging the relationships of senior citizens among themselves as well as with volunteers. Both the public sector and volunteer organisations co-operate and collaborate in this project, which implies the recognition and consideration of the emotional needs, history, memories and experience of human beings, with an emphasis on very old people. It comprises the following fields of action :

1. Services

Home visits, guidance and support in the home; specific support for a variety of needs (medical and health care, household, legal counselling, financial support, etc..) a telephone counselling service on existing resources or solutions to emerging problems.

2. Programmes

Telephone help-line for emotional comfort; therapeutic summer holidays; social meetings; leisure and social activities in rest homes; companionship to chronically ill older people or to older people with terminal diseases.

3. Activities

Christmas celebration; various parties; day-time outings; volunteer training and supervision scheme.

All actions of "Amics de la Gent Grand" are being carried out by approximately 350 volunteers of all ages catering for some 220 older people.

Contact:

Ms. Angeles Ruiz
"Amics de la Gent Grand"
C/Grassot 3, 1er piso
08025 Barcelona
Tel : 207.67.73 - 207.69.17 • Fax : 207.67.74



From collective memory to social usefulness

This social services campaign "From collective memory to social usefulness" must be seen in the context of the region in which it was established: it takes place in Toulouse, an area where the history of air travel is an integral part of the history of the region.

OBJECTIVES

- To encourage the economic and social usefulness of pensioners.
- To step aside from the strong professional culture to involve pensioners in a multi-faceted partnership with business (Aérospatiale, National Education, the local Mission, placement organisations etc.)
- To confirm their specific role in the sponsorship of young people attempting to become involved in industry.

This plan has been carried out and has developed.

PROJECTS

Exhibition on the history of the birth of the aeronautical industry in Toulouse, exhibited in primary and secondary school and youth clubs with meetings and discussions (on a monthly cycle).

Pensioners taking part in an educational project at the Bellevue lycée.

Production of a film entitled "Les mains du ciel" (The hands of the sky) with eyewitness accounts of the birth of air travel as a co-production with the Regional Educational Resources Centre in Toulouse.

Intergenerational programmes undertaken with the local Mission of the department of Haute-Garonne.

Support in the founding of a placement business.

PARTNERS

Local Mission - Haute-Garonne (Lauragais).

Lycée Bellevue - Toulouse

Regional Educational Resources Centre - Toulouse.

The Aérospatiale Library of the Air (Aérothèque) - Toulouse

CRI Federation (Federation of Occupational Pensions Organisations) - 30 bd de Strasbourg - Toulouse

Regional Development Association (ADRAR) - Ramonville (establishment of placement business).

Contact :

Didier Bouvet, J-M Rossignol, Direction de l'action sociale, Fédération CRI

50 route de la Reine BP 85

F-92105 Boulogne-Billancourt Cédex

Tel. : 46.84.36.83



The Brest Department for Pensioners and the Elderly (ORPAB)

In 1985, the F. NATTIER state school which is located in a social development area of Brest where the majority of the immigrant community lives got in touch with ORPAB to ask whether one or two retired people could help in their library and records department.

In 1987, 7 people visited the pupils (primary school age 5 - 12 years) to help with their reading and arithmetic, with explaining the meaning of words etc., educational games (shows, children, pensioners, teachers, parents and professionals) as part of the school timetable under the supervision of the teaching staff and with the approval of the Inspectors of Education. These people were not retired teachers. In 1988, a second institution, the La Pointe state school, made a request to the association, then a third school in June 1990, followed by two private schools at the start of the 1990-91 academic year.

By February 1991 27 pensioner helpers were working as volunteers with the pupils in 5 separate schools: 19 different classes were involved or 500 pupils with 35 hours of help being provided each week of the school year.

Our balance sheet at the end of 1991 showed that 33 volunteers had assisted at these 5 schools with a total of 44 hours of work a week being performed in 22 classes involving a total of 550 pupils.

Contact :

Daniel Juif (O.R.P.A.B.)
3 bis, rue Danton
29200 Brest
Tel. : 98.80.30.03



"Age and opportunity" National Promotion of Positive Attitudes to Ageing and the Elderly

Established in 1988 by the NATIONAL COUNCIL FOR THE ELDERLY in response to findings from studies carried out by the Council on the quality of life of older people in Ireland. The studies showed that many older people feel lonely, isolated and vulnerable, suffering from low self esteem and unable to establish a satisfactory role for themselves in life. A Council study of attitudes of young people towards the elderly indicated that most have a negative image of older people, seeing them as cranky and difficult to please. Furthermore, many of the young people interviewed had no contact with older people and a large majority of the young people held predominantly negative images of how they were regarded by the elderly.

The aims of Age and Opportunity are therefore :

- to encourage more co-operation between the generations,
- to celebrate the skills, talents, wisdom and experience of older people,
- to encourage older people to become involved in local activities,
- to promote the dignity of older people who are in need of care.

Age and Opportunity co-ordinates and promotes a national age awareness week, engages in media campaigns, publishes a newsletter and factsheets, organises seminars, provides a national information and networking service and works in partnership with other national, European and international agencies which are concerned with the education and welfare of older people.

Contact :

Ms. Catherine Rose
National Co-Ordinator Age and Opportunity
Carmichael House
North Brunswick Street
IRE-Dublin 7



Federation of Active Retirement Associations (FARA) AGE-LINK

Participants : Members of Active Retirement Associations and students in the 16+ age group

AGE-LINK is an inter-generational project devised by the Federation of Active Retirement Associations (FARA) to create better understanding between young people and the older generation. Its purpose is to promote positive aspects of retirement and ageing.

Active Retirement Associations are urged to organise Age-Link as an interesting and rewarding personal activity as well as a contribution towards the wider aim of promoting positive retirement. It is especially suitable as a project for National Age Week but can be organised at any time.

FARA has produced a leaflet promoted AGE-LINK. This includes guidelines on how to organise AGE-LINK discussions, topics for young people and for older people which might introduced in the discussion and general subjects likely to be of mutual interest. A short questionnaire adapted from one included in a NATIONAL COUNCIL FOR THE ELDERLY study of the attitudes of young people to ageing and the elderly is recommended for use before or after the AGE-LINK group discussions.

Contact :

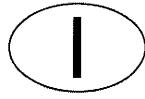
Con Murphy

Hon. Administrator • F.A.R.A.

56-61 Dame Street • IRE-Dublin 2

The Secretary • Retirement Information Centre

7/8 Capel Street • IRE-Dublin 1



Older people and the valuing of the cultural heritage of Ascoli Picena

1. SUMMARY

The project aims to build up a NETWORK involving both public and private sector institutions (co-operatives of the elderly) in order to make use of the KNOWLEDGE - the wisdom - of the elderly on behalf of the communities in the REGION.

2. DURATION

The start-up period will last for one year and its purpose will be to make the general population aware of the active role which can be played by the elderly as a "VALUABLE SOCIAL RESOURCE".

3. People who are still independent will be hired to teach cultural traditions, crafts and to bring about a revival of ancient folklore customs to the benefit of the population as a whole.

This work will enable old people who are often forgotten in the villages to continue to lead an active life.

Our intention is to build up a model enabling us to establish similar activities in other regions.

OBJECTIVES

1. To make use of the knowledge of craftsmen and farmers and to construct museums of local crafts.

2. To make use of the elderly as tourist guides within the region.

3. To build up a network of mixed public and private sector organisations thus demonstrating the value of the elderly as communicators of local culture.

Contact :

Me Tiziana DEL GIOVANE
Centro Diurno di Integrazione Sociale
Via Roccabrignola 1
I-63036 Pagliane del Tronto
Tél. : 0736/898449



Gilde Projekt

Our society has a old-fashioned impression of people who have stopped active working : people who spend their days peacefully and quietly. Society does not realise however that these people have a large part of their life ahead. People in this period of life in our society have no duties, or at least no duties which everybody thinks that older people should perform. But just saying that older people have a valuable position in not sufficient. Older people should be offered a valuable position in the community. That was the reason for establishing Gilde. We said to each other : "If those self-evident duties are not available, we have to create them."

About 7 years ago, we started to find out about the specialities of older people. What is the advantage of being old ? What do older people do better than the younger ones ? We came to the conclusion that the speciality of older people is : their experience and knowledge picked up during a lifetime. It would be very usefull if older people pass on this experience to the younger generations. The Gilden (Guilds) of the Middle Ages used this as a principle. The master passed on his knowledge, his know how, to his pupils. So we started an organisation named "Gilde".

The Gilde Gids operates succesfully : we have more than four hundred older people who offer their speciality. And more than 25.000 people have used it already : inhabitants of Amsterdam of all classes of the population, but also organisations and schools.

Contact :

Mr W. Van Doornik
Gilde Projekt
Hartenstraat, 18
NL-Amsterdam



Carcavelos Community Centre

Objectives:

- To establish a location where anyone can share their experiences by giving priority to a process of give and take, thus helping the young and elderly to gain a better understanding of their lives.
- To identify gaps in the programmes offered by other services in the region.
- To work in co-operation with other organisations concerned with the elderly in order to plug these gaps and to provide such services as are required.

Location

- Carcavelos is located 30 km from Lisbon and has some 19,000 residents. Approximately 130 elderly people are registered members of the day centre.

- Institutions involved

- The parish of Carcavelos, working together with local Health and Social Services and voluntary agencies.

- Current Projects and those being established

- Day centre - used by 130 elderly people.

- Home care service provided by a group of volunteers, mainly made up of retired people themselves under which volunteers will be assigned a "caree" who they will visit and look after when they are feeling ill, are bedridden or are lonely.

- Information centre for the elderly providing information in a number of different areas (Social Security benefits, Health care, accommodation, the law, leisure activities and the arts).

- Legal advice office with the support of a qualified lawyer.

Future Plans

- Home care service to be provided by people of all ages.
- Compilation of an employment kit for the elderly.

Contact :

Mme Conceição Fernando
Av. do Loureiro, 394
Centro Comunitario de Carcavelos
P-2775 Parede
Tel.: 01-457.67.68



Advocacy and Older People Project

Introduction

The Project uses the medium of volunteer Citizen Advocacy to help older people receive appropriate human services within the area served by the North Staffordshire Health Authority and the North Staffordshire Division of Staffordshire Social Services. The project is of particular relevance to the thrust of the 1993 European Year of the Older Person in that it shows how the positive contribution of older people (most of the advocates are 50 plus) can help preserve the independence and autonomy of other older people, particularly those in institutional settings. It has to be remembered that even the best of institutional care can hinder the individual's autonomy.

Specific Aim

The project introduced advocates to partners (older people) with a view to the advocate articulating the partner's needs, preferences and wishes with regard to services provided by the statutory, voluntary and private sectors. It is hoped that the partners (who have no other effective voice to speak for them) might eventually become effective self advocates. The service is offered to old people in institutions and, where appropriate, to those living in the community.

The Volunteer Advocates

These come from all walks of life, most of them being older people. They commit themselves to training, to regular supervision and to peer group meetings. In return they receive professional support and advice from Foundation staff and in particular from the Advocacy Training and Support Officer (ATSO). The Foundation's long experience in volunteer training, enabling older people to undertake the most sensitive tasks, has been of great help in this project. Currently, the project involves 21 active partnerships.

An example of Good Practice

The Advocacy with Older People Project is, in the Foundation's opinion, an example which might usefully be followed not only in the UK but in other countries throughout the Community. Equally, it might learn valuable lessons from similar projects in other Community countries, which lessons would enhance the role that active older people have in helping less active older people. The Foundation would welcome such contacts.

Contact :

Tony Flynn (Director) Or Vera Ivers (Principal Officer Development), Beth Johnson Foundation, Parkfield House, 64, Princes Road, Hartshill, Stoke-on-Trent ST4 7LL
Tel. : 0782 44036



Queenscourt Hospice

Queenscourt Hospice offers total care to patients who are terminally ill, mainly with cancer. The hospice is purpose-built, with all patient facilities on the ground floor, and has 10 in-patient beds, plus a day therapy unit for up to 15 patients per day. Other services offered are home-sitting, transport/escort, bereavement support and support for carers. A full professional nursing staff is employed.

More than 500 volunteers assist Queenscourt either by direct involvement at the hospice itself; in one of the local fundraising support groups; at the charity shop in the town centre, or on the council of management.

The tasks undertaken by volunteers at the hospice itself include nursing, physiotherapy, hairdressing, manicure, laundry, catering, driving, visiting patients at home, counselling, administrative, secretarial and many more. A particular success has been achieved by the voluntary team of gardeners who conceived and implemented a comprehensive land management and conservation plan, with spectacular results. The age of volunteers ranges from 16 - 82, but more than two-thirds are over 50 years of age.

All of the hospice services are free of charge and, as the Hospice is mainly charitably funded, the voluntary contribution is essential to maintain the extremely high standard of care which is offered to the terminally ill and their families and friends in the local community.

Contact :

Pat Williams
Hospice Co-ordinator
Queenscourt Hospice
Town Lane, Southport PR8 6RE
Tel : 0704 544645

