Slough Borough Older People Strategy Steering Group

Meeting Notes: OP Steering Group

Date: 11/11/25
Time: 10:30 AM - 12:30 PM
Location: Teams

Attendee:

Facilitator: Marcia Wright & Vanessa Pugh

Agendas

1. **Update on November Cabinet Report**

Presenters: Vanessa Pugh and Marcia Wright.

Provided an update on the Older People Strategy Action Plan.

OP T&F Groups Updates

- **Groups:** Dementia, Digital, End of Life Care, Culture & Intergenerational Families

- **Summary:** Updates were given on the progress of various task and finish groups. Social Isolation and Housing Options groups are currently paused.

Key Priorities Discussed:

1. Reducing social isolation and loneliness.

2. Ensuring older people have a continued sense of purpose.

3. Promoting good health and preventing long-term conditions.

4. Tailoring information and advice for older people.

5. Supporting intergenerational families.

6. Providing choices about end-of-life care.

7. Offering a range of housing options for later life.

2. Responder Services

Presenter: Ash Hussain – Adult Social Care Commissioner

- **Summary:** Discussed the plan and opportunities for the Responder Service, which provides a 24-hour non-emergency service for residents with telecare alarms.

- What would you like to see in a Responder Service?
    - Able to turn up always and support, even if ambulance is called, would be good for responders to wait till ambulance comes.
    - Able to support/replacement care

- How would we overcome challenges for the Responder Service, i.e. family still living with cared for however still calling out Responder Service or people not installing keysafe boxes?
    - Make it very clear, if no keysafe not response
    - Ensure its communicated that if family in, they notify call centre or call centre calls first.

- How would we encourage uptake on a service like this?
    - Promote more

Responder Service Highlights:

- Success in reducing ambulance calls and hospital admissions.

- Funded through partnerships with Health and Frimley Integrated Care Board.

Challenges: Existing data gaps and the need for better performance analysis.

Opportunity: Further integration with health services and exploring additional funding**.**

Action Items:

- Create a memorandum of understanding (MOU) between NRS, the call centre, and the responder service.

- Improve data collection and analysis for better service performance.

- Explore market opportunities and potential collaborations with the ambulance service.

- Engage in discussions with the ambulance service for additional funding and integration.

- Link the Responder service with Public Health's falls prevention task and finish group.

- Address challenges related to data accuracy and keysafe installations.

- Conduct a needs assessment and analysis by September 2025.

- Follow the governance process for recommissioning, including cabinet approval, market engagement, tender process, and contract award.

3. Assistive Technologies for Older People

Presenter: Zac Dean - Assistive technology Commissioner

Technology Enabled Care enhances independent living by ensuring support is readily available at any time, day, or night. This approach includes Telecare Assistive technology, Telemedicine, Telehealth

Benefits

- Comprehensive support system.
- Reassurance for family members who live at a distance.
- On-call services for immediate assistance, including lifting service users after a fall and contacting emergency services if needed.

Types of Technology Enabled Care

Monitored Devices:

- Connected to a monitoring centre managed by Appello, available 24/7.
- Operates independently from Adult Social Care services.

Standalone Devices:

- Managed by family members, friends, or carers.
- Assist with daily living tasks (e.g., medication reminders, door exit sensors).

Who can benefit from the use of technology enable care?

- Elderly people living alone.
- People with dementia or mental health issues.
- Individuals at risk of falling, blackouts, or with long-term health conditions.
- Victims of domestic violence or anti-social behaviour.

Technology Enabled Care services is available free of charge to all residents who need the service.

How to Apply:

- Contact Adult Social Care's First Contact team via phone (01753 475111, Option 1) or email (adultsocialcare@slough.gov.uk).

For more details, visit: Living Independently/technology-enabled-care

Any Other Business & Next Meeting

Discussed the upcoming OP Question & Answer joint event with the Over 50 Forum on November 26th.