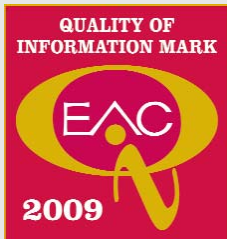


For housing and care professionals



An electronic copy of this publication, containing links to all the resources mentioned in it, can be found on the EAC www.HousingCare.org website.

November 2008



EAC Quality of Information Mark gains popularity



EAC's website www.HousingCare.org distinguishes over 1770 schemes with the familiar logo

Above: Logo for use by providers and managers in their publications.

Since its launch in December 2007, the EAC Quality of Information Mark has rapidly grown in popularity.

It had originally been introduced to encourage housing providers and managers to respond to our longer questionnaire designed to capture complex information on Housing-with-Care schemes. However the new questionnaire opened up the possibility of increasing data available on typical sheltered and retirement housing schemes. It became EAC's standard questionnaire in its present format of one basic page plus a 6-page supplement making the QI Mark available for all forms of housing for older people.

Some 1770 schemes now carry the QI Mark, including 472 Housing-with-Care schemes. The QI Mark is awarded for one year only to make sure that information is kept up-to-date. We are aware of the work it demands from the applicants and are working towards making it easier to renew the QI Mark.



We are grateful to the hundreds of scheme managers and others who have taken the time to address all our questions, and who have not lost heart when asked to revisit or complete their answers.

The QI Mark will not be acquired without some work. Indeed we would feel obliged to raise its standards, were it to become too easy to obtain.

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Managers of the Gateshead Housing Company with their certificates



Julie Robbins, Christine Sherwood, Martin Currell and Sally Davis of Sandwell Homes with certificates



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FirstStop Advice – for older people, their families and carers

May's In Focus carried a briefing on the new FirstStop service planned by EAC in partnership with Counsel and Care, Help the Aged and NHFA Limited.

After many months of preparation, a pilot service was launched at the end of August offering free, comprehensive information and advice on housing, care & support for older people, including specialist advice on financial matters, rights and redress. FirstStop achieves this by bringing together the complementary information resources, skills and expertise of the four partners into a tightly integrated single service, delivered via its telephone Advice Line and website.

With systems tested and teething problems sorted, FirstStop is now ready to grow, and



we would welcome your help in making your colleagues, clients and customers aware of it.

Please contact us for posters and flyers, or visit the FirstStop website to download factsheets and other information materials, search our accommodation and care databases, or find out more about our plans for the service.

"I found your service extremely helpful – someone familiar with the care/support systems and clear information on different possibilities, financial aspects etc. I felt grateful for the humanity of your service . . ."

"I was very impressed by the personalised Housing Options Report you sent me - you are one of the few organisations who sent me what I asked for! Thanks. Can't fault you!"

"Your service was enormously helpful – straight forward, practical, supportive – at a time of crisis."

"I consider your service and that of the financial advisor you put me in touch with was excellent."

QI Information Mark gains popularity

continued from previous page

Providers have the all important role of encouraging their staff to acquire the QI Mark. We are therefore very pleased to present below the organisations with the highest number of accreditations to the QI Mark through full questionnaires. It would seem they found the exercise useful, not just for the QI Mark but also to promote their services.

Number of newly accredited schemes of major housing providers

PRIVATE SECTOR COMPANIES

- 15 Sunrise Senior Living
- 14 Pegasus Retirement Homes plc

REGISTERED SOCIAL LANDLORDS

- 84 Sandwell Homes Ltd
- 60 Hanover (Scotland) Housing Association
- 53 ECGH (English Churches Housing Group)
- 43 The Gateshead Housing Company
- 27 Hounslow Homes Ltd
- 18 Abbeyfield Societies
- 17 Pennine Housing 2000
- 17 LMH (Liverpool Mutual Homes)
- 12 Sedgfield Borough Council
- 12 North & West Housing

With thanks to the many smaller organisations who have completed our questionnaires and obtained QI Marks.

Helping you decide whether to stay put at home, or move to somewhere more suitable



Helping you understand how to afford and pay for help or care



Helping you get the care and financial support you are entitled to



FirstStop contacts

PHIL SPIERS, Acting Chief Executive:
Telephone: 07989 383 422,
philip.spiers@firststopcareadvice.org.uk

KEN REID, Programme Manager:
Telephone: 07968 682 061,
ken.reid@firststopcareadvice.org.uk

ADVICE LINE: 0800 377 7070
Web: www.firststopcareadvice.org.uk
email: info@firststopcareadvice.org.uk



South Bank hosts 15th EAC Annual Art Awards

Next door to the Tate Modern on London's South Bank, the Bankside Gallery played host to EAC's well-loved annual exhibition of work by amateur artists over 60.

The preview and prize-giving ceremony took place on Tuesday Sept 2nd, followed by a further five days in which the exhibition was open to the public, with free admission.

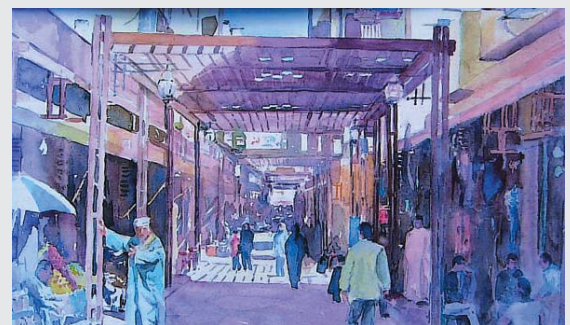
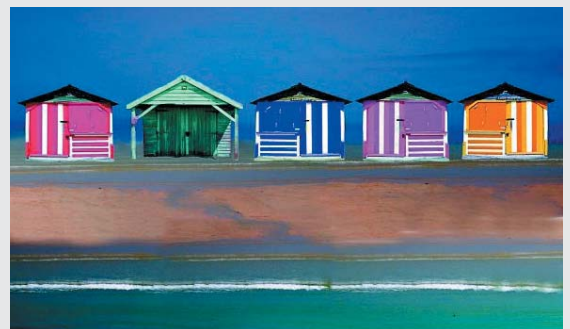
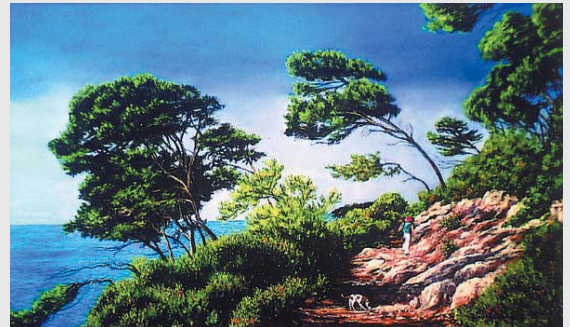
This year's Art Awards national competition attracted over 1600 entries from a wide range of older amateur artists.

Works of art spanned oil, water-colour, pen, pencil, charcoal, collage, pastel, acrylic, textiles, knitting, enamel, photography, and sculpture. The Artists' ages ranged from 60 to 90 years of age.

As always, the sheer range of talent, and the high quality of the submitted works delighted all who attended the exhibition, but made the judging extremely difficult.

Our thanks therefore go to our three very experienced and committed judges: artist Tom Coates PNEAC, Sally Bulgin, Editor of *The Artist* magazine, and Martin James, director of *Retirement Homesearch*. It was their unenviable task to come up a shortlist of 90 finalists to then select the prize winners from 1600 works entered.

We thank all the housing and care home providers who advertised this competition to their residents and encouraged them to participate.



View all exhibited works, video of the event and our Picasa photo album on the Art Awards website www.artawards.eac.org.uk



Our thanks must also go to the sponsors of the Art Awards, whose involvement has helped secure the continuing success of the annual competition, and whose generous prizes were much appreciated by all the winners.



ELDERLY ACCOMMODATION COUNSEL

A national charity providing information and advice on all forms of accommodation and services for older people

Registered Charity No. 292552

EAC Housing-with-Care Awards to be launched

In 2009 EAC and Lyonsdown Media Group will be launching the Housing-with-Care Awards, open to all housing schemes for older people which provide care services. The various categories will cover small, medium and large schemes or developments, retirement villages, Extra Care, Very Sheltered, Assisted Living, Close Care, etc.

These Awards will break new grounds:

- Nominations will be made by the residents themselves
- Residents will be asked for their views on how to improve well-being in late retirement
- There will be no distinction between recent and older schemes or developments

Questions will address:

1. The physical environment, individual properties and communal facilities
2. The support and care services
3. Meals services
4. Ethos, lifestyle and leisure activities
5. Management issues

We are working on the nomination process with two distinguished experts in well-being in extra care housing: Karen Croucher (University of York) and Simon Evans (University of the West of England). We are grateful to the Housing LIN (CSIP – DH) www.networks.csip.org.uk/Housing for its grant towards this collaborative piece of work.

We hope that the process of nominating a scheme will be enjoyable and will tease out recommendations, suggestions and new ideas.

The Lyonsdown Media Group will be organising the Awards ceremony (including video links to the winning schemes) and are looking for allied industries and agencies to provide the necessary sponsorship.

In our next newsletter we will hopefully be able to let you know about the timetable of the EAC Housing-with-Care Awards and how to participate. Meanwhile, if you are already interested in any aspects of the Awards, in particular to discuss sponsorship, please do not hesitate to contact Bradley Sheffer Bradley@lyonsdown.co.uk or Alex Billeter alex.billeter@eac.org.uk

Call for support with major dementia research programme

EVIDEM is an ambitious programme that will recruit 2,000 people with dementia who wish to contribute to this research and help change the way in which dementia services are delivered. The research is taking place across north London, Essex, Hertfordshire and Bedfordshire. Those who join will be offered the opportunity to take part in different projects.

EVIDEM deals with topics that are complex and sensitive, but are important and need attention now. In addition we believe that this programme must produce findings and outputs that can be applied by practitioners.

If you would like more information or want to be involved please contact one of the Programme Managers by email or telephone: **David Lowery:** d.lowery@nhs.net or 020 3214 5889 **Kalpa Kharichak.kharicha@pcps.ucl.ac.uk** or 020 7830 2392. Alternatively you can visit us at www.evidem.org.uk.



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