

A practical guide to help you age well in Gateshead

NHS

*Live healthily, happily and
independently for longer*



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Who is this guide for?

This guide provides information on the support available in Gateshead to help you age well and remain healthy and independent for longer. The advice is aimed at people aged 65 years or older and anyone who supports them such as family, friends or carers.

While we can't control our age, we can slow down any decline in our health with smart choices along the way. From the foods we eat and how we exercise, to our friendships and retirement goals - it all has an effect on how quickly or slowly our bodies age.

The good news is that it's never too late to get started! Some of the suggestions in this guide you might already have thought of, but you may find some new ideas along the way.

A good way to create new habits or try new things is to set simple goals. On every page you will find sections to help you set realistic actions and make changes so you can lead a healthier and happier life as you get older.

At the end of this guide there is a list of organisations who can provide support for the ideas and suggestions given on the following pages.

How to age well

Get active: Ageing affects your balance, muscle strength and bones but daily exercise helps you to stay strong and healthy.

It will lower your risk of obesity, heart disease, stroke, type 2 diabetes and even cancer. If that wasn't enough, staying active can boost your self-esteem, improve your sleep, and give you more energy.

The recommended activity level is 30 minutes five times a week - gardening, vigorous housework, cycling and daily walks all count. When sitting for long periods, get up and walk or stretch every 20 minutes. Experts also advise twice-weekly muscle strengthening exercises for the over 65's.



If that sounds like a lot, start small and as you get stronger you will be able to work up to those amounts. Why not attend a weekly strength and balance class or contact your local leisure centre or community centre to find out what's going on there.

How to age well

Stay connected: Spending time with other people can improve your mental health and will help to prevent you from feeling lonely or anxious. If you find that you are no longer able to do the things you used to or are unsure what activities you can get involved with locally, there is support to help you take up new hobbies and interests or find out about how you can get involved in volunteer work.



Give up smoking: Smoking is linked to a whole range of health problems, including heart disease, lung cancer, and bronchitis. The good news is that if you stop smoking, regardless of your age, your circulation, lung capacity and energy levels will improve.



Watch what you eat and drink: A balanced diet is crucial for good health, energy and preventing illness. An ideal diet should be low in saturated fat with lots of fruit and vegetables, whole grains, oily fish, and small amounts of low-fat dairy and lean meat. Don't forget to top-up with lots of water to avoid dehydration, which can make you feel tired, confused and can even cause urinary tract infections.



How to age well

Tea, coffee and fruit juice will also help you to stay hydrated but avoid sugary fizzy drinks.

For further information please visit:

www.nhs.uk/live-well/eat-well/

or speak to your GP.

It's recommended to drink no more than 14 units of alcohol a week, spread across three days or more with at least two days per week booze-free. 14 units is approximately 6 medium (175ml) glasses of wine, or 6 pints of 4% beer. There's no completely safe level of drinking, but sticking within these guidelines lowers your risk of harming your health.

I will improve my health by:

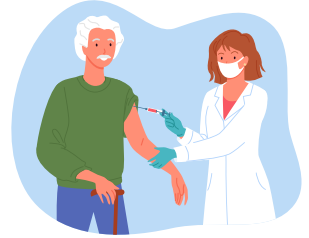
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The basics of good health

Check vaccination and routine screenings are up to date:

As we age, our immune system becomes less efficient at protecting us. A number of different vaccinations are available for older people. These are free on the NHS.



The NHS app or your GP surgery can be used to check that vaccinations, routine screenings and health checks are all up to date.

Look after your teeth:

Brush your teeth twice a day and floss daily. Flossing helps to prevent gum disease by removing pieces of food and plaque from between the teeth.



If it's left to build up you might notice sore or bleeding gums, and gum disease can also be linked to diabetes, strokes, heart disease and rheumatoid arthritis.

Have regular check-ups and if you wear dentures or have a bridge, ask your dentist to check that they fit properly.

The basics of good health

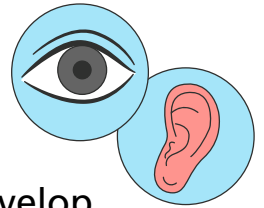
Keep your bones strong:

Aim for two to three servings of calcium rich food a day. Ask your pharmacist about vitamin D supplements and get 10 minutes in the sun every day from May to September.



Take care of eyes and ears:

Have your sight and hearing tested regularly or if you notice a change. Eye tests are free if you're over 60. You can help keep your eyes healthy by not smoking, as smoking damages the eye making it more likely to develop age-related macular degeneration and cataracts. Protect them from the sun by wearing sunglasses. Getting regular hearing check and wearing any hearing aids if needed, can help reduce your risk of developing dementia.



Don't forget your feet:

Wash your feet often and dry them well to prevent infections. When cutting your nails, trim them straight across, never at an angle or down the edge as this may cause ingrown nails. Keep your feet warm but avoid anything too tight.



The basics of good health

If your shoes fit well, they protect and support your feet and may improve your balance and stability.

Understand your medicines:

You may be taking several different medicines, especially if you have a condition such as diabetes or asthma.



It's important that your medicines and the doses are reviewed at least every year. Your GP surgery or pharmacist will do this for you, and they may recommend alternative medicines or change the doses.

I will take care of myself by:

Completed?



How to reduce your risk of falls and stay at home

Around one in three adults over 65 who live at home will have at least one fall a year but many of these accidents are preventable. Fall-proofing your home needn't be costly, it's mostly about spotting small risks that can be easily and quickly sorted out. Avoid unnecessary injuries and hospital stays by following these tips:

- Remove or tape down frayed carpet
- Replace worn out slippers
- Clear clutter, especially in passageways, bedrooms and around doorways.
- Consider handrails around the house including the stairs.
- Ensure the hallway and stairs are well lit.
- Put a torch by the bed, keep landing/hall lights on at night, using energy saving light bulbs.
- A surprising number of people trip over their pets. Buy them a bright collar, and a bell to alert you to their presence.



How to reduce your risk of falls and stay at home

- Practise how to get up from the floor if you do fall. It could turn out to be a life saver.
- Keep your phone charged, switched on and with you.
- Consider getting and wearing a personal alarm. Sensors and fall detectors are also available. Contact your local council for further information.

Top tips

Check - Wear well-fitting low-heeled shoes and avoid wearing worn out or loose slippers or shoes.

Check - Investigate walking aids and other helpful equipment as appropriate (Age UK and Citizens Advice have information and financial help).

Check - Accept you may not be able to drink as much alcohol as you used to.

Check - Contact your GP surgery about persistent bladder and incontinence problems.

I will take care of myself by:

Completed?



If you need extra support

Slowing down or feeling more tired? Or do you need extra help with shopping, medications or finances?

Social Prescribing for Older People - The national term of Social Prescribing is often used interchangeably in Gateshead with Community Link Working, perhaps as it feels more descriptive of the service provided.

You will find Community Link Workers in all areas of Gateshead, working in collaboration with, and funded through, networks of GP surgeries and predominantly managed by Edberts House. Link Workers take referrals (including self-referrals) to work alongside individuals to support them in tackling a wide variety of non-medical issues which are having an impact on their health and wellbeing, and this includes people of all ages. These could be issues with benefits such as Attendance Allowance, housing, financial challenges, family difficulties, caring responsibilities, social isolation or anything else affecting the lives of an individual and those around them.

For more information, contact:
Deb Pardos-Todd: **07376674648** or
deb.pardos-todd@edbertshouse.org



If you need extra support

Health Equity Team – Communities & Place

Health Equity Team – Communities & Place As Community Link Working has evolved in Gateshead, the Health Equity Team was created to develop a more proactive way of tackling inequalities and supporting accessible ways of improving health and wellbeing. The team works predominantly with those in an older age group who want to improve their quality of life as they reach their later years. The team consists of; a Physical Activity Link Worker and a Community Development Link Worker working across the East Area of Gateshead, and a Volunteer Co-ordinator and a Health Equity Lead who work across the borough.

The team facilitates groups and activities including some focusing on individuals experiencing frailty, dementia and cognitive impairment, as well as supporting those caregivers who support them. Also providing opportunities for all older people to move more, become physically active and to engage and connect with others to live better quality lives for longer, through a range of activities, games, music and laughter.



If you need extra support

Time is taken with each person, as the unique individual they are, doing both 1-1 or group work, and members of the team are well connected across the sectors of health, local authority and voluntary provision to ensure appropriate onward information or referrals can also be undertaken.

Dementia Network and Carers Sub-Group. The Gateshead Dementia Network is also led by Edberts House, with meetings happening approximately every 6 weeks in different venues across Gateshead. These sessions are open to anyone wanting to learn more about services available to those people living with dementia and those who care for and about them. It attracts professionals from GP surgeries, hospitals, specialist units, the local authority and charitable sector, as well as researchers from the region's universities and importantly caregivers from the community, and all are very welcome.

The Carers sub-group is a slightly smaller group who meet to specifically look at challenges for caregivers in Gateshead, and again combines caregivers and community members and those working in a professional capacity, resulting in open and valuable discussions about the issues and trying to influence change.

If you need extra support

For more information about the Communities and Place team/Dementia Network/Carers Sub-group.

please contact:

Helen Bell – Health Equity Lead C&P

h.bell4@nhs.net or **07845 640692**

Edberts House



Your Guide to Thriving with Age UK Gateshead

At Age UK Gateshead, we're all about helping you live well as you age! Whether you're looking to stay fit, keep your mind sharp, join in social activities, enjoy some music, or get advice on finances and legal matters, we've got you covered.

Plus, our friends at Living Well North Ltd are here to offer home care and cleaning services to help you stay independent.

Whatever you need to make ageing a positive experience, we're here to support you every step of the way! Age UK Gateshead "it's simply about people".

"Get Involved and Make a Difference"

If you need extra support

Volunteering Opportunities

Want to give back to the community? Volunteering is a fulfilling way to stay engaged and meet new friends. Whether helping at events, supporting day centre activities, or providing administrative assistance, your contributions can make a real difference!

Support Those Affected by Dementia

Dementia Day Centre

If you or someone you know is living with dementia, our Dementia Day Centre provides a safe, engaging environment filled with activities designed to enhance well-being. Plus, it offers much-needed respite for caregivers.

Cognitive Stimulation Therapy (MCST)

Join our Cognitive Stimulation Therapy sessions!

These enjoyable activities are tailored to boost cognitive function for individuals with dementia, helping improve memory and social skills.

Dementia Links Community Support

Connect with Dementia Links for community support tailored for individuals with dementia and their families.

If you need extra support

We provide valuable information and resources to enhance quality of life.

“Embrace the Digital Age”

Digital Inclusion Workshops

Join our Digital Inclusion programs to learn how to use smartphones, tablets, and the internet. Staying connected with family and friends—and accessing online services—has never been easier!

Find Comfort and Connection

Bereavement Support

Navigating grief can be challenging. Our bereavement support service provides a compassionate space to share your feelings and connect with others who understand what you're going through.

Friendship Groups

Feeling lonely? Our Friendship Groups are a welcoming place to meet new people and enjoy social activities. It's a great way to forge lasting connections!

If you need extra support

Engaging Day Centres

Join our Day Centres for a vibrant space filled with activities, meals, and social interaction. We offer a variety of programs designed to cater to diverse interests and needs.

Legal and Practical Support

Legal Services

Understanding legal matters is crucial as we age. Age UK Gateshead offers advice on wills, power of attorney, and more, helping you make informed decisions for your future.

Advocacy Services

Need help navigating healthcare or social services? Our Advocacy Services ensure your voice is heard, assisting you in expressing your needs and rights.

Smooth Transitions

Hospital to Home Support

Transitioning from hospital to home can be daunting. Our Hospital to Home service provides vital support to help you settle back in comfortably and access necessary care.

If you need extra support

Stay Informed and Active

Information and Advice

Looking for guidance on health, social care, or financial support? Our team is here to offer reliable information tailored to older adults.

Exercise Classes

Staying active is key to good health! Our exercise classes, specifically designed for older adults, focus on strength, balance, and flexibility to help you feel your best.

Ageing well is within reach with the right support and resources. By tapping into the services offered by Age UK Gateshead and engaging with local community offerings, you can enhance your quality of life, maintain independence, and enjoy meaningful connections.

Get in Touch!

For more details on our services or to get involved, contact us at:

Phone: **0191 477 3559**

Email: advice@ageukgateshead.org.uk

Website: <https://www.ageuk.org.uk/gateshead>

Let's embrace the journey of ageing together, creating a supportive and vibrant community for all!

If you need extra support

Caring for others and yourself: Lots of older people rely on care from a family member or friend. This might include help with eating, getting dressed or washed, or reminding how to do day-to-day things. Alternatively, you may be caring for someone else, and this can be tough. It may affect your physical or mental health and it is important you look after yourself.

Carers can ask the local Council for a carers assessment to find out if they are entitled to any support, including time off from caring. Many local organisations and carers groups can support you and provide the information you need, including any benefits you may be entitled to.

When you can't live independently anymore:

There are many options when living independently has become difficult. Support can be provided with shopping or meals, care at home or if living at home is no longer an option then care homes could be considered. The local Council can provide information on the support that is available.

Carers Services for Gateshead: Caregivers Connected Gateshead is a free and confidential service, provided by Carers Federation.

If you need extra support

We support unpaid Adult Caregivers, Young Adult Caregivers and Young Caregivers in Gateshead.

<https://gaacs.carersfederation.co.uk> or **0808 8010350**

Cost of living support. We understand what a worrying time this is with rising utility, food and goods prices causing concern and putting pressure on people across Gateshead. Local support is available through grants or financial support, money saving tips, support schemes, food banks and transport to medical appointments. Contact Edberts House for more information.

How to keep money and information safe from scams.

A scammer may try to approach you on your doorstep, by post, over the phone or online. They'll often pretend to be someone they're not or make misleading offers of services or investments. Further information can be found through many of the organisations in the Directory of Contacts, including your local Council and Age UK.

For extra support, I will contact:

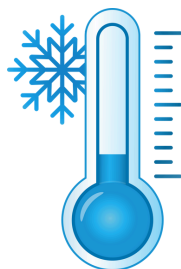
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How to stay safe throughout the year

Winter weather

There are practical things that you can do to prepare for winter weather, which may bring cold, ice, snow and high winds. Remember that cold weather can start in October.



- Icy pavements and roads can be very slippery. Take extra care if you go out and wear boots or shoes with a good grip on the soles. Rubber snow/ice grips that attach to outdoor shoes are very effective or you can use a stick for balance.
- Consider fitting a grab rail if you have steps at your front or back door.
- Have your heating system serviced before winter arrives.
- Keep some food supplies in a cupboard or freezer in case you can't go out for a few days.
- Ask your family, neighbours or friends if they could call or visit you more often if a period of cold weather stops you getting out and about.

How to stay safe throughout the year

- Keep cold, flu and sore throat remedies in the house.
- Speak to your friends, family or your carer if you are feeling under the weather, down or need some practical help. They may be able to help you.
- Order repeat prescriptions in plenty of time, particularly if bad weather is forecast.
- Take up offers of vaccinations for COVID or flu.

Summertime

- The recommended daily fluid intake to function effectively and avoid dehydration is about 8 cups (2 litres). In the summer you should drink more fluids to avoid becoming dehydrated, dizzy and at risk of falling.
- Wear sun glasses to avoid damaging your eyes.
- Ensure you order repeat prescriptions in advance if you are planning to go away.



How to improve your mental health and wellbeing?

Are you feeling low, anxious or lonely?

Here are some things you can do to help or improve your mental wellbeing. Connecting with others can make all the difference.



- Get involved with local community activities - singing, walking groups, book clubs, bingo etc.
- Help others - volunteering can be a great way to stay involved and meet new people.
- Invite a friend round for a cup of tea or keep in touch by phone.
- Try to do something every day - plan small things to look forward to.
- Learn to love computers - connect with others online and browse the web. Google Home Nests or Amazon Echo Shows are a good way to video call friends and family.

How to improve your mental health and wellbeing?



Gateshead 50+:

Offer wellness classes and social activities for over 50s.

They have a wellness hub in Deckham where we offer around 100 activities each month and we also set up activities and falls prevention classes all across the borough.

The best way to see what's on is take have a look at our Gateshead-wide activities guide - www.gatesheadopa.org.uk/whats-on/gateshead



How to improve your mental health and wellbeing?

Edberts House can help with any of the above activities as well as transport services to get you there. Age UK can also connect you to others through local groups and offer mental wellbeing support.

If you are experiencing feelings such as anxiety or low mood that doesn't go away or you are finding it difficult to cope, support is available through MIND **0191 477 4545** or **0330 1743 174** (Calls are charged at local rate).

Concerned about memory loss?

The following problems may be symptoms of dementia, however, all of these symptoms can be caused by other conditions such as mild cognitive impairment, depression, an underactive thyroid, a vitamin B12 deficiency, or medication side effects.

It's important to contact your GP surgery in case there's a cause that may be treatable.

- Poor short-term memory such as struggling to recall recent events or forget names of close friends and everyday objects.



How to improve your mental health and wellbeing?

- Confused thought processes or lack of concentration such as putting your keys or wallet in the wrong place.
- Loss of motivation to do things.
- Poor communication and understanding such as losing the drift of what you are saying.
- Inability to perform everyday tasks.
- Changes in personality, mood, behaviour or social functioning.

If you are concerned, you can call Dementia Connect on **03331 503456** who can offer support, information and signpost you to relevant services. Other support services are at the back of this guide.

If I'm concerned I will:

Completed?



How to plan for the future

Have you considered how you would like to be looked after in the future?

It's never too soon to start conversations about the help and support you may need in the future with health or financial decisions. There are several options available and further information can be found from many of the organisations in the Directory of Contacts.

Wills: Even if you don't have much to leave, it is important that what you do have is left to those you care about. If you do not make a will, your spouse will be the main beneficiary unless stated otherwise. If you are not married to your partner they will not automatically be a beneficiary, so you need to make arrangements in advance. The absence of a will causes lengthy delays so organise things in advance.

Lasting Power of Attorney (LPA) is a legal document by which you give someone else (the Attorney) the power to act on your behalf and in your name. It can be drawn up at any time while you have capacity to do this but it has no legal standing until it is registered with the Office of the Public Guardian.

How to plan for the future

Living Wills usually takes the form of a written statement setting out what types of medical treatment the maker of the will does or does not want in specific circumstances should they be incapable of giving or refusing consent. It must be signed whilst the maker is mentally competent.

Advance care planning is very important and will help you make decisions about your health and care in case you become very ill. This can be recorded on the My Care Choices Register, an electronic record of a person's decision about the kind of care they wish to receive in the future if they were ill or coming to the end of their life.

Completing a EHCP (Enhanced Health Care Plan) will ensure your wishes are recorded if you are not able to make decisions in an emergency situation. These are completed with health care professional following a discussion about what matters to you.

A '**This is me**' passport can be used to record details about a person living with dementia who can't easily share information about themselves. This can help health and social care professionals better understand the person they are supporting and help them to deliver the appropriate care.

How to plan for the future

Make sure that a trusted person, such as the executor of your will, knows who you bank with and where any medical or life insurance policies are held.

I will make decisions about my future by:

Completed?



End of life support and what to do after someone dies

End of life support - During a terminal illness, or approaching the end of life, it may be a good idea to express future wishes and make plans in advance for the care needed in the future. Planning ahead in this way is sometimes called 'advance care planning'. It involves thinking and talking about an individual's wishes for how they are cared for in the final months of life.

Planning for this as early as possible enables care to be delivered in ways that respect the wishes of people and their families.

End of life care helps us to live as well as possible until death and to die with dignity. It also includes support for family or carers. Palliative care helps to manage pain and make things as comfortable as possible, enabling people to remain in their own home for as long as they wish.

Many healthcare professionals can be involved in providing end of life care and most hospitals have special palliative care teams that coordinate all these services.

When end of life care begins depends on specific needs and will continue for as long as required. It may last a few days or for months or years.

End of life support and what to do after someone dies

Your GP can offer support and advice to those at the end of their life and their family and loved ones.

What to expect when someone is dying

What to do after someone dies - There are a number of practical things to be done following a death. www.gov.uk/when-someone-dies provides information on what you need to do. If you can, ask a family member or friend to help.

- A doctor will need to issue a death certificate
- You should appoint a funeral director to make the arrangements. You may be able to claim help with funeral expenses.
- You must register the death within five days. You need to take the death certificate with you.
- Tell family members, friends and colleagues.
- There may be organisations to notify and the Government's 'Tell Us Once Service' can help with this.

End of life support and what to do after someone dies

Bereavement - People are affected by bereavement in many different ways and it can take time to adjust. However, you might need help if you are not coping or are feeling depressed. For some, the best way to cope is to discuss feelings with family or friends. If this doesn't work for you, you can always contact local bereavement services, such as those at Age UK and Cruse.

If I need support, I will:

Completed?



NHS Services in Gateshead

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Adult Bladder & Bowel
Adult Speech & Language
Community Stroke Rehab Team
Discharge Liaison Nurses
Eastwood Health Team
End of Life Facilitator
Falls and Syncope Service
Falls Rapid Response Service
Frailty
Hospice at Home
Locality Nursing Teams
Macmillan Nurses
Podiatry
Rapid Response
Strength & Balance

Children's Bladder & Bowel
Children's Nursing
Children's OT
Children's Physiotherapy
Children's Speech & Language Therapy

Admiral Nurses
Cragside Ward
Community Mental Health Team (65+)
Older Persons Mental Health Liaison
Specialist Memory Hub (65+)
Sunniside Ward
Younger Persons Memory Service



SCAN ME

USING YOUR PHONE'S CAMERA
FOR MORE INFORMATION

☎ 0191 482 0000

🌐 www.qegateshead.nhs.uk/services

📱 #gatesheadhealth

Bladder and Bowel

Our team of specialist nurses are trained to offer individuals with bladder and bowel problems support and advice.

Who are we and what do we do?

The service consists of a team of specialist nurses who support individuals with bladder and bowel problems. We offer a confidential, friendly service, undertake a comprehensive assessment, which may include investigations such as: stool samples, urinalysis, ultrasound scans, physical and abdominal examinations. We provide a programme specific to your condition in order to promote continence. This may include self-help advice, medication, equipment or toileting aids.

How to be referred to the service

You can be referred to the service by your Doctor, Health Visitor, School Nurse or any other Health Professional. Adults are also able to refer themselves into the service.

Contacting the team

Bladder and Bowel Service, Bensham Hospital, Saltwell Road, Gateshead, NE8 4YL - Telephone: **0191 445 8417** (8:30am-4pm excluding bank holidays)

www.gatesheadhealth.nhs.uk/services/bladder-bowel

Community Integrated Nursing Locality Team

The Locality teams provide support housebound patients requiring planned nursing care, e.g., post surgical dressings. The locality teams provide an 8am - 8pm service seven days a week for those requiring planned nursing care for housebound patients aged 18 and over registered with a Gateshead GP.

The community nursing team work across Gateshead in 5 localities - **East, South, West, Inner West and Central**

What Services do we provide

- Case Management for complex older and frail patients
- Long Term Conditions management
- Complex wound care
- Medication administration
- Catheterisation
- Discharge/Management End of Life care and Palliative Support
- Obtaining samples
- Equipment assessment
- Signposting to other community services

Community Integrated Nursing Locality Team

[How to contact the service](#)

Nursing service is available 7 days a week 8am - 8pm.

East - 0191 440 3872

South - 0191 445 3021

Central - 0191 445 5114

West - 0191 283 4599

Inner West - 0191 283 4619

www.gatesheadhealth.nhs.uk/services/community-integrated-nursing-locality-team/

Community Stroke Rehab Team

The Community Stroke Rehabilitation Team (CSRT) help and support the rehabilitation (recovery and adjustments to life) of people who have had a stroke. We also help and support families and carers.

About the service

Everyone's needs are different after a stroke. Some will require more rehabilitation than others.

We can help with:

- Mobility
- Washing
- Dressing
- Eating and drinking
- Communication and getting confidence back

We can arrange provision of any necessary aids or equipment. Rehabilitation will be designed to suit individual needs and will normally be at home. We may also give you exercises to do at home between therapy sessions. Therapy can be one single visit or can last for weeks or months depending on need.

Community Stroke Rehab Team

Who is this service for?

This service sees anyone aged 18 and over, registered with a Gateshead GP. Our team sees people who have had a stroke and has on-going stroke rehabilitation goals.

Contact the Team

Service is open Monday to Friday 8:30am to 5:00pm

0191 445 2851

www.gatesheadhealth.nhs.uk/services/communitystroke-rehab-team/

Frailty

Each team completes a Comprehensive Geriatric Assessment by gaining information from patients, relatives, and care providers.

The **A&E Frailty Team** and **Emergency Care Centre Frailty Team** are based within the Queen Elizabeth Hospital. These teams will contribute to the treatment and care plan which supports patient care and flow through the hospital. If a person is medically well the teams will also support a safe discharge home.

The Frailty Virtual Ward Team are based in the community from Bensham Hospital. The Frailty Virtual Ward aims to help patients who are frail to stay at home during a period of acute illness such as chest infections, urine infections or constipation alongside conditions such as dementia or delirium.

They offer an alternative to a hospital stay and this can be a 'step down' enabling an earlier discharge or a 'step up' avoiding hospital admission.

Hospital-level care at home benefits frail patients as they are in their own environment and can help speed up recovery.

Frailty

Many patients with frailty can become de-conditioned whilst in hospital; they can pick up hospital-acquired infections or fall due to disorientation. Referrals to the frailty virtual ward come from GPs, community nurse practitioners, rapid response teams, and from frailty nurses and doctors in the hospital.

Patients can be admitted to the ward for up to 14 days. If you feel that you may benefit from the Frailty Virtual Ward please discuss with you GP.

Rapid Response Team

Who we are

We are a team of nursing and therapy staff, who aim to respond quickly to prevent deterioration in health and wellbeing, to support patients to stay at home, avoiding the need for hospital admission or long term care where possible. Our teams will deal with your call as quickly as possible and will aim to provide a response within **2 hours** where appropriate.

Who can access the service?

Patients, relatives, carers and professionals. Patients requiring assessment and intervention at home must be:

- over the age of 18
- registered with a Gateshead GP

Contacting the Team

Please contact the team via the single point of contact which is open everyday (24 hours) on **0191 445 8400**.

If your referral is not urgent, you may also contact the team by email, **ghnt.rapidresponse.team@nhs.net**

If you cannot get through to the team, please call the QE Switchboard on: **0191 482 0000** or call NHS 111.

www.gatesheadhealth.nhs.uk/services/rapid-response-team

Strength and Balance

The Gateshead Strength and Balance Service is aimed at over 65 years old, vulnerable, mildly, and moderately frail adults with a history of falls, fear of falling, reduced confidence and strength and balance deficits.

The service is a partnership between Gateshead Health NHS Foundation Trust and Gateshead Health Council Public Health. Qualified Otago Strength and Balance Exercise Leaders from both organisations jointly deliver strength and balance classes across Gateshead.

Otago is an evidence-based exercise programme that has been shown to reduce falls, improve balance strength, independence, and confidence for frailer, older people at risk of falls and it is a starting point for moving people into activities that are more challenging and exercises.

The class programme lasts for 14 weeks and on completion, participants can progress to other forms of community-based activities. Free transport can be provided as these group sessions are based at Gateshead Leisure Centres. All class participants receive a home-based falls risk assessment to identify their needs and some 1-to-1 home exercise support before the class starts.

Strength and Balance

Contact the Team

0191 445 8400

claire.shroufi@nhs.net

[www.gatesheadhealth.nhs.uk/ services/strength-and-balance/](http://www.gatesheadhealth.nhs.uk/services/strength-and-balance/)

We hope you have found this guide useful. It will hopefully enable you to make decisions so that you can live healthily, happily and independently for longer.

Here is a list of organisations which can provide support and advice about the ideas and suggestions that have been mentioned in the previous pages.

Directory of Contacts

Adult Social Care

Assess individuals care and support needs

T: **0191 433 7033**

<https://www.gateshead.gov.uk/article/1819/Adultsocial-care>

Age UK

Financial and legal including planning for the future, health and wellbeing, care, support, befriending, cost of living support.

T: **0800 678 1602**

www.ageuk.org.uk

Alzheimer's Society

Support for daily living, carers, independent living and financial and legal matters.

T: **0333 150 3456**

www.alzheimers.org.uk

'This is me' passport

www.alzheimers.org.uk/get-support/publicationsfactsheets/this-is-me

Bladder and Bowel

T: **0191 445 8417**

Directory of Contacts

Carers Trust

Offer support and advice for carers.

T: **01207 549780**

E: info@carerstrusttw.org.uk

Citizens Advice

Benefits, financial, legal and health advice.

T: **0808 278 7902**

www.citizenadvice.org.uk

Cruse

Opening Hours:

Monday, Wednesday, Thursday, Friday 9:30am -5pm

Tuesday 1pm - 8pm

T: **0808 808 1677**

www.cruse.org.uk

Dementia UK

Advice on living with dementia, legal and financial matters and family and carers support.

T: **0800 888 6678**

E: helpline@dementiauk.org

www.dementiauk.org

Directory of Contacts

Gateshead Council

Cost of living, benefits and housing support,
community information

T: **0191 433 3000**

Gateshead Health Switchboard

T: **0191 482 0000**

Gateshead Older Peoples Assembly

T: **0191 438 1721**

Gateshead Rapid Response Team

T: **0191 445 8400**

Mind

Mental health support whether you are stressed,
depressed or in crisis

T: **0330 174 3174**

T: **0191 477 4545**

NHS

Tools and support to lose weight, get active, quit
smoking or lift your mood.

www.nhs.uk/better-health

Directory of Contacts

NHS 111 service

If you need medical help, dental help, mental health help, help with and existing condition or a prescription or medicines information.

T: 111

<https://111.nhs.uk>

Resuscitation Council UK

Information on personalised plans (ReSPECT forms) for clinical care in emergency situations.

www.resus.org.uk/respect

Stroke Association

Information, support and advice for people affected by a stroke and carers.

T: 0303 3033 100

T: 0300 3300 740

E: SOTWteam@stroke.org.uk

Notes

This is your space for extra contacts that are important to you.

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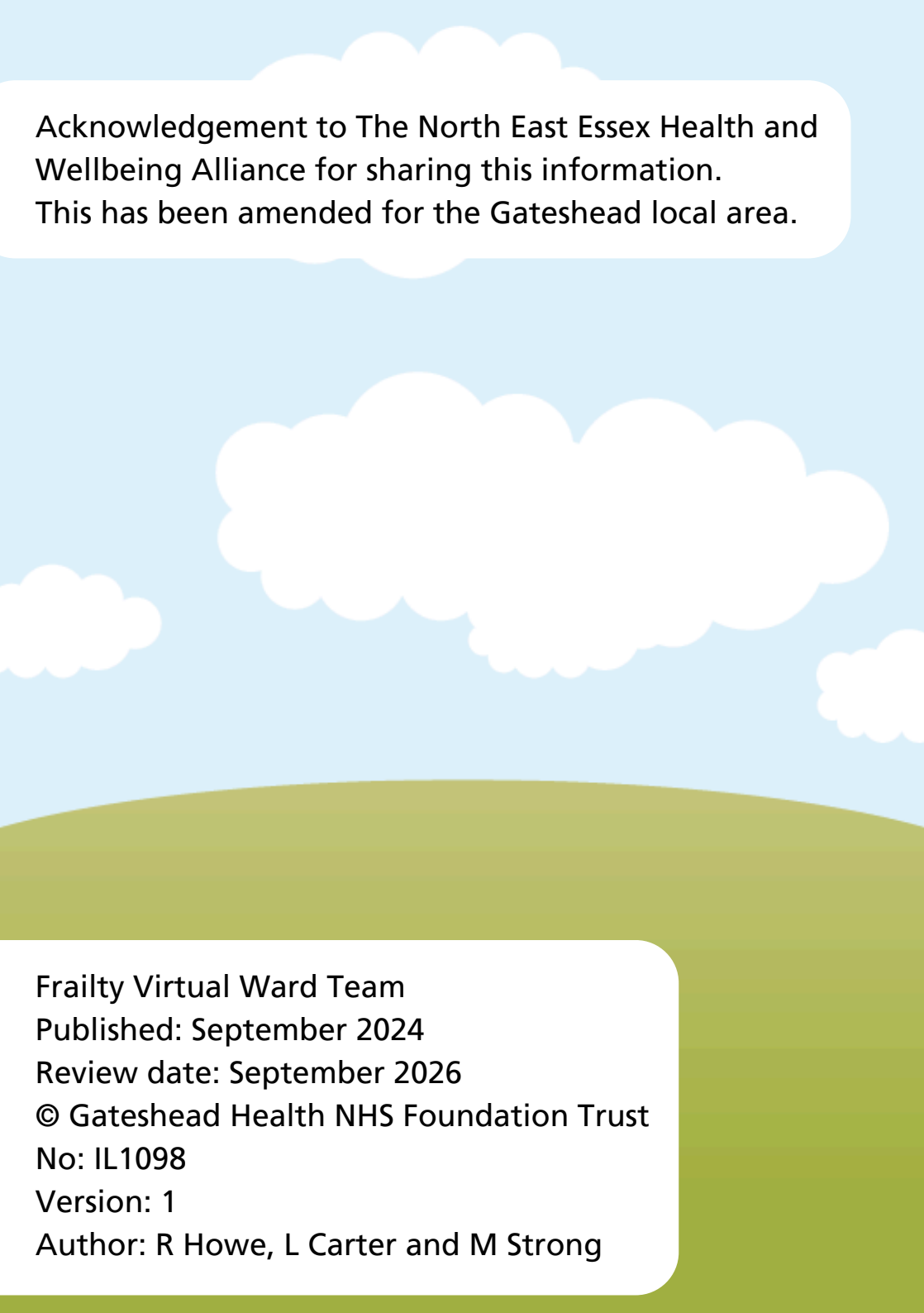
Feedback

We would love to hear your feedback to improve this guide in the future. If you could take 5 minutes to complete the survey below, we would greatly appreciate it. Please scan the QR code, follow the link below or enter the web address below into any internet connected device.

<https://forms.office.com/e/NzaFqgrXMZ>



Ageing Well in Gateshead Guide Feedback



Acknowledgement to The North East Essex Health and Wellbeing Alliance for sharing this information.
This has been amended for the Gateshead local area.

Frailty Virtual Ward Team

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