

KOVE: Kilburn Older Voices Exchange

<i>Category</i>	<i>Description</i>
Title of intervention	KOVE (Kilburn Older Voices Exchange)
Objectives	<p>Objectives IROHLA taxonomy</p> <ul style="list-style-type: none"> ✓ To inform and educate older adults and/or professionals ✓ Improving skills of older adults and/ or professionals ✓ To support behaviour change and maintenance ✓ To strengthen contextual social support ✓ To facilitate involvement of individuals at the system level ✓ To customise health literacy interventions or enhance the implementation of these interventions ✓ To change the social, cultural or physical environment in order to enhance the effects of health literacy interventions <p>Short description of the objectives of the intervention</p> <p>A group of older people - service users, family carers and volunteers united to improve the quality of life, including mental wellbeing, for older people in Kilburn, West Hampstead and beyond.</p>
Target groups	<ul style="list-style-type: none"> ✓ older adults (50+) ✓ young seniors: 50-60 ✓ pensioners: 65-80 ✓ oldest group: 80+ ✓ vulnerable groups ✓ professionals working with (carers/caretakers of) 50+ ✓ others: the community <p>Short description of the target groups</p> <p>The target groups are older people prone to social exclusion and family carers living in the UK. There is a variety of initiatives to raise awareness of barriers that older people face or problems that they might experience. People are from several cultures and above 65 years old and they might be physically handicapped or suffer from depressive moods.</p> <p>People from different ethnicities are also approached, e.g. UK, Asian, Irish and African.</p>

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Problem analysis	<p>Scope of the problem Isolation of older adults. Poor infrastructure. Lack of awareness of the community about the difficulties that older people face.</p> <p>Consequences for individual and/or society Due to physical restraints, older adults feel challenged in their daily activities. As a result, they prefer to minimise some activities. For example, don't go to the city in order to avoid crossing streets.</p> <p>Distribution of the problem In UK and worldwide</p> <p>Perception of target groups (of the problem) It discourages them to carry on with daily activities. Thus, causing isolation.</p> <p>Other information Concerns and suggestions that older people raise.</p>
<i>Short description of the modifiable determinants of older adults.</i>	<p>Modifiable determinants of older adults Motivation to share their experience and opinions through multimedia, motivation to acquire new knowledge, e.g. in the field of multimedia.</p> <ul style="list-style-type: none"> • Skills and knowledge, e.g. learning how to use a camera. • Motivation to become included and active. • Self-efficacy (e.g. to communicate own needs and wishes).
<i>Short description of the modifiable determinants of professionals.</i>	<p>Modifiable determinants of professionals Awareness of the problems that older adults need to face. In particular with the infrastructure of the city.</p> <ul style="list-style-type: none"> • Skills and knowledge, e.g. quality care training. • Awareness and attitudes, e.g. realising what is a barrier for older people. • Motivation to change environment and remove barriers for older people. • Cultural competencies.

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Components of the intervention	<p>Components</p> <ul style="list-style-type: none"> ✓ Individual counselling/ coaching by peers ✓ Website ✓ Written information materials (leaflets) ✓ Other: Online magazine and films. <p>Description of components:</p> <ul style="list-style-type: none"> • Online magazine for and by older people. • The films show the projects carried out by KOVE as well as the opinion of older people in regard to their lives and how it could be improved. • Guide about what public utilities and surfaces are needed for people to move around more safely. • Leaflets with tips on e.g. good road safety and information on different road crossings. • Educational or informational films to show the barriers older people face, to improve home care, to raise awareness on mental health issues and improve well-being. In the ‘Older Voices-getting around Kilburn High Road’, KOVE is working closely to the Camden traffic and street planners to show them the difficulties experienced by older people. • One of the programs developed by the KOVE initiative is ‘five ways to well-being’. The output is a film showing a clinical psychologist who is explaining how to initiate or maintain well-being. People from KOVE have been talking to and filming older people about mental wellbeing – how people keep in good spirits. The film is currently being shown to groups of older people to help promote good mental wellbeing. Other projects are: home care (improving home care standards, providing training films), community toilets and seating (restructuring public space according to older people’s needs), keeping safer, accessible buses, road crossings, etc.
Approach	<p>Theoretical models used</p> <p>Not mentioned explicitly.</p> <p>Didactics used</p> <p>Often very practical approach, learning by doing, but also tele-learning (films) and psycho-education, which refers to the education offered to individuals with a mental health condition. Through this, patients and their relatives should be empowered to accept their illness and cope with it. (five ways to well-being).</p>

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	<p>Techniques used Personalised approach through questionnaires and interviews, mobilising contextual and social support, raising awareness by documenting and visualising barriers.</p> <p>Contexts How well are older adults able to get around; public space and infrastructure in cities: can older people easily access public transport or are there any benches on their way to X which allows them to rest and meet other people from the neighbourhood; setting approach.</p> <p>Stakeholders involved A variety of partners are included, see types and the relevant links for more information.</p> <p>Type of professionals involved Politicians, city planners, social workers, carers</p>
Resources and qualifications	<p>Duration of the intervention Started in 2009 and is continued until today.</p> <p>Financial costs for the implementing organisation “We believe our small charity/group is very cost-effective. We operate with one paid member of staff, coordinator (myself) 3 days per week. Plus a number of volunteers (older people) who help with surveying the problems that occur for older people getting around an urban environment. (Approx. 3 - 4 hours per week). The overall KOVE budget for 2013-14 was £14,000. Approximately one third of our budget is used for the programme. In 2013 it included a commission from London Borough Camden to make a film about problems for older people getting around Kilburn High Road (£2,500). We spend about 12 or so hours per week on matters to do with access/urban space - road crossings, jostling pavements, public seating, lack of public toilets, better access on buses etc. Talking to older people about these problems and informing authorities about issues that we have discovered.”</p> <p>Financial costs for the target groups “Having poor urban access can mean that older people may have to pay for people to get their shopping, pay for taxis to get to and from appointments etc. There is a bigger health/social cost to them if urban access is poor. People becoming</p>

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	<p>more isolated/lonely, marooned in their homes with little contact. Some people become depressed with no social contact or activities. Loss of confidence etc.”</p> <p>Required competencies of professionals</p> <ul style="list-style-type: none"> • Interest in the topic. • Research abilities. • Specific skills and knowledge of learning modules/courses, e.g. quality home care.
Implementation	<p>Implementation strategy Networks and focus groups to keep in touch with locals.</p> <p>Conditions for effective implementation</p> <ul style="list-style-type: none"> • Effective communication among (governmental) agencies and researchers and older people. • Awareness for needs of older people. <p>Stakeholders involved are:</p> <ul style="list-style-type: none"> • KOVE network members and partnerships • Older adults • Sponsors, e.g. The London Trust and Hampstead & Camden Trust
Transferability	Especially in the quality home care approach a learning module and manual is available. Professionals involved must meet high standards in their practice.
Evaluation	<p>Methods used Feedback from the participants of the projects, case study.</p>
Effectiveness	<p>Main results</p> <ul style="list-style-type: none"> • The project 'Five Ways to Wellbeing' rose awareness of self-help messages about improving mental health and to decrease the stigma of mental illness. • Benches were installed at the top of Hemstal Road/West End Lane. • In general, KOVE was able to raise awareness in several areas of older people’s interest and often the settings were changes accordingly (e.g. accessible buses). In addition, older people are included and engaged in this change process. Vulnerability for social exclusion was reduced.

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<i>Key elements/components of the intervention that must stay intact in order to have an effective intervention</i>	<p>Key elements</p> <p>To hear from members of the public about problems that they experience:</p> <ul style="list-style-type: none"> • asking older people for the barriers they face, • engaging older people in the process of raising awareness and change, • educating them in filming, • providing educational material, • going into the field and re-experience the problems of older people, adjusting the environment.
Level of evidence	<ul style="list-style-type: none"> ✓ Case-control studies or case-reports ✓ Other: Feedback from the participants
Sector	Social sector
Country of development	UK
Provider	<p><i>Name:</i> Mel Wright (Coordinator) <i>Organisation:</i> KOVE <i>Type of organisation:</i> community group <i>Post address:</i> KOVE, Kingsgate Resource Centre, 208 Webheath, Palmerston RoadNW6 2JU, London <i>E-mail:</i> mel.wright@kove.org.uk <i>Telephone number:</i> 07539390786</p>
Relevant documents/links	<ul style="list-style-type: none"> • Kilburn Older Voices Exchange: http://www.kove.org.uk/ • http://www.acting-up.org.uk/kove.htm • Involved partners: http://www.kove.org.uk/partners