

Reshaping Care for Older People



Gorbalites Bite & Blether

Draft Joint Strategic Commissioning Plan 2013-16

Consultation Event

1 Background

In Glasgow, the NHS, social work services, the Third Sector and the independent sector have produced their Draft Joint Commissioning Plan for 2013-2016. The plan sets out a vision for the development of services over the next three years. A city-wide consultation was launched on 15th April 2013 to engage with older people, carers and others, with an interest in the proposals, to discover their views on the plan.

Due to their collective 'reach' with older people four organisations received funding from the Change Fund to carry out a series of 'voice and engagement' sessions with older people throughout the city. The organisations involved were: Age Scotland; Glasgow Council for the Voluntary Sector; Scottish Seniors Alliance; and Glasgow and West of Scotland Forum of Housing Associations. The aims of the sessions were to introduce older people to the plan and to ask for their opinions on the key issues.

The sessions were branded 'A Bite & a Blether' and took place over the period April – July 2013. This report documents key findings from the sessions held with the Gorbalites.

2 Introduction

50 older people, aged between 60 – 90 years, attended the session. The group was made up of individuals who regularly attended the Gorbalites lunch club.

The session format included: a short presentation on the key aspects of the Joint Commissioning Strategy, the background to RCOP and an introduction to why the Joint Commissioning Strategy was being created. The group was then divided into several smaller sub-groups to consider the consultation session.

3. Summary of overarching themes:

Below is a summary of the key themes that arose from group discussions. More detailed feedback from the groups can be found in **section 4**.

Information and advice: The most common emerging theme coming from the consultation was the need for more information at a local level. To help older people access the information and advice that they require easily and quickly.

Suggestions included making better use of local venues as places to communicate with older people such as hairdressers, churches and local shop and also in using local radio and newspapers more frequently.

Participants highlighted the need for well-advertised help lines to help people deal with emergency situations and to access support quickly from the right professionals.

Information sharing and partnership working: Participants also felt that it was essential that partners worked closely together and with individuals to ensure the right support was put in place with a particular focus on ensure greater partnership working during hospitals stays and through-out the discharge process.

Community transport and bus routes: Another recurring theme was the need for improved community transport and better promotion of community transport initiatives. Participants spoke of the difficulties in the ever changing bus routes and timetables that often led to confusion and the need for better communication around changes to bus services. There was a particular focus on the need to improve transport links to local hospitals.

District nurses: Finally the participants highlighted the need for more district nurses and the importance of giving focus to ensuring older people and carer can get home visit from district nurses when needed.

Question 2.

What works for you if you find you need some help (eg., if you are unwell, have an accident , so you may need help from GP social work from physiotherapist etc.

- Contact GP or contact local hospital or phone an ambulance .
- Many older people have stopped having alarms because of cost, many don't know where to get one .
- We need local access to information and advice, carers don't know or don't have time to talk." when I was young we had Health Visitors at local clinics “.
- “It would be good to know cost of care “ A 62 yr. old who had broken both wrists and whose husband was told by carers supervisor that because she was under 65 she would have to pay for her care , she declined help as she was concerned that she could not afford the cost !.

Question 3

What helps when you need hospital care?

- Transport to and from hospital.
- Correct information re: ward or clinic, appropriate time - no long waiting time at A&E.
- Clear communication between Doctors, nurses, patients and social workers during hospital stay and especially on discharge.

Question 4

The draft plan for older people recommends we use hospital services less and do more to support people to live at home. Do you agree with this, if you agree, what do we need to do differently to achieve this?

- We need local phone numbers for help and assistance and assurance that we will get that quickly -not easy to get GP to visit.
- We need a clear pathway for emergency help which should be quick. We need assurance that nurses will be available for home visits for sick people as needed and planned.

Question 5

The plan also recommends we work closely with community based groups and organizations to better support people in need . Do you think this will make a difference, if so what should we be doing to bring this about?

- More information is needed about the support groups in local areas and more information to make it easier to get in touch with these groups - that could make a difference. We should try to involve more local people, especially those that don't know how to get involved.

Question 6

There are a wide range of services currently supporting older people in Glasgow. Not everyone always knows what is available. What should we do to improve people's understanding and knowledge about current services, how can we improve access?

- More advertising locally, using free local papers, churches, local shops, GP surgeries, SW offices, local hairdressers, pubs (would inform younger people 40-60 as well).
- One stop shop in each area with 24hr telephone linkup for emergencies.
- Information about bus routes to hospitals etc , more information about community transport .

Question 7

What new services should we be developing to meet the future needs of older people in Glasgow?

- Local access to information- most requested a "One stop shop plenty of them around"
- More District Nurses
- Stop closing community centers.
- Transport is a big problem for older people in general bus timetables are changed too frequently and routes changed.
- We need more accessible chiropody too long between appointments.
- Everyone over 75 should have a personal alarm

Question 8

What in your view should be our top priority for improving services for older people in the next three years?

- Easy access to district nurses to care for really sick as Cordia carers are so limited some are useless
- 15 minutes support from carers is not long enough especially if the person is not well on the day. In these situations the carers will still leave them after fifteen minutes
- Providing information about what is available, when, from whom and how to access those services. "We need carer respite and someone to keep an eye on carers in order to recognise when they are in need of support when they become exhausted ".

**Gillian McCamley, GCVS
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