

South Glasgow PPF response to the Joint Commissioning Strategy Consultation Questions

1. Do you agree with our vision for Glasgow and the aims we have set out? Would you like to change these in any way? If so how?

- Broad agreement however these aims and objectives will not be achieved without proper resources
- Need genuine partnership working
- The aims and objectives need to reflect the current climate of welfare reform and the impact it will have on the most vulnerable
- Need to focus more on the 'younger' older people, those in their early 50's who will use services in the future – what are their needs

Question for the Strategy Group:

How confident are the partners that the vision set out can realistically be achieved?

2. Have we clearly set out why services need to change? Do you agree or disagree that change is needed?

- Agree that the population is changing but its not all negative
- No illusions that change is needed
- Still not clear whether or not there is additional funding to make these changes – are other things being cut to increase funding for some of these changes?
- Not enough said about the political climate and the push towards personalisation – is it about cost cutting through the back door
- Not enough said about carers and the complex relationship they have with various agencies – long term health impacts

Question for the Strategy Group:

What account of welfare reform and the impacts on vulnerable people was made in drafting this Strategy? What impact do partners expect from these changes?

**3. The draft plan recommends we use hospital services less and do more to support people who live at home.
Do you agree or disagree with this? If you agree, what do we need to do differently to make this happen?**

- Agree in principle but many examples given of poor quality/ineffective home care, raising serious questions about the ability of that sector to cope
- Personalisation is a concern – questions about giving people real choice or saving money – many services cannot deliver the same quality of care for less money
- Information is not clear about pathways into care therefore people still end up in hospital inappropriately
- The voluntary and third sector is shrinking despite increasing demands for their services, especially in relation to service delivery, for example care providers
- The community sector is distinct - small, often very local projects that can be a lifeline for older people in their own communities – this is being dismantled through increasing pressure from Community Planning and others to change services to meet targets, not needs
- Home care, and in particular Cordia, is not ‘person centred’
- Social Care Direct is not working as it should – the launch was poor and information is still not out there

Question for the Strategy Group:

- What part does Cordia have in the Strategy given their role and responsibility for delivering home care?

4. The draft plan also recommends we work closely with communities, community based groups and organisations 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?

- Overwhelming agreement that the voluntary and community sector already plays an essential role, especially for older people who are more likely to access community based activities and services

- Community projects are increasingly vulnerable to cuts in Council budgets, or are asked to deliver services in a different way, not always to advantage of service users – pressure on staff and volunteers
- Example of increase in costs to hire council facilities such as community halls or schools – impact will be felt greatest by local groups who provide activities at a very local level
- Example of increase by approx 40% cost of meals at local lunch clubs
- The rhetoric and the reality do not match up
- Local councillors need to get out into their wards and get more involved in order to assess the impact/the gaps in services that are being created
- The housing sector has a key role in identifying vulnerable older people but many are still living in slum private sector housing – legislation is needed
- The availability of social rented housing is decreasing – or is demand just increasing?

Question for the Strategy Group:

What will the partners do to ensure that the community sector is able to continue to deliver services that provide a vital link for many older people at a time when these projects and groups are vulnerable to funding cuts?

5. What should we do to improve people's understanding and knowledge about current services and how can we improve access?

- Better informed home care staff – they have access to most vulnerable on a daily basis and ideally placed to impart information
- Better informed GP's – anecdotal experience is that GP's often don't know about local voluntary or community services in their own practice area
- Social Care Direct is supposed to act as a portal/hub for information about services but anecdotal experience is that it offers a poor service and has been insufficiently promoted – assumes that users already have a knowledge of social work services, which are often complex and difficult to navigate
- Make better use of housing organisations to promote and provide information – they regularly communicate with tenants

Question for the Strategy Group:

What will the partners do to maximise the opportunity for primary care service providers to become more involved in providing/signposting older people to local services?

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

- Roll out of Good Morning Glasgow or similar projects
- Investment in local community and voluntary services – neighbourhood focussed
- Work with housing providers to provide specific accommodation for older people (not sheltered housing) but ‘seniors villages’ model
- Campaign for statutory powers against rogue private landlords

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

- Radical overhaul of home care services – serious investment required

8. Do you think we have missed anything from our draft plan?

- Not enough focus on working with housing partners
- Not enough focus on the important role of the local community and voluntary sector in the provision of services (not always the big voluntary sector organisations)
- Assumption that projects will be mainstreamed after 2015 when Change Fund monies disappear – not enough detail on how this is being planned for