

Let's make Glasgow a **great** place to grow old

OUTCOME OF CONSULTATION 2013



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NHS
Greater Glasgow
and Clyde

Introduction

In Glasgow, the NHS, social work services, third (voluntary) sector, independent care sector and housing are all working together to improve older people's services in the city.

Earlier this year, we published a draft three year plan setting out how we propose to develop services over the next three years.

The plan outlined an ambitious programme of change aimed at helping older people to get the right

level of support to do more for themselves and stay safely in their home and communities for as long as possible.

The draft plan was launched in April 2013 and from May to July we carried out an extensive consultation to find out what older people and their carers, and organisations involved in delivering care to older people, thought of our proposals.

More than 500 people

offered their views through a series of public meetings, written responses to consultation and an online survey.

This leaflet provides a summary of the comments received and outlines what we plan to do next following the feedback we have received.

A full version of the report on the outcome of consultation is available online at:

www.nhs.uk/ggc.org.uk/olderpeople

What you told us

The Glasgow City Partnership for reshaping care for older people has been encouraged by the huge response we have received to our draft plan.

We are grateful for the time and effort people have taken to engage with us over our plans for improving care for older

people in the city.

The overwhelming response was that while people supported the vision and direction of the strategy, there was concern about how this might be delivered in the current economic climate, and the level of need in Glasgow.

What you said about the draft plan:

- The plan was ambitious in its thinking and would benefit from more detail on how the partners will move away from current service models to new ways of working;
- The plan presented an opportunity to create more personalised care and improve quality, choice, care and support for older people;
- Better integration between health, social care, and the independent and third sectors was welcomed but planning of future housing provision needed to be more integrated;
- Concerns were expressed about how funding would be released to pay for preventative care when demands on health and social care have never been higher, and may rise further due to anticipated increases in the numbers of frail elderly people;
- The model of care for dementia needs to be different – community based care may not be appropriate for those in the latter stages of dementia;
- Carers were keen to see increased respite and short breaks;
- Equalities and human rights need to be given a higher priority within the plan, with particular focus on meeting the needs of people with physical and sensory impairments, learning disabilities, those from minority ethnic groups, and those who experience social isolation and barriers to participation such as poverty, poor access and lack of transport.

On your experience of older people's care you told us:

- There was a need to rebuild confidence following a hospital stay, not just physical health;
- Taking part in exercise, activities and interests and having regular social interaction with others was vital in keeping older people healthy and well;

- There was a need for easy access to a range of local support services, including allied health professionals, such as physiotherapists and occupational therapists;
- Lack of transport to meet older people's needs was a significant issue;
- Some respondents to the consultation were concerned about choice when it comes to home care.

How we have responded to your feedback

In light of the consultation and your comments:

- We will give more detail of the changes we plan to make and we will show clearly what the improvements and benefits for older people and their carers are. This will include specific examples on home care, hospital discharge arrangements, care home provision and hospital care;
- We will provide a clearer illustration of what we mean by personalisation and how this will improve support to older people in need;
- We will consider specifically the needs of people with dementia;
- We will re-focus our plans to consider the needs of the wider population, especially what we can do to prevent health problems occurring or worsening, and the roll out of social and physical activity programmes and other community based initiatives to support older people;
- We will follow through on our commitment to person-centred care which means that care plans are developed to suit the person and their needs rather than the organisation running the service, and we will make this more visible in what we do;
- We will review what can be done to improve information and advice services for older people;

- We will develop a transport plan;
- We will develop a more integrated housing plan to support older people to stay at home.



The next steps

We know that our plans are ambitious but we are committed to delivering these improvements over the next three years. Our refreshed plan, to be published later this year, will spell out in more detail how we will do this.

We will focus on delivering changes and improvements in the services people receive and the success of our plan will be demonstrated by what we deliver. We will continue to engage with older people, carers, communities and those involved in delivering care so that we can get their feedback and give them the opportunity to influence what we do.

There will be regular updates on implementation during the year. You can find information on how to get involved in our engagement events and a copy of the refreshed plan at:

www.nhsggc.org.uk/olderpeople

For further information on the strategy and the consultation please contact:

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